

FOI 0526/2024 Request

Under Freedom of Information Act 2000, please can you provide the following information regarding language services.

- 1. Please confirm your overall spend on interpreting, translation and transcription services for the following financial years:**
 - 2021-22
 - 2022-23

Financial Year	Spend
2022/2023	£754,717
2021/2022	£725,396

- 2. Who is your incumbent supplier(s) for language services? If you have more than one supplier, which services does each one provide to you?**

Please note the following:

- The Trust is currently using Word 360 Interpreting and Translation service to fulfil all Trust wide interpreting and translation requests, such as face to face, telephone, and video interpreting.
- The Trust also use B.I.D for advanced level BSL interpreters (specifically experienced in mental ill health interpretation for our Deaf in-patients as part of nationally commissioned specialised services).

- 3. If you have a separate British Sign Language/non-spoken supplier, who is this?**

Please see the response provided for question 2.

- 4. If you have a separate transcription supplier, who is this?**

N/A

- 5. Do you have any in-house interpreters/translators?**

None

- 6. When is your current language services contract(s) due to expire, a) without extensions and b) with all possible extensions?**

BID – 31.3.24

Word 360 – not recorded

7. Could you please provide the name, phone number and email address of the contract manager responsible for language services?

The Trust is unable to provide a response to your query as we do not routinely release staff members personal information for those below a band 8c role.

The Trust therefore rely on exemption Section 40 of the Freedom of Information Request to deny this aspect of your request.

8. Could you please provide the name, phone number and email address of the person responsible for your language services budget?

The Trust is unable to provide a response to your query as we do not routinely release staff members personal information for those below a band 8c role.

The Trust therefore rely on exemption Section 40 of the Freedom of Information Request to deny this aspect of your request.

9. Could you please provide the following data for 2023:

- Total number of face-to-face interpreting assignments (spoken language) and hours completed
- Total number of face-to-face interpreting assignments (non-spoken language) and hours completed
- Total number of telephone interpreting calls and minutes completed
- Total number of video interpreting calls (spoken language) and minutes completed
- Total number of video interpreting calls (non-spoken language) and minutes completed
- Total number of document translations and words translated
- Total number of audio transcriptions and total audio duration

The Trust is unable to provide the requested information.

This is because the Trust's system do not capture the data at the level of detail requested.

Obtaining the requested information will require exhaustive and manual measures that exceed the threshold of carrying out this task.

The Trust therefore, rely on the exemption Section 12 of the Freedom of Information Act 2000 to refuse this part of your request.

10. What were your top 20 highest-volume languages for interpreting/translation requests in 2023?

	Language Requested
1	Urdu
2	Punjabi; Panjabi
3	Bengali

4	Arabic
5	Persian (Includes Farsi and Dari)
6	British Sign Language
7	Pashto (Pushtoo/Pushto)
8	Mirpuri
9	Kurdish
10	Somali
11	Romanian; Moldavian; Moldovan
12	Polish
13	Gujarati
14	Tigrinya
15	Slovak
16	Chinese - Cantonese
17	Czech
18	Albanian
19	Portuguese
20	Sylheti

11. Can you please provide the fill rate % you received for the following services in 2023:

- **Face-to-face interpreting**
- **Telephone interpreting**
- **Video interpreting**
- **Document translation**
- **Audio transcription**

The Trust is unable to provide the requested information.

This is because the Trust's system do not capture the data at the level of detail requested.

Obtaining the requested information will require exhaustive and manual measures that exceed the threshold of carrying out this task.

The Trust therefore, rely on the exemption Section 12 of the Freedom of Information Act 2000 to refuse this part of your request.

12. What languages has your provider been unable to source in the last 12 months?

The supplier has been able to source all of the required languages, for ad-hoc bookings.

However, the Trust does acknowledge some of the rare languages have been sourced with great difficulty, especially for block/regular bookings.

There is also a national shortage of BSL Interpreters and at times sessions have been cancelled due to the unavailability of BSL Interpreters, especially for block or regular booking requirements.

13. Have service credits been applied on your language services contract in the last 12 months? If so, what performance failure was this linked to?

***** Clarification: Service credits are a contractual financial penalty issued in the event that the supplier does not meet KPIs.**

Interpreter non-attendance, IT connection issues as well as, poor interpreter conduct.

14. What social value has been delivered as part of this contract in the last 12 months?

*****Clarification: Social value refers to any social, economic, and environmental benefits that your supplier has committed to throughout the procurement of the contract. If any commitments have been made, could you kindly advise on what the commitments are?**

The Trust is unable to provide the requested information.

This is because the Trust's system do not capture the data at the level of detail requested.

15. If your contract was awarded through a tender process, can you please provide a copy of the winning bidder's tender?

The Trust is unable to provide a response to your query.

This is because disclosure of the winning tender is commercially sensitive and if released would, or would likely place our incumbent supplier, and any third parties that may wish to bid to supply this service in the future at a disadvantage.

The Trust therefore rely on exemption Section 43 of the Freedom of Information Request to deny this aspect of your request.

16. What are your contracted rates for each of the following services?

- Spoken face-to-face interpreting: hourly rate
- Non-spoken face-to-face interpreting: hourly rate
- Telephone interpreting: per minute rate
- Spoken video interpreting: per minute rate
- Non-spoken video interpreting:
- Document translation: per word rate
- Audio transcription: per audio minute rate

The Trust is unable to provide a response to your query.

This is because the requested information provides granular contractual details, which if released may seriously prejudice the interests of the incumbent supplier, and any third parties that may wish to bid to supply this service in the future.

The Trust therefore rely on exemption Section 43 of the Freedom of Information Request to deny this aspect of your request.

17. Has your provider of language services increased their charge rate to you in the last 12 months?

No

18. What is the Authority's typical route to market?

Via a framework

19. Does the Authority currently have any interpreter on wheel devices as part of their current contract? If yes please advise how many and if these are provided free of charge or paid for by the Authority.

*****Clarification: These are portable devices that can be wheeled around the hospital and be used to either raise/cancel bookings or carry out any video remote appointments (spoken and non-spoken).**

No

20. Could you please provide the name, phone number and email address of the person responsible for the language services budget?

The Trust is unable to provide a response to your query as we do not routinely release staff members personal information for those below a band 8c role.

The Trust therefore rely on exemption Section 40 of the Freedom of Information Request to deny this aspect of your request

21. Could you please provide the name, phone number and email address of the person in charge of procurement for the Authority?

The Trust is unable to provide a response to your query as we do not routinely release staff members personal information for those below a band 8c role.

The Trust therefore rely on exemption Section 40 of the Freedom of Information Request to deny this aspect of your request