

## FOI\_1376\_2023-24 – FOI Request Language and Translation Services

### 1. Please confirm your Trust's overall spending on Translation and Interpreting Services, for each of the financial years:

a. 2020-2021

£220,569

b. 2022-2023

£406,374.00

### 2. Please provide a breakdown of languages for the last 12 months

Year Language	2022				2023									Total	
	OCT	NOV	DEC	Total	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP		Total
Polish	27	28	22	77	28	33	47	48	61	84	85	80	86	552	629
Bengali	31	48	39	118	43	26	41	30	35	38	41	44	52	350	468
Arabic	29	25	17	71	27	25	27	33	51	36	30	31	20	280	351
Farsi	29	38	35	102	32	28	22	31	36	24	17	23	18	231	333
Kurdish (Sorani)	17	21	11	49	13	18	19	22	33	31	11	23	25	195	244
Chinese (Mandarin)	14	16	14	44	14	16	20	9	19	13	15	12	9	127	171
Spanish	8	8	7	23	8	7	12	13	13	26	21	21	10	131	154
Romanian	4	11	4	19	8	9	4	19	27	18	14	12	19	130	149
Russian	2	6	5	13	1	7	9	16	18	23	8	9	20	111	124
Turkish	4	3	5	12	8	8	11	11	9	11	13	10	9	90	102
Chinese (Cantonese)	4	9	6	19	6	9	12	8	7	7	9	12	7	77	96
BSL - British Sign Language	2	1	6	9	8	5	5	3	1	4	4	19	14	63	72
Portuguese	2	2		4			1	8	11	12	10	8	8	58	62
Bulgarian	2	1	2	5	4	6	11	11	8	6	4	1	4	55	60
Punjabi	1	1		2	1	1	2	3	15	7	6	9	13	57	59
Kurdish (Bahdini)	4	2	4	10	7	5	8	6	3	5	6	3	3	46	56
Sylheti		5	7	12	3	4	4			4	3	13	9	40	52
Urdu	2	4	4	10	6	6	1	6	4	3	3	6	2	37	47
Hungarian	4	7	9	20	4	2	4	3	1	2	5	2	2	25	45
Vietnamese	6	8	8	22	2	1	1	2	1	5		2	9	23	45
Albanian	1	3	1	5		1	7	9	10	3	5	1	3	39	44
Dari	3	1	1	5	3	2	2		8	5	6	7	5	38	43
Slovak	2			2	3	2	2	2	8	3	6	2	9	35	37
French	1		2	3	1	1	5	5	4	3	4	3	2	28	31
Tamil	2	1	3	6	1	3	2	3	2	2	3	1	1	18	24
Ukrainian	1	1	1	3	2		2	2	8	4	1	1	1	21	24
Arabic (Sudanese)		1	1	2					1	2	3	4	7	17	19
Nepalese		1		1				2		4	2	5	1	14	15
Italian	1			1	1			4	2		3	2		12	13
Lithuanian	2	1	1	4	2	1	1	3					2	9	13
Malayalam	1			1	2				1		1	4	1	9	10
Thai	3	4		7								1		1	8
Tigrinya	1		1	2	2			1	2					5	7
Czech	1			1			1	1	3					5	6
Amharic	3			3		1			1					2	5
Greek					1	1					1	1		5	5
Gujarati	2		1	3	1			1						2	5
Portuguese (Brazilian)	1		2	3								1		2	5
Somali					1			1	1		1	1		5	5
Hindi	1			1	1							1	1	3	4
Latvian					2		1				1			4	4
Swahili	1		1	2		1					1			2	4
Blin/Bilen (Eritria)											1	1	1	3	3
Twi												3		3	3
Arabic (Algerian)					1		1							2	2
Arabic (Moroccan)									1		1			2	2
Eritrean						1	1							2	2
Fula								2						2	2
Georgian	2			2											2
Korean								1					1	2	2
Kurdish (Kurmanji)			1	1				1						1	2
Oromo											2			2	2
Tigre									1	1				2	2
Acholi									1					1	1
Burmese							1							1	1
Hausa									1					1	1
Japanese								1						1	1



**3. What languages were your suppliers not able to supply in 2022?**

None

**4. Which external supplier(s) do you currently use to deliver your interpreting and translation services?**

Prestige

**5. Are you able to provide approximate fee / interpreting session for:**

**a. In-person/face to face interpreting**

£268,493.00

**b. Telephone interpreting**

£79,125.00

**c. Video interpreting**

£58,756.00

**6. If you outsource the provision of interpreting services to an external provider, could you please confirm:**

**a. Whether the provider was contracted via a national framework? If so, which one?**

N/A

**b. When does the current contract expire?**

31/03/2026

**7. Is there is an exclusivity clause, which would prevent the trust from piloting new cost saving interpreting services during the duration of your contract with your existing provider?**

No

**8. From which budget within your organisation are interpreting services funded?**

All services funding their own requirements.

**9. Where do you advertise your tenders? If you do not do a full tender / which frameworks would you use?**

Where applicable Solent NHS advertise on Contracts Finder and Find a Tender Service through Atamis.

**10. What is the start and end date for either the framework or direct contracts you have with interpreting and translation supplier(s)?**

The contact dates are 1st March 2023 to 31st March 2026.

**11. Please provide the name and email of the contract manager for the service**

commercial@solent.nhs.uk

**12. If we would like to engage in conversation with a member of staff in your organisation to discuss the innovation we propose to develop, who would be the most suitable person to approach?**

commercial@solent.nhs.uk