

19 June 2024

## Interpretation and Translation Services

- 1. What was your overall 23/24 spend for interpretation and translation services? Apr'23 – Mar'24 Spend to include all service formats across all contracts held**
- 2. What was your overall 22/23 spend for interpretation and translation services? Apr'22 – Mar'23 Spend to include all service formats across all contracts held**
- 3. What was your overall 21/22 spend for interpretation and translation services? Apr'21 – Mar'22 Spend to include all service formats across all contracts held**

Face to Face (spoken) Foreign Language Interpreting provision is provided by the Business Services Organisation (BSO) Health and Social Care (HSC) Interpreting Service. The BSO Interpreting Service is commissioned by the Department of Health's Strategic Planning and Performance Group (SPPG) (formerly known as the Health and Social Care Board) to provide foreign language interpreting services to HSC providers in Northern Ireland. This provision is in line with Regulation 12 of the Public Contracts Regulations (PCR) 2015, which allows the delivery of Service Level Agreements between Public entities within the Public Sector. BSO is the statutory provider of Face to Face (spoken) Foreign Language Interpreting for all HSC Organisations.

With regard to telephone interpreting, written translation and sign language interpreting - the Department for Communities (DfC) has commissioned a number of contractors to provide interpretation, translation and transcription services to the NI Public Sector. The contract was awarded through tender and runs from 1 February 2022 until 31 January 2026.

SPPG provide funding for telephone, face-to-face and sign language interpreting across the region. Face-to-face interpreting and sign language interpreting is paid directly by SPPG.

Please direct any queries regarding spending to SPPG, who have their own dedicated FOI teams who will be able to assist you with your request, they can be contacted at [FOI@health-ni.gov.uk](mailto:FOI@health-ni.gov.uk).

SPPG provide funding to Belfast Trust each year to cover the cost of telephone interpreting. The Trusts cover the cost of translations.

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	<b>21/22</b>	<b>22/23</b>	<b>23/24</b>
<b>Interpreting – Telephone</b>	£89,447.01	£101,782.66	£99,545
<b>Translation</b>	£60,986.82	£78,456.14	£68,293.22

**4. Please confirm the following details for your provider(s) of interpretation services for each year:**

**Scope of contract and value of spend where in scope in Apr'23-Mar'24 year**

- a) Pre-booked face-to-face
- b) Pre-booked video
- c) Pre-booked telephone
- d) On-demand video
- e) On-demand telephone
- f) British Sign Language
- g) Interpreters on wheels

**Value of spend against each in-scope service Apr'22-Mar'23 year**

**Value of spend against each in-scope service Apr'21-Mar'22 year**

**Current contract start date**

**Current contract end date**

**Any extension options available under the existing contract**

**How was this contract awarded?**

**Which procurement framework was used to award this contract?**

**Have service credits been applied in the last 12 months?**

**If yes, what performance failure was this linked to?**

**Is there is an exclusivity clause, which would prevent you from piloting additional or complementary interpreting services during the duration of your current contract?**

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

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**Which staff member/job role is responsible for signing off that budget?**

**Which staff member/job role manages the interpretation services contract(s)?**

Please direct any queries regarding provider(s) of interpretation services to BSO, DfC and/or SPPG. BSO, DfC and SPPG have their own dedicated FOI teams who will be able to assist you with your request, they can be contacted at:

BSO: [Foi.bso@hscni.net](mailto:Foi.bso@hscni.net)

DfC: [foi@communities-ni.gov.uk](mailto:foi@communities-ni.gov.uk)

SPPG: [FOI@health-ni.gov.uk](mailto:FOI@health-ni.gov.uk)