

**Freedom of Information Request – 4198**

I would be grateful if you could provide the following information in relation to your organisation’s language access, interpreting, translation, and accessibility services:

**1. Current Provision**

- **The name(s) of your current supplier(s) for:**
  - **Spoken language interpreting (including telephone and video remote interpreting)**  
*INTRAN*
  - **Written translation**  
*INTRAN*
  - **British Sign Language (BSL) interpreting**  
*INTRAN*
  - **Other accessible communication formats (e.g. Easy Read, large print, braille)**  
*INTRAN*
  
- **The contract start date and end date (including any extension options).**  
*Start date:*  
*End date: 30<sup>th</sup> June 2026*
  
- **The total contract value (annual and full-term, if available).**  
*Information not available.*

**2. Spend and Usage**

- **Total annual spend on language services for the last three financial years.**  
*FY 22/23 £71,501*  
*FY 23/24 £85,671*  
*FY 24/25 £94,959*
  
- **A breakdown of spend by service type (e.g. face-to-face interpreting, telephone interpreting, translation, BSL).**  
*Exempt Section 43(2)*
  
- **The top 10 most requested languages by volume over the last 12 months.**

LANGUAGE	BOOKINGS
ROMANIAN	1629
PORTUGUESE	728
LITHUANIAN	467
BULGARIAN	252
POLISH	144
KURDISH - SORANI	139
ALBANIAN	114
RUSSIAN	109
BENGALI	100
TAMIL	88

- **Total volume of bookings/assignments in the last 12 months (by service type if available).**

MODE	BOOKINGS
FACE TO FACE	642
TELEPHONE	3673
TRANSLATION	97
VIDEO	22

### 3. Procurement and Frameworks

- **The procurement route used (e.g. open tender, framework, direct award).**  
*INTRAN Framework*
- **If procured via a framework, the name of the framework and the framework provider.**  
*INTRAN Framework*
- **The anticipated timeline for re-procurement or renewal (if applicable).**  
*No plans to change current process.*
- **The name and contact details of the person or team responsible for managing this contract.**  
*Chief Nurse  
01493 452452*

### 4. Performance and Governance

- **The key performance indicators (KPIs) used to measure supplier performance.**  
*Exempt Section 43(2)*
- **Any service credits, penalties, or performance concerns raised in the last 12 months.**  
*Exempt Section 43(2)*
- **A copy of the service specification (if publicly shareable).**  
*Exempt Section 43(2)*

### 5. Strategy and Accessibility

- **Whether you have a formal Language Access or Accessibility Policy in place.**  
*Translation policy in place*
- **Any published equality impact assessments relating to language or communication access.**  
*Yes, equality impact assessments are integral to all policies.*

*Section 43(2) provides exemption to disclosure if its disclosure would, or would be likely to, prejudice the commercial interests of any person (including the public authority holding it).*

*Releasing this information could be damaging to the commercial interests of our service providers and may give their competitors an unfair advantage in future tender bids.*

*To release this information would allow competitors to gain significant further insight which would prejudice the companies.*

*Furthermore, revealing this information would be damaging to our own commercial interests, in as much as*

- (a) it could lead to distortion of competition; and*
- (b) could damage our reputation for maintaining reasonable commercial confidentiality during procurement processes, which could result in us receiving less interest in future tenders and hence achieving worse outcomes.*

*Public Interest Test Reasons*

*We have considered whether the public interest in maintaining this exemption is outweighed by the public interest in disclosure.*

*We have considered the following reasons in favour of disclosure:*

- Promoting accountability and transparency by public authorities for decisions taken by them.*
- Promoting accountability and transparency in the spending of public money.*

*Balanced against this are the following reasons against disclosure:*

- Releasing this information could give competitors an unfair advantage.*
- We have a duty to achieve best value in procuring services, by procuring the right level of service for the best possible price. This could be prevented by releasing this information.*

*On balance, we consider that the public interest in maintaining the exemption outweighs the public interest in disclosure.*