

FOINHSD25/1135

NHS Devon
Aperture House
Pynes Hill
Rydon Lane
Exeter
EX2 5AZ

d-icb.foi@nhs.net

Tel: 01392 205205

12 February 2025

Dear,

Re: Request for information under Freedom of Information Act 2000

Thank you for your request under the Freedom of Information Act 2000.

NHS Devon Integrated Care Board (ICB) is confirming in accordance with Section - (1) (a) of the Act, whether it holds the information requested and (b) is supplying it unless otherwise specified.

NHS Devon can confirm it holds part of the requested information.

You requested the following information.

Under the freedom of information legislation, I wish to obtain the following information.

1) Do you have an active language service (Interpreting) contract?

Yes.

2) Are services accessed via a framework or independent of a framework? If a framework, what framework(s) is it?

Language Empire - Direct Award from Crown Commercial Services (CCS) Framework

Sign Solutions - Direct Award from CCS Framework

3) When does the existing contract(s) expire?

Language Empire – 31st August 2026 (with extension clause utilised)
Sign Solutions - 31st July 2025

- 4) Who are your current suppliers by service type i.e. BSL, telephone, spoken, video?**

Language Empire – Language & Translation
Sign Solutions – British Sign Language Services

- 5) Do you procure spoken and non-spoken (BSL) interpreting together?**

No, separate contracts

- 6) Do you consider non-spoken interpreting a specialist service? If yes and you do not procure this service separately. Why do you not procure this service separately?**

This question falls outside the Freedom of Information Act, you are seeking a view rather than information held.

- 7) Are you aware of The House of Lords inquiry into Interpreting and Translation Services? If so, will this impact how you procure language services?**

At this stage, it is to be determined working with our Commissioning Support Unit.

- 8) What is your organisations language services procurement policy. i.e. do you undertake pre-market engagement, do you run a competitive tender process or direct award?**

NHS Devon does not hold a standalone procurement policy for language services. However, NHS Devon does have and publishes its [NHS Devon - Procurement Policy - One Devon](#)

- 9) Are language services on the procurement plan in 2025, if so, can you please give an indicative timeline?**

At this stage, we are unable to provide a procurement timeline.

- 10) Who is the senior responsible person for Language Services in your organisation?**

The most senior staff responsible for language services are.

- Director of Primary Care
- Contract Manager

- 11) Can you please provide historical use for each service for 2024. Please highlight if you are referring to number of assignments or hour/minutes this response.
- a. On-site spoken
 - b. Onsite non-spoken
 - c. telephone interpreting
 - d. Video spoken
 - e. Video non-spoken

NHS Devon does not hold the information requested in question 11.

Satisfaction

We trust this matter has been dealt with to your satisfaction but if there is anything you need clarifying, please do not hesitate to contact the office on 01392 205205 or emailing d-icb.foi@nhs.net Please remember to quote the reference number at the top of this letter in any future communications.

If you are unhappy with the service you have received in relation to your request and wish to request a review of our decision or make a complaint, you can write to the office and arrangements will be made for an independent review. You can write directly to the NHS Devon Chief Executive Officer if you prefer using the “contact us” details displayed on the NHS Devon website.

If you remain dissatisfied with the outcome of the independent review, you have the right to appeal again to the Information Commissioner at:
Information Commissioner’s Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF

Tel: 01625 545 700

Fax: 01625 524 510

Yours sincerely,

**The Freedom of Information Office
NHS Devon Integrated Care Board**