

Interpretation and Translation Services					
Question	Notes	Response:			
What was your overall 23/24 spend for interpretation and translation services?	<i>Apr'23 – Mar'24</i> <i>Spend to include all service formats across all contracts held</i>	£118,921.33			
What was your overall 22/23 spend for interpretation and translation services?	<i>Apr'22 – Mar'23</i> <i>Spend to include all service formats across all contracts held</i>	£120,847.00			
What was your overall 21/22 spend for interpretation and translation services?	<i>Apr'21 – Mar'22</i> <i>Spend to include all service formats across all contracts held</i>	£124,705.09			
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 name	<i>e.g. inhouse / provider name)</i>	External – Language Line Limited	External – Topp Language Solutions limited	External – Recite Me	
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 f) British Sign Language g) Interpreters on wheels	a) <i>Yes/No, If yes £x</i> b) <i>Yes/No, If yes £x</i> c) <i>Yes/No, If yes £x</i> d) <i>Yes/No, If yes £x</i> e) <i>Yes/No, If yes £x</i> f) <i>Yes/No, If yes £x</i> g) <i>Yes/No, If yes £x</i>	A) No B) No C) No D) No E) Yes £48,008.00 F) No G) No	A) No B) No C) No D) No E) No F) Yes £70,913.33 G) No	N/A – Web translation Tool	
Value of spend against each in-scope service Apr'22-Mar'23 year		£27,831.00	£88,066.00	£4950.00	
Value of spend against each in-scope service Apr'21-Mar'22 year		£41,918.00	£82,787.09	£0.00	

Current contract start date	<i>DD/MM/YYYY</i>		01/09/2018	01/06/2018	
Current contract end date	<i>DD/MM/YYYY</i>	Annual review	31 st August 2023	20/05/2024	
Any extension options available under the existing contract	<i>e.g. 2 x 12 months</i>		2 x 12 month	Rolling contract	
How was this contract awarded?	<i>e.g. Tender / direct award</i>	Tender	Tender	Invitation to quote	
Which procurement framework was used to award this contract?	<i>e.g. NHS SBS / ESPO / No framework used</i>	Unknown due to staff turnover	Open procurement route	Invitation to quote	
Have service credits been applied in the last 12 months? If yes, what performance failure was this linked to?	<i>e.g. Yes - non-fulfilment of BSL</i>	No	No	No	
Is there is an exclusivity clause, which would prevent you from piloting additional or complementary interpreting services during the duration of your current contract?	<i>Yes/No</i>	No	No	No	
From which budget within your organisation are interpreting services funded?	<i>Budget/Department name</i>	Housing, Customer, Health & Social Care			
Which staff member/job role is responsible for signing off that budget?	<i>e.g. Equality, Diversity & Inclusion Lead</i>	Jo Mitchell – AD Customer Experience and Support Kathryn Perry – AD Housing Services Leon Bergman – AD Adult Social Care Finance Rob Gregory – AD Digital Transformation and Digital			
Which staff member/job role manages the interpretation services contract(s)?	<i>e.g. Equality, Diversity & Inclusion Lead</i>	Jo Mitchell – AD Customer Experience and Support Kathryn Perry – AD Housing Services Leon Bergman – AD Adult Social Care Finance Rob Gregory – AD Digital Transformation and Digital			