

Reference Number: FOIAH2324/146
From: Private Individual
Date: 13 June 2023
Subject: Provision of languages services

Can you please kindly provide the following languages service information under freedom of information:

Q1 Do you provide these services inhouse or outsource to the third party - if outsourced, please name the supplier

A1 [English to other language - DA Languages Ltd](#)
[BSL translation - Signalise Co-Op Ltd](#)

Q2 When does the current contract for language (interpreting and translation services) expire and are there any extensions left?

A2 [DA Languages – 31/03/2025](#)
[Signalise Co-Op Ltd - 31/03/2025](#)

Q3 If expiring in the next 12 months, when will the authority be going to market again to procurement these services and via what channel?

A3 [Information not held – as per A2](#)

Q4 Separately by inhouse and outsourced:

- a. total number of face-to-face, in person assignment and hours completed in 2022
- b. total number of face-to-face, in person assignment not fulfilled in 2022
- c. total number of telephone interpreting, minutes completed in 2022
- d. total number of video interpreting assignment and hours completed in 2022
- e. total number of BSL, in person or remote assignments and hours completed 2022

A4

- a. 1424
- b. 90
- c. 3748
- d. 363
- e. 6

Q5 Who is the senior responsible person for language services at the Trust.

A5 [Valerie Shannon](#)