

Ref. No: 1733
Date: 08/05/25
Subject: language services

REQUEST & RESPONSE

1. What is the expiry date/s of your current language services contracts including telephone interpreting, face to face interpreting spoken and non-spoken and translation?

The Trust utilises a call off contract from a HealthTrust Europe framework.

The contract with DALS covering face to face, telephone interpretation and non spoken translation expires 31/8/25, there is currently no contract covering the St Helens Deafness Resource Centre who provide non spoken interpretation services to the Trust.

2. Who is your current provider for each of these services?

St Helens Deafness Resource Centre for non spoken
DALS language services for everything else, including translation

3. What was the spend by year for the last 2 financial years (2023 and 2024) in total and broken down by service
 - i. Telephone Interpreting
 - ii. Face to Face Interpreting
 - iii. British Sign Language
 - iv. Translation

23/24 Total Spend £713,696 (including all services and suppliers)
24/25 Total Spend £682,721 (including all services and suppliers)

Finally, who is the Contract Manager and Senior Responsible Owner regarding the language services?

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