

Ref No. SG8669

Date: 25 September 2019

REQUEST:

1. Name of current supplier
2. Start contract date
3. Length of contract
4. Projected future procurement commencement date?
5. Annual spend – April 18 – March 19
6. April 19 – to date
7. Number of face to face interpreting hours completed in those periods.
8. Number of telephone interpreting hours completed in those periods.
9. Number of video interpreting hours completed in those periods.
10. Top ten languages over the period April 18 – to date
11. Current fulfilment rate
12. Interpreting service manager or team with the responsibility for managing interpreting services.
13. Name and email
14. Person responsible for procurement.
15. Name and email

OUR RESPONSE:

1. Ujala Resource Centre. This is the Trust's in-house interpreting and translating service.
2. 3. And 4. N/A
5. £501,350
6. £179,553
7. Unfortunately, we do not hold this information, as the service does not record the bookings by hours.
8. Approximately 230 hours per month.
9. Nil
10. Gujarati, Punjabi, Polish, Arabic, Bengali, Hindi, Romanian, Kurdish, Slovak and Somali
11. 96%
12. Binati Gataure, Manager, Ujala Interpreting Service.
13. Binati.Gataure@leicspart.nhs.uk
14. Sarah Holliehead, Head of Procurement.
15. Sarah.Holliehead@leicspart.nhs.uk

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