

## **Request under Freedom of Information Act 2000**

Thank you for your request for information which we received on 04 December 2020.

I am pleased to confirm the following.

### **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?**

We use the East Of England Collaborative Procurement Hub (EOECPH)  
Eastern Shires Purchasing Organisation (ESPO)  
London Procurement Partnership (LPP)  
NHS SBS  
North East Purchasing Organisation (NEPO)  
NOECPC  
Health Trust Europe (HTE)  
Crown Commercial Services (CCS)

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

N/A

### **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?**

It is currently rolling from month to month

### **Who is your current provider for each of these services? The Big Word**

### **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

We cannot split by type as requested below as we do not keep the info like that.

The total cost of translation fees are as follows:

2018-19	£130.8k
2019-20	£126.0k

**Who is the Contract Manager and Senior Responsible Owner for the force in regard to language services?**

Information exempt under Section 40 – Personal Information

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If you are unhappy with the information received in response to this request, please address your complaint to the Patient Affairs Office at Milton Keynes Hospital NHS Foundation Trust, Standing Way, Eaglestone, Milton Keynes MK6 5LD. If, after exhausting our internal process, you are still unhappy with the information received, you may write to the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

If you need any further assistance, please do not hesitate to contact us at the address above.

Yours sincerely,

Freedom of Information Co-ordinator  
For and on behalf of Milton Keynes Hospital NHS Foundation Trust

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