

Reference Number: FOIAH2425/112
From: Private Individual
Date: 23 May 2024
Subject: Interpretation and Translation Services

Q1 What was your overall 23/24 spend for interpretation and translation services?

A1 [£250,078.00](#)

Q2 What was your overall 22/23 spend for interpretation and translation services?

A2 [£232,869.00](#)

Q3 What was your overall 21/22 spend for interpretation and translation services?

A3 [£182,679.00](#)

Q4 Please confirm the following details for your provider(s) of interpretation services for each year.

A4 [Please see attached for Q4 - 112 FOI Response Table](#)

Q5 From which budget within your organisation are interpreting services funded?

A5 [Patient Experience](#)

Q6 Which staff member/job role is responsible for signing off that budget?

A6 [Patient Experience Manager](#)

Q7 Which staff member/job role manages the interpretation services contract(s)?

A7 [Procurement Services for the Trust are provided by Health Procurement Liverpool, wcf-tr.healthprocurementliverpool@nhs.net](#)

Q4 - Please confirm the following details for your provider(s) of interpretation services for each year:		Response: <i>Please add additional columns if required</i>					
		Provider 1	Provider 2	Provider 3	Provider 4	Provider 5	Provider 6
Provider name	e.g. inhouse / provider name)	DA Languages Ltd	Laguage Empire Ltd	Language Line Solutions	Merseyside Society for Deaf People	Signalise Co-Op Ltd	Translation empire Ltd
Scope of contract and value of spend where in scope in Apr'23-Mar'24 year		£193,968.00 - No set contract amount, trust charged as per usage however charges are capped.				£9,883.00 - No set contract amount, trust charged as per usage however charges are capped.	
a) Pre-booked face-to-face	a) Yes/No, If yes £x	Yes				Yes	
b) Pre-booked video	b) Yes/No, If yes £x	Yes				Yes	
c) Pre-booked telephone	c) Yes/No, If yes £x	Yes				Yes	
d) On-demand video	d) Yes/No, If yes £x	Yes				Yes	
e) On-demand telephone	e) Yes/No, If yes £x	Yes				Yes	
f) British Sign Language	f) Yes/No, If yes £x	No				Yes	
g) Interpreters on wheels	g) Yes/No, If yes £x	No - DA Languages do not provide an interretter on wheels service. As per an agreement with Cheshire & Merseyside ICB this is provided by Language Line on an adhoc basis.	No contract in place, supplier used on an adhoc basis and the Trust invoiced for usage	No contract in place, supplier used on an adhoc basis and the Trust invoiced for usage	No contract in place, supplier used on an adhoc basis and the Trust invoiced for usage	No - Signalise do not provide an interretter on wheels service. As per an agreement with Cheshire & Merseyside ICB this is provided by Language Line on an adhoc basis.	No contract in place, supplier used on an adhoc basis and the Trust invoiced for usage
Value of spend against each in-scope service Apr'22-Mar'23 year		£91,201.00				£6,409.00	
Value of spend against each in-scope service Apr'21-Mar'22 year		Information not held - no contract in place with this supplier during this period.				Information not held - no contract in place with this supplier during this period.	
Current contract start date	DD/MM/YYYY	01/04/2022				01/04/2022	
Current contract end date	DD/MM/YYYY	31/03/2025				31/03/2025	
Any extension options available under the existing contract	e.g. 2 x 12 months	18 months				5 Months	
How was this contract awarded?	e.g. Tender / direct award	Framework				Framework	
Which procurement framework was used to award this contract?	e.g. NHS SBS / ESPO / No framework used	Liverpool CCG				NHS SBS	
Have service credits been applied in the last 12 months?		No				No	
If yes, what performance failure was this linked to?	e.g. Yes - non-fulfilment of BSL	As above				As above	