

FOI_1701_2024-25 – FOI Request concerning Interpretation and Translation Services

1. **What was your overall 23/24 spend for interpretation and translation services?**
£534,843.24
2. **What was your overall 22/23 spend for interpretation and translation services?**
£429,065.06
3. **What was your overall 21/22 spend for interpretation and translation services?**
£305,169.47
4. **Please confirm the following details for your provider(s) of interpretation services for each year:**
 - 4.1 **Provider name**
Prestige Network Ltd
 - 4.2 **Scope of contract and value of spend where in scope in Apr'23-Mar'24 year**
 - a) **Pre-booked face-to-face**
£303,186.50
 - b) **pre-booked video**
£38,072.30
 - c) **Pre-booked telephone**
£60,485.90
 - d) **On-demand video**
N/A
 - e) **On-demand telephone**
£31,009
 - f) **British Sign Language**
£25,710.15
 - g) **Interpreters on wheels**
N/A

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

Unable to confirm due to change of process



4.4 Current contract start date

1st April 2023

4.5 Any extension options available under the existing contract

Yes

4.6 How was this contract awarded?

Direct Award

4.7 Which procurement framework was used to award this contract?

Direct Award – No Framework

4.8 Have service credits been applied in the last 12 months? If yes, what performance failure was this linked to?

No

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

No

4.10 From which budget within your organisation are interpreting services funded? Access to Communications-is this a budget?

Service Line Budget

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

Anastasia Lungu-Mulenga - Head of Community Engagement and Patient Experience

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

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