

Our Ref: 144/2024
February 2024

Re: Your request made under the Freedom of Information Act 2000

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

21-22 £84,135.39 gross

22-23 £126,395.65 gross

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?

DITU – F2F and Written Translation

The BigWord Group

Face to Face Spoken word
BSL
Telephone
Document Translation*
Video Interpretation

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

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

5. Do you have any in-house interpreters/translators? **No**

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

Period of the Agreement	Effective Date	01/06/23	Expiry Date	31/05/24
Extension(s)	Expiry Date	31/05/25		

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

Grace Mhora

Tel: 01302 642881

grace.mhora@nhs.net

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

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

- Total number of face-to-face interpreting assignments (spoken language) and hours completed **1152 (unable to calculate total number of hours completed)**
- Total number of face-to-face interpreting assignments (non-spoken language) and hours completed **341 requests, 428 hours and 25 mins.**
- Total number of telephone interpreting calls and minutes **completed 3,925 TI Calls and 63617.54 minutes last year**
- Total number of video interpreting calls (spoken language) and minutes completed **none**
- Total number of video interpreting calls (non-spoken language) and minutes completed **none**
- Total number of document translations and words translated **15 (unable to calculate total overall word count)**
- Total number of audio transcriptions and total audio duration **None**

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

Polish
Romanian
Kurdish Sorani
Slovak
Arabic
Pashto
Farsi
Czech
Russian
Ukrainian
Tigrinya
Dari
Urdu
Turkish
Hungarian
Tamil
Lithuanian
Albanian
Bulgarian
Mandarin

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

- Face-to-face interpreting **94.1%**
- Telephone interpreting **97.5%**

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- Video interpreting **N/A**
- Document translation **100%**
- Audio transcription **N/A**

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

Czech, Slovak, Turkish, Romanian, Polish, Dari, Kurdish Sorani, Cantonese, Vietnamese, Hungarian, Arabic, Tigrinya, Italian, Latvian, Somali, Lithuanian – the majority have been single requests over the 12 months, where the language is available normally but not had someone on that specific date and time (some of which were short notice requests)

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?

N/A

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

Digital appointments rather than face to face has helped to reduce the carbon footprint through reduced emissions

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

N/A Direct Award

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

Declined – commercial in confidence

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?

Framework – Direct Award

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.

No

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

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

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