

Ref: FOI/2023/9027

Date Received: 5th July 2023

Response Due: 2nd August 2023

Date: 28th July 2023

Dear Sir/Madam

You asked:

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

Provided externally by DA Languages.

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

31st July 2024 plus a further two 12-month extensions.

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?

N/A.

4) Separately by inhouse and outsourced:

01/04/22 – 31/03/23 (data provided for financial years)

- total number of face-to-face, in person assignment and hours completed in 2022/23

1,824 (we do not record hours)

- total number of face-to-face, in person assignment not fulfilled in 2022

506

- total number of telephone interpreting, minutes completed in 2022

4,351 calls (unable to provide minutes)

- total number of video interpreting assignment and hours completed in 2022

N/A.

- total number of BSL, in person or remote assignments and hours completed 2022

274

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

Emma Rogers – Associate Chief Nurse

If you are not entirely satisfied with this response, please do not hesitate to contact the Information Governance Department via the email address provided. If we do not hear from you within 40 days, we will assume that we have been able to accommodate your request under the Freedom of Information Act 2000.

Yours sincerely,



Rabina Tindale
Chief Nurse & DIPC

PLEASE NOTE:

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to: Information Governance Department, Wrightington, Wigan and Leigh NHS Foundation Trust, Suite 9, Buckingham Row, Brick Kiln Lane, Wigan, WN1 1XX.

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision at:

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire, SK9 5AF

Helpline number: 0303 123 111