

Freedom of Information Request

Reference Number: EPUT.FOI.23.3184
Date Received: 12th of October 2023

Information Requested:

1. Please confirm your Trust's overall spending on Translation and Interpreting Services, for each of the financial years:
 - a. 2020-2021: £68,018
 - b. 2022-2023: £88,809

2. Please provide a breakdown of languages for the last 12 months

Language	Total bookings
Madurese	3
Dari (Iran)	48
Punjabi (Pakistani)	4
Arabic - Sudan	5
Gujarati	13
Chinese (Cantonese)	50
Bengali (Dhaka)	15
Lithuanian	10
Arabic - Morocco	5
Telugu	1
Creole (French)	1
Arabic - Chad	1
Arabic - Syria	6
Amharic	11
Arabic - Egypt	7
Arabic - Kuwait	17
Twi	2
Tigrinya	5
Indonesian	2
Dari (Afghanistan)	19
Yoruba	3
Tamil	37
Czech	26
Portuguese (Brazil)	1
Romanian	70
Slovak	10
Kurdish (Kurmanji)	2
Zaghawa	4
Kurdish (Sorani)	61
Thai	11
Arabic - All or Any	113

Hungarian	38
Arabic - Iraq	12
Latvian	3
Afrikaans	1
Pashto	14
Portuguese (Portugal European)	57
Chinese (Mandarin)	49
Turkish	102
Swahili	13
German	7
Nepali	3
Malayalam	2
Sinhalese	1
*BSL-British Sign Language	123
Russian	88
Hindi	5
Farsi	173
French	15
Bulgarian	25
Bosnian	8
Bengali (Sylheti)	68
Filipino (Tagalog)	2
Arabic - Algeria	5
Spanish	24
Urdu	39
Punjabi (Indian)	13
Portuguese (Angola)	2
Serbo-Croatian	1
Vietnamese	11
Polish	263
Albanian	115
Taishanese	1
Arabic - Yemen	1
Italian	4
Kurdish (Bahdini)	6
Yiddish	2
Greek	8
Ukrainian	263

3. What languages were your suppliers not able to supply in 2022?

Language	UTPs
*BSL-British Sign Language	6
Albanian	2
Amharic	1
Arabic - All or Any	4

Arabic - Egypt	2
Arabic - Morocco	2
Bengali (Dhaka)	1
Bengali (Sylheti)	5
Bosnian	1
Chinese (Cantonese)	1
Croatian	1
Czech	1
Dari (Afghanistan)	2
Farsi	2
Greek	1
Gujarati	1
Hindi	1
Indonesian	2
Italian	3
Kurdish (Bahdini)	1
Kurdish (Sorani)	1
Lithuanian	1
Nepali	2
Pashto	2
Polish	3
Portuguese (Portugal European)	3
Punjabi (Pakistani)	1
Romanian	1
Russian	2
Serbian	1
Slovene	1
Spanish	1
Tamil	5
Tigrinya	1
Turkish	2
Twi	1
Ukrainian	2
Vietnamese	1
Yoruba	1

4. Which external supplier(s) do you currently use to deliver your interpreting and translation services?

Language Empire Ltd

5. Are you able to provide approximate fee / interpreting session for:

a. In-person/face to face interpreting

Spoken - £41.37 / Non-Spoken - £165.73

b. Telephone interpreting

£35.21

- c. Video interpreting
Spoken - £49.01 / Non-spoken - £194.66
6. If you outsource the provision of interpreting services to an external provider, could you please confirm?
Yes, the service is provided by Language Empire Ltd.
- a) Whether the provider was contracted via a national framework? If so, which one?
Dynamic Purchasing System for the Provision of Language Services LPP/2015/018, Lot 1b (Multidiscipline – South Central & South East)
- b) When does the current contract expire?
31st July 2024
- c) Is there is an exclusivity clause, which would prevent the trust from piloting new cost saving interpreting services during the duration of your contract with your existing provider?
No
7. From which budget within your organisation are interpreting services funded?
EINTR is the Interpreting budget used to pay for any invoices related to Interpreting and translation services.
8. Where do you advertise your tenders? If you do not do a full tender / which frameworks would you use?
The Trust will advertise full tenders on Find a Tender, Frameworks used will be Crown Commercial Services, London Procurement Partnership or East of England Procurement Hub
9. What is the start and end date for either the framework or direct contracts you have with interpreting and translation supplier(s)?
See 6b above
10. Please provide the name and email of the contract manager for the service
In an effort to ensure that the Trust does not receive unsolicited communications and/or any potential malicious malware, the Trust does not routinely publish the names or contact details of staff other than those publicly available through our Trust website.

Any staff details disclosed will be at senior level only and should not be used for the purpose of unsolicited communications or marketing purposes (in accordance with The Privacy and Electronic Communication Regulations, PECR) as well as ICO (Information Commissioner's Office) guidance.
11. If we would like to engage in conversation with a member of staff in your organisation to discuss the innovation we propose to develop, who would be the most suitable person to approach?
Please see response to question 10.

Publication Scheme:

As part of the Freedom of Information Act all public organisations are required to proactively publish certain classes of information on a Publication Scheme. A

publication scheme is a guide to the information that is held by the organisation.
EPUT's Publication Scheme is located on its Website at the following link
<https://eput.nhs.uk>