FREEDOM OF INFORMATION

REF: 2026-128
Subject: Language Services and Accessibility Provision

Dear Sir/Madam,

Thank you for your email dated **12/02/2026** where you requested information about **Language Services and Accessibility Provision.**

The information you requested is enclosed.

Question	Answer
1. Current Provision	
• The name(s) of your current supplier(s) for:	
o Spoken language interpreting (including telephone and video remote interpreting)	DALS
o Written translation	DALS
o British Sign Language (BSL) interpreting	DALS
o Other accessible communication formats (e.g. Easy Read, large print, braille)	DALS
• The contract start date and end date (including any extension options).	01/09/23 to 31/08/26, with the option to extend up to 31/08/27.
• The total contract value (annual and full-term, if available).	Commercial in confidence under the terms of the Framework agreement contract.
2. Spend and Usage	

<table>
<tr><td>

- Total annual spend on language services for the last three financial years.

</td><td>Commercial in confidence under the terms of the Framework agreement contract.</td></tr>
<tr><td>

- A breakdown of spend by service type (e.g. face-to-face interpreting, telephone interpreting, translation, BSL).

</td><td>Commercial in confidence under the terms of the Framework agreement contract.</td></tr>
<tr><td>

- The top 10 most requested languages by volume over the last 12 months.

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<table>
<tr><th>Face to face top 10 :</th><th>Telephone Top 10:</th><th>VRI Top 10</th><th>Translated :</th></tr>
<tr><td>Urdu</td><td>Urdu</td><td>Somali</td><td>Gujarati</td></tr>
<tr><td>Gujarati</td><td>Arabic</td><td>Farsi</td><td>Urdu</td></tr>
<tr><td>Arabic</td><td>Kurdish/Kurdish Sorani</td><td>Hungarian</td><td>Arabic</td></tr>
<tr><td>Hungarian</td><td>Somali</td><td>Urdu</td><td>Polish</td></tr>
<tr><td>Somali</td><td>Hungarian</td><td>Polish</td><td>Somali</td></tr>
<tr><td>Kurdish/Kurdish Sorani</td><td>Gujarati</td><td>Slovak</td><td>Farsi</td></tr>
<tr><td>Farsi (Persian)</td><td>Farsi (Persian)</td><td>Ukranian</td><td>Hungarian</td></tr>
<tr><td>Polish</td><td>Tigrinya</td><td>Amharic</td><td>Kurdish</td></tr>
<tr><td>Cantonese</td><td>Pashto</td><td>Arabic (Kue)</td><td>Bengali</td></tr>
<tr><td>Punjabi</td><td>Chinese Cantonese</td><td>Burmese</td><td>Indian Punjabi</td></tr>
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<tr><td>

- Total volume of bookings/assignments in the last 12 months (by service type if available).

</td><td>Face to face
<table>
<tr><td>Urdu</td><td>3,343</td></tr>
<tr><td>Gujarati</td><td>1,463</td></tr>
<tr><td>Arabic</td><td>976</td></tr>
<tr><td>Hungarian</td><td>767</td></tr>
<tr><td>Somali</td><td>705</td></tr>
<tr><td>Kurdish / Kurdish Sorani</td><td>514</td></tr>
<tr><td>Farsi (Persian)</td><td>477</td></tr>
<tr><td>Polish</td><td>404</td></tr>
<tr><td>Cantonese</td><td>389</td></tr>
<tr><td>Punjabi</td><td>376</td></tr>
</table>
</td></tr>
</table>

Telephone

Urdu	4,365
Arabic	2,838
Kurdish / Kurdish Sorani	1,692
Somali	1,107
Hungarian	931
Gujarati	892
Farsi (Persian)	788
Tigrinya	619
Pashto	444
Chinese Cantonese	367

VRI

Somali	14
Farsi (Persian)	11
Hungarian	6
Urdu	6
Polish	5
Slovak	5
Ukrainian	5
Amharic	3
Arabic (Kue)	3
Burmese	3

Translation

Gujarati	19
Urdu	18
Arabic	15
Polish	12
Somali	11
Farsi (Persian)	9
Hungarian	9
Kurdish / Kurdish Sorani	8
Bengali	4

	Indian Punjabi 4
3. Procurement and Frameworks	
• The procurement route used (e.g. open tender, framework, direct award).	Framework.
• If procured via a framework, the name of the framework and the framework provider.	SBS/21/NL/ZWK/10127 NHS SBS
• The anticipated timeline for re-procurement or renewal (if applicable).	This year as part of a Greater Manchester Trust collaboration
• The name and contact details of the person or team responsible for managing this contract.	Bolton – Procurement Team – supplies@boltonft.nhs.uk GM – Katie.Felkin@mft.nhs.uk
4. Performance and Governance	
• The key performance indicators (KPIs) used to measure supplier performance.	Commercial in confidence under the terms of the Framework agreement contract.
• Any service credits, penalties, or performance concerns raised in the last 12 months.	Commercial in confidence under the terms of the Framework agreement contract.
• A copy of the service specification (if publicly shareable).	Commercial in confidence under the terms of the Framework agreement contract.
5. Strategy and Accessibility	

• Whether you have a formal Language Access or Accessibility Policy in place.	We do not have these.
• Any published equality impact assessments relating to language or communication access.	

If you have any queries or concerns please do not hesitate to contact the Freedom of Information Department. It would be helpful to quote the above reference number in any future communication.

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to The Chief Executive, Bolton NHS Foundation Trust, The Royal Bolton Hospital, Minerva Road, Farnworth, Bolton. BL4 0JR.

If you are not content with the outcome of your complaint you may apply directly to the Information Commissioner. Generally the Information Commissioner cannot make a decision unless you have exhausted the complaints procedure provided by Bolton NHS Foundation Trust. The Information Commissioner can be contacted at The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire. SK9 5AF.

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Yours sincerely,

Information Governance Department

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transforming lives...for a better Bolton

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