

FOI 2463

20/06/24

FREEDOM OF INFORMATION ACT 2000 – INFORMATION REQUEST

Interpretation and Translation Services				
Question	Notes	Response:		
What was your overall 23/24 spend for interpretation and translation services?	<i>Apr'23 – Mar'24 Spend to include all service formats across all contracts held</i>	Spend in 2023/24 was £84,055		
What was your overall 22/23 spend for interpretation and translation services?	<i>Apr'22 – Mar'23 Spend to include all service formats across all contracts held</i>	Spend in 2022/23 was £61,002		
What was your overall 21/22 spend for interpretation and translation services?	<i>Apr'21 – Mar'22 Spend to include all service formats across all contracts held</i>	Spend in 2021/22 was £89,424		
Please confirm the following details for your provider(s) of		Response: <i>Please add additional columns if required</i>		
		Provider 1	Provider 2	Provider 3
				Provider 4



interpretation services for each year:					
Provider name	<i>e.g. in-house / provider name)</i>	Northern Ireland Health & Social Care Interpreting Service (face to face)	The Big Word (Telephone)	Global Connections (Written)	Flex Language Services (Written)
Scope of contract and value of spend where in scope in Apr'23-Mar'24 year a) Pre-booked face-to-face b) Pre-booked video c) Pre-booked telephone d) On-demand video e) On-demand telephone f) British Sign Language g) Interpreters on wheels	a) Yes/No, If yes £x b) Yes/No, If yes £x c) Yes/No, If yes £x d) Yes/No, If yes £x e) Yes/No, If yes £x f) Yes/No, If yes £x g) Yes/No, If yes £x	a) Yes b) No c) No d) Yes e) No f) No g) No	a) No b) No c) Yes d) No e) Yes f) No g) No	N/a	N/a
Value of spend against each in-scope service Apr'22-Mar'23 year					
Value of spend against each in-scope service Apr'21-Mar'22 year					
Current contract start date	DD/MM/YYYY		1/2/2022	1/2/2022	1/2/2022
Current contract end date	DD/MM/YYYY		31/1/2026	31/1/2026	31/1/2026
Any extension options available under existing contract	<i>e.g. 2 x 12 months</i>		No	No	No



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How was this contract awarded?	<i>e.g. Tender / direct award</i>		Tender	Tender	Tender
Which procurement framework was used to award this contract?	<i>e.g. NHS SBS / ESPO / No framework used</i>		framework contract is: ID2665864 - Provision of interpretation, translation & transcription services	framework contract is: ID2665864 - Provision of interpretation, translation & transcription services	framework contract is: ID2665864 - Provision of interpretation, translation & transcription services
Have service credits been applied in the last 12 months? If yes, what performance failure was this linked to?	<i>e.g. Yes - non-fulfilment of BSL</i>		No	No	No
Is there is an exclusivity clause, which would prevent you from piloting additional or complementary interpreting services during the duration of your current contract?	<i>Yes/No</i>		No	No	No
From which budget within your organisation are interpreting services funded?	<i>Budget/Department name</i>	<p>The Northern Ireland Health and Social Care Interpreting Service is managed by the Business Services Organisation (BSO) on behalf of the region and they provide face-to-face interpreting through a register of self-employed sessional interpreters, who are professionally accredited.</p> <p>The Strategic Planning and Performance Group (SPPG) (formerly known as the Health and Social Care Board) cover the cost of all telephone, face to face and sign language interpreting across the region.</p>			



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		Trusts individually approve the invoices for telephone interpreting and this is then recouped from SPPG. Face –to- Face interpreting and sign language interpreting is paid directly by SPPG.
Which staff member/job role is responsible for signing off that budget?	<i>e.g. Equality, Diversity & Inclusion Lead</i>	
Which staff member/job role manages the interpretation services contract(s)?	<i>e.g. Equality, Diversity & Inclusion Lead</i>	Equality, Diversity and Inclusion lead has a role in some of the contracts within the Southern Trust.

Please direct any specific queries regarding provider(s) of interpretation services to BSO, DfC and/or SPPG. BSO, DfC and SPPG have their own dedicated FOI teams who will be able to assist you with your request, they can be contacted at:

BSO: Foi.bso@hscni.net

DfC: foi@communities-ni.gov.uk

SPPG: FOI@health-ni.gov.uk

Email: Foi.Team@Southerntrust.hscni.net