

FOI_1241_2023-24 – FOI Request Concerning – Languages Service Information

- 1) Do you provide these services inhouse or outsource to the third party - if outsourced, please name the supplier?**

Prestige, Language Line, Bigword and Sonus

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

Translation services are provided and paid through a Purchase Order and therefore the answer to this question is N/A

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

Please refer to Q2

- 4) 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

The information being requested is not centrally recorded by the Trust and would require a manual trawl of our records. As a result of this, this part of your FOI Request is exempt under S12 of the FOI Act 2000 and therefore we are unable to provide this information

- 5) Who is the senior responsible person for language services at the Trust.**

Commercial@solent.nhs.uk