

Freedom of information request NCC-049334-20

Thank you for your recent Freedom of information request, for ease we have provided our response alongside each point as follows:

Are you on any of the below frameworks for language services (face to face interpreting spoken and non-spoken, telephone and video interpreting and translation) if so which one?

Eastern Shires Purchasing Organisation (ESPO)

London Procurement Partnership (LPP)

NHS SBS

North East Purchasing Organisation (NEPO)

NOECPC

Health Trust Europe (HTE) – “NCC” are on Health Trust Europe.

Crown Commercial Services (CCS)

If you are not on any of the above frameworks, please confirm how you are accessing services.

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?

who is your current provider for each of these services?

Nottinghamshire County Council can advise that the information you seek for the above points is available in the public domain and therefore exempt from disclosure under Section 21 as it is already available to the applicant via another route. For ease of access to this information you may find the information and links below helpful:

Procontract link is available here - [Contract details \(due-north.com\)](https://www.due-north.com)

What was the spend by year for the last 2 financial years (2018 and 2019) in total and broken down by service

-Telephone Interpreting

-Face to Face Interpreting

-British Sign Language

-Translation

Nottinghamshire County Council has not used British Sign Services from this company.

The total costs for the other over the last two years are as follows:

2019/2020 - £173,316.10

2018/2019 - £106,788.04

Due to the nature of the accounting documents it's not possible to provide an exact breakdown of costs for the individual service areas but the following is approximate percentage split from the total costs:

Telephone interpreting - 25%

Face to face interpreting – 35%

Translation – 40%

Who is the Contract Manager and Senior Responsible Owner in regard to language services? Paul Bellfield.

I trust this information is of assistance to you.

If you wish to raise any concerns about the way your request was dealt with, then please write to the Team Manager, Complaints and Information, County Hall, West Bridgford, Nottingham, NG2 7QP or e-mail foi@nottscc.gov.uk quoting the reference number above

With kind regards

Lorraine Hayes

Complaints Information & Mediation Officer

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