

Trust Headquarters
Russell's Hall Hospital
Dudley
West Midlands
DY1 2HQ

Ref: FOI-052024-000903

Date: 01/07/2024

Address / Email:

Dear

Request Under Freedom of Information Act 2000

Thank you for requesting information under the Freedom of Information Act 2000.

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
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?
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?
6. When is your current language services contract(s) due to expire, a) without extensions and b) with all possible extensions?
7. Could you please provide the name, phone number and email address of the contract manager responsible for language services?
8. Could you please provide the name, phone number and email address of the person responsible for your language services budget?
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

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

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

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

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?

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

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

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

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

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

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.

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

Response

<u>Questions</u>	<u>Responses</u>
<p>Q1. Please confirm your overall spend on interpreting, translation, and transcription services for the financial years:</p> <p>2021 – 2022</p> <p>2022 – 2023</p>	<p>For patient information leaflets - £6845</p> <p>For patient information leaflets - £4895</p>

Q2. Who is your incumbent supplier(s) for language services? If you have more than one supplier, which service does each one provide to you?	Word360 provide our contract for Interpreting Services
Q3. If you have a separate British Sign Language/non-spoken supplier, who is this?	This service is provided within the Word360 service
Q4. If you have a separate transcription supplier, who is this?	N/A
Q5. Do you have any in-house interpreters/translators?	N/A
Q6. When is your current language service contract(s) due to expire, a) without extensions and b) with all possible extensions?	Expiry date is 31.03.2025
Q7. Could you please provide the name, phone number of the contract manager responsible for language services?	Board structures can be found on the Trust's external website Directorate structures - The Dudley Group NHS Foundation Trust (dgft.nhs.uk) <u>Board structure - The Dudley Group NHS Foundation Trust (dgft.nhs.uk)</u>
Q8. Could you please provide the name, phone number and email address of the person responsible for your language services budget?	Board structures can be found on the Trust's external website Directorate structures - The Dudley Group NHS Foundation Trust (dgft.nhs.uk) <u>Board structure - The Dudley Group NHS Foundation Trust (dgft.nhs.uk)</u>
Q9. Could you please provide the following data for 2023: <ul style="list-style-type: none"> • 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. 	To see previous responses please go to the Freedom of Information request disclosure log on the Trust website <u>Disclosure log - The Dudley Group NHS Foundation Trust (dgft.nhs.uk)</u> and type Translation, select FOI-022024-000661.

<ul style="list-style-type: none"> • 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. 																						
<p>Q10. What were your top 20 highest-volume languages for interpreting/translation requests in 2023?</p>	<p>TOP 20 LANGUAGES*</p> <table border="1"> <thead> <tr> <th>Language</th> </tr> </thead> <tbody> <tr><td>Urdu</td></tr> <tr><td>Punjabi</td></tr> <tr><td>Arabic</td></tr> <tr><td>Polish</td></tr> <tr><td>Romanian</td></tr> <tr><td>British Sign Language (BSL)</td></tr> <tr><td>Albanian</td></tr> <tr><td>Kurdish</td></tr> <tr><td>Mandarin</td></tr> <tr><td>Kurdish - Sorani</td></tr> <tr><td>Bengali</td></tr> <tr><td>Farsi</td></tr> <tr><td>Russian</td></tr> <tr><td>Cantonese</td></tr> <tr><td>Portuguese</td></tr> <tr><td>Pashto</td></tr> <tr><td>Dari</td></tr> <tr><td>Tigrigna</td></tr> <tr><td>Spanish</td></tr> <tr><td>French</td></tr> </tbody> </table>	Language	Urdu	Punjabi	Arabic	Polish	Romanian	British Sign Language (BSL)	Albanian	Kurdish	Mandarin	Kurdish - Sorani	Bengali	Farsi	Russian	Cantonese	Portuguese	Pashto	Dari	Tigrigna	Spanish	French
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<p>Q11. Can you please provide the fill rate % you received for the following services in 2023:</p> <ul style="list-style-type: none"> • Face-to-face interpreting • Telephone interpreting • Video interpreting • Document translation • Audio transcription 	<p>01/04/2023 – 31/03/2024: 99.8% we do not have an overall breakdown.</p>																					
<p>Q12. What languages has your provider been unable to source in the last 12 months?</p>	<p>For PILs they have sourced all languages.</p>																					

<p>Q13. Have service credits been applied on your language services contract in the last 12 months? If so, what performance failure was this linked to?</p>	<p>Finance can confirm the value of any credits received.</p>
<p>Q14. What social value has been delivered as part of this contract in the last 12 months?</p>	<p>Contract Award took place prior to Social Value inclusion in PCR update; however supplier does try to undertake to commit to local interpreter supply.</p>
<p>Q15. If your contract was awarded through a tender process, can you please provide a copy of the winning bidder's tender?</p>	<p>Providing cost would reveal commercial in confidence contract pricing arrangements so as per FOI Exemption 43 (2):</p> <p><i>Fol exemption 43 (2) 'Commercial Interests': The level of competition currently experienced within the NHS is such that the release of detailed information specifically relating to service level reporting detailing capacity and funding would have a prejudicial impact on the Trust resulting in it being less competitive.</i></p> <p>Therefore, the Trust wishes to use Freedom of Information exemption section 43 (2) Commercial Interests (where Information is exempt information if its disclosure under this Act would, or would be likely to, prejudice the commercial interests of any person (including the public authority holding it).</p>
<p>Q16. What are your contracted rates for each of the following services?</p> <ul style="list-style-type: none"> • 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 	<p>Providing cost would reveal commercial in confidence contract pricing arrangements so as per FOI Exemption 43 (2):</p> <p><i>Fol exemption 43 (2) 'Commercial Interests': The level of competition currently experienced within the NHS is such that the release of detailed information specifically relating to service level reporting detailing capacity and funding would have a prejudicial impact on the Trust resulting in it being less competitive.</i></p> <p>Therefore, the Trust wishes to use Freedom of Information exemption section 43 (2) Commercial Interests (where Information is exempt information if its disclosure under this Act would, or would be likely to, prejudice the commercial interests of</p>

	any person (including the public authority holding it).
Q17. Has your provider of language services increased their charge rate to you in the last 12 months?	Yes, but BSL element only.
Q18. What is the authority's typical route to market?	Framework Agreement.
Q19. 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?	There are 2 at present which are paid for.
Q20. Could you please provide the name, phone number and email address of the person in charge of procurement for the authority?	<p>Board structures can be found on the Trust's external website Directorate structures - The Dudley Group NHS Foundation Trust (dgft.nhs.uk)</p> <p>Board structure - The Dudley Group NHS Foundation Trust (dgft.nhs.uk)</p>

If you are dissatisfied with our response, you have the right to appeal in line with guidance from the Information Commissioner. In the first instance you may contact the Information Governance Manager of the Trust.

Information Governance Manager
Trust Headquarters
Russell's Hall Hospital
Dudley
West Midlands
DY1 2HQ
Email: dgft.dpo@nhs.net

Should you disagree with the contents of our response to your appeal, you have the right to appeal to the Information Commissioners Office at.

Information Commissioners Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Tel: 0303 123 1113
www.ico.org.uk

If you require further clarification, please do not hesitate to contact us.

Yours sincerely

**Freedom of Information Team
The Dudley Group NHS Foundation Trust**