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Request for Information Reference: 06.23.36

FOI Direct line: 01325 743700
Email: cdda-tr.cddftfoi@nhs.net

Email only

3rd July 2023

Dear

Freedom of Information Act 2000 – Request for Information

Thank you for submitting a request for information which we received on 13th June 2023 in relation to County Durham and Darlington NHS Foundation Trust (the Trust). Your request has been processed under the provisions of the Freedom of Information Act 2000 and I am now able to provide you with a response.

Your request was in relation to Languages Service and I am providing the following information in response to your specific questions:

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

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

These services are outsourced to Everyday Languages Solutions.

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

October 2023.

- 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?**

It is expected that the Trust may go to market in July/August 2023.

4. Separately by in-house and outsourced:

- a) total number of face-to-face, in person assignment and hours completed in 2022**

1,772 assignments, totalling 2,658 hours.

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

One

- c) total number of telephone interpreting, minutes completed in 2022**

22,828 minutes.

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

14 assignments, totalling 20 hours.

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

186 assignments, totalling 376 hours.

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

Paula Brennan, Patient Experience and Engagement Lead

In line with the Information Commissioner's directive on the disclosure of information under the Freedom of Information Act 2000 your request will form part of our disclosure log on the Trust's website. However please be assured that we anonymise all responses prior to adding them to the disclosure log.

I hope that this response has provided you with the information you had requested. If you have any queries or wish to discuss the information supplied, please do not hesitate to contact me by telephone or in writing. If however, you are dissatisfied with the way in which your request has been handled and would like an internal review, you will need to contact me in writing at the above address or via cdda-tr.cddftfoi@nhs.

If you remain dissatisfied with our response following an internal review you have the right to appeal to The Information Commissioner at Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. More information is available on their website; www.ico.gov.uk.

Yours sincerely

Corporate Records and Freedom of Information Facilitator