

**1** Please confirm your overall spending on Translation and Interpreting Services, for each of the financial years:

- a) 2020-2021:
- b) 2022-2023:

**Language Line Limited**

- a) 19,356.00
- b) 27,831.00

**Topp Language Solutions Limited**

- a) 27,659.63
- b) 88,066.00

**2** Please provide a breakdown of languages for the last 12 months

Farsi, Amharic, Romanian, Tigrigna, Pashto, Urdu, Bulgarian, Portuguese, Pashto, Arabic, Polish, Sorani, Turkish and Oromo

**3** What languages were your suppliers not able to supply in 2022?

We do not capture this information.

**4** Which external supplier(s) do you currently use to deliver your interpreting and translation services ?

Language Line Solutions Limited  
Topp Language Solutions Limited

**5** Are you able to provide approximate fee / interpreting session for:

- a) In-person/face to face interpreting
- b) Telephone interpreting
- c) Video interpreting

We believe that disclosure of this information would prejudice the commercial interests of the supplier. The supplier has stated that the charges payable are commercially confidential and not what they would share with anyone other than the contracted parties and that the charges should not be disclosed as it is market sensitive information. We agree that disclosure would be likely to prejudice the contracted parties' commercial interests and that the exemption under s43(2) of the Freedom of Information Act 2000 is engaged. A public interest test has been conducted and we have concluded that the public interest in maintaining the exemption outweighs the public interest in disclosure.

**6** If you outsource the provision of interpreting services to an external provider, could you please confirm:

**Topp Language Solutions Limited**

- a) Whether the provider was contracted via a national framework? If so, which one?
- b) When does the current contract expire?
- c) Is there is an exclusivity clause, which would prevent the trust from piloting new cost saving interpreting services during the duration of your contract with your existing provider?

- a) Contract 225 (currently held by Topp Language Solutions') was tendered via the open procurement route.
- b) 31<sup>st</sup> August 2023
- c) No

**Language Line Solutions Limited**

- a) Unknown due to staff turnover
- b) Annual renewal
- c) c) No

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

Housing, Customer, Health & Social Care

**8** Where do you advertise your tenders? If you do not do a full tender / which frameworks would you use?

Unless a Public Buying Organisation Framework are utilised this opportunity will be advertised via the procurement portal known as 'The Chest' ([www.the-chest.org.uk](http://www.the-chest.org.uk)).

**9** What is the start and end date for either the framework or direct contracts you have with interpreting and translation supplier(s)?

**Contract 225 – Interpreter Services (Hearing) – current provider 'Topp Language Solutions Ltd'**

The initial contract period for this service will be 3 years commencing on the 1<sup>st</sup> September 2018 to 31<sup>st</sup> August 2021 with the option to utilise 2 separate contract extensions (1 year each) following annual service reviews and funding being agreed. Therefore, its contractual term ended 31<sup>st</sup> August 2023 and we are aiming to commission a new contract.

**Language Line Solutions Limited**

Start date unknown due to staff turnover and renewed on an annual basis.

**10** Please provide the name and email of the contract manager for the service

Jo Mitchell - [joanne.mitchell@wigan.gov.uk](mailto:joanne.mitchell@wigan.gov.uk)  
Kathryn Perry - [K.Perry@wigan.gov.uk](mailto:K.Perry@wigan.gov.uk)  
Sharon Barber - [sharon.Barber@wigan.gov.uk](mailto:sharon.Barber@wigan.gov.uk)

**11** If we would like to engage in conversation with a member of staff in your organisation to discuss the innovation we propose to develop, who would be the most suitable person to approach?

As above