



Ref. No: 0954  
Date: 23/05/24  
Subject: Interpretation and Translation Services

## REQUEST & RESPONSE

St Helens and Knowsley Teaching Hospitals NHS Trust and Southport and Ormskirk Hospital NHS Trust became a single legal entity known as Mersey and West Lancashire Teaching Hospitals NHS Trust on 1<sup>st</sup> July 2023, as such parts of the response may be provided in two sections relating to the hospital sites of each of the legacy organisations.

Interpretation and Translation Services		
Question	Notes	Response:
What was your overall 23/24 spend for interpretation and translation services?	Apr'23 – Mar'24  Spend to include all service formats across all contracts held	£628,962
What was your overall 22/23 spend for	Apr'22 – Mar'23	£486,166

interpretation and translation services?	Spend to include all service formats across all contracts held				
What was your overall 21/22 spend for interpretation and translation services?	Apr'21 – Mar'22  Spend to include all service formats across all contracts held	£247,488			
Please confirm the following details for your provider(s) of interpretation services for each year:		Response: Please add additional columns if required			
		Provider 1	Provider 2	Provider 3	Provider 4
Provider name	e.g. inhouse / provider name)	DA Languages	Deafness Resource Centre	Lifeline Languages	Prestige
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	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	Total spend is £550,517. Spend by Service line is exempt under Section 43(2) this is because volume has previously been published and so would prejudice commercial interests	f) £60,043	Total spend is £15,538. A breakdown by service line is not available.	Total spend is £2,864. A breakdown by service line is not available.

f) British Sign Language g) Interpreters on wheels	g) Yes/No, If yes £x				
Value of spend against each in-scope service Apr'22-Mar'23 year		Total spend is £423,850. Spend by Service line is exempt under Section 43(2) this is because volume has previously been published and so would prejudice commercial interests	f) £38,184	Total spend is £13,135. A breakdown by service line is not available.	Total spend is £10,997. A breakdown by service line is not available.
Value of spend against each in-scope service Apr'21-Mar'22 year		Total spend is £207,409. Spend by Service line is exempt under Section 43(2) this is because volume has previously been published and so would prejudice commercial interests	f) £27,600	Total spend is £3,636. A breakdown by service line is not available.	Total spend is £8,843. A breakdown by service line is not available.
Current contract start date	DD/MM/YYYY	01/09/2023	N/A	N/A	N/A

Current contract end date	DD/MM/YYYY	31/08/2024	N/A	N/A	N/A
Any extension options available under the existing contract	e.g. 2 x 12 months	Max 36 months	N/A	N/A	N/A
How was this contract awarded?	e.g. Tender / direct award	Direct	Rolling contract procured direct with supplier	Rolling contract procured direct with supplier	Rolling contract procured direct with supplier
Which procurement framework was used to award this contract?	e.g. NHS SBS / ESPO / No framework used	HTE	No Framework used	No Framework used	No Framework used
Have service credits been applied in the last 12 months? If yes, what performance failure was this linked to?	e.g. Yes - non-fulfilment of BSL	Only for charges when the interpreter was cancelled early or did not attend	N/A	N/A	N/A
Is there is an exclusivity clause, which would prevent you from piloting additional or complementary interpreting services during the duration of your current contract?	Yes/No	No	No	No	No
From which budget within your organisation are interpreting services funded?	Budget/Department name	Various			
Which staff member/job role is responsible for	e.g. Equality, Diversity &	Various dependant on budget			

signing off that budget?	Inclusion Lead	
Which staff member/job role manages the interpretation services contract(s)?	e.g. Equality, Diversity & Inclusion Lead	Cheryl Farmer Rob Williams