



FOI 2249

Date 31/07/2023

Dear Requester,

Thank you for your Freedom of Information request. Please note, this is a cross-site response for Bedford site and Luton site.

You asked:

Hello, 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.**

Provided by a third party - DA languages are the provider.

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

October 2023. No 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?**

We anticipate we will utilise a framework.

- 4. Please can you provide the following separately by in-house and outsourced?**

- Total number of face-to-face, in person assignment and hours completed in 2022:**

5185

- Total number of face-to-face, in person assignment not fulfilled in 2022:**

423

- Total number of telephone interpreting, minutes completed in 2022:**

11,149

- Total number of video interpreting assignment and hours completed in 2022:**

93

- Total number of BSL, in person or remote assignments and hours completed 2022:**

401

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

Patient Experience Manager



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Please note that the Trust has a formal internal review and complaints process which is managed by the Information Governance Manager/Data Protection Officer. Should you have any concerns with our response, you can make a formal request for an internal review. Requests for internal review should be submitted within three months of the date of receipt of the response to your original letter, and should be addressed to: dataprotectionofficer@ldh.nhs.uk. This option is available to you for up to three calendar months from the date your response was issued.

If you are not satisfied with the Trust review under the Freedom of Information Act 2000 you may apply directly to the Information Commissioners Officer (ICO) for a review of your appeal decision. The ICO can be contacted at: ICO, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF www.ico.org.uk

Yours sincerely,

FOI Officer

Bedfordshire Hospitals NHS Foundation Trust