



Ymddiriedolaeth GIG
Prifysgol Felindre
Velindre University
NHS Trust



Pencadlys Ymddiriedolaeth GIG Prifysgol Felindre
Velindre University NHS Trust Headquarters
2 Cwrt Charnwood
Heol Billingsley
Parc Nantgarw
Caerdydd/Cardiff
CF15 7QZ
Ffôn/Phone : (029) 20196161
<https://velindre.nhs.wales>

Date: 18th June 2024
Ref: CORP 2024 - 106

Dear xxx

Freedom of Information request: Interpretation and Translation Services Interpretation and Translation Services (CORP 2024 – 106)

Thank you for your request for information which the Trust received on 24th May 2024.

Your request and the response can be found in Appendix 1 below.

I trust this answers your request for information, however, should you not be satisfied with the information supplied or the process of supplying it, you have a right to complain and request a review. Please note that you must submit a request for a review within 40 days of the date of this letter.

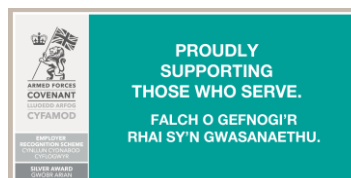
You should forward your complaint to:

Mr Ian Bevan via FOI.VUNHST@wales.nhs.uk
Head of Information Governance
Velindre University NHS Trust
2, Charnwood Court
Heol Billingsley
Parc Nantgarw
Cardiff / Caerdydd
CF15 7QZ

Should you wish to take your complaint further, if you are still unhappy with the decision after review, you can contact the:

Information Commissioner's Office - Wales
2nd Floor
Churchill House
Churchill Way
Cardiff
CF10 2HH
Telephone: 0330 414 6421
email: wales@ico.org.uk

Mae Ymddiriedolaeth GIG Prifysgol Felindre yn hapus i dderbyn gohebiaeth yn y Gymraeg neu'r Saesneg.
Velindre University NHS Trust is happy to receive communication in Welsh or English.





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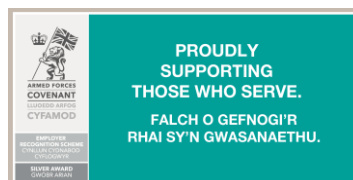


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Yours sincerely

Lauren Fear
Director of Corporate Governance and Chief of Staff
Velindre University NHS Trust
2 Charnwood Court
Heol Billingsley
Parc Nantgarw
Cardiff
CF15 7QZ

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APPENDIX 1

Interpretation and Translation Services

Interpretation and Translation Services					
Question	Notes	Response:			
What was your overall 23/24 spend for interpretation and translation services?	<i>Apr'23 – Mar'24</i> <i>Spend to include all service formats across all contracts held</i>	£122,000			
What was your overall 22/23 spend for interpretation and translation services?	<i>Apr'22 – Mar'23</i> <i>Spend to include all service formats across all contracts held</i>	£134,000			
What was your overall 21/22 spend for interpretation and translation services?	<i>Apr'21 – Mar'22</i> <i>Spend to include all service formats across all contracts held</i>	£238,000			
Please confirm the following details for your provider(s) of interpretation services for each year:		Response:			
		<i>Please add additional columns if required</i>			
		Provider 1	Provider 2	Provider 3	Provider 4
Provider name	<i>e.g. inhouse / provider name)</i>	The Welsh Translation and Interpretation Services (WITS)	In House		

APPENDIX 1

Scope of contract and value of spend where in scope in Apr'23-Mar'24 year		WITS is utilised for face to face, BSL and document translation. The Trust pays £32 p/hr for foreign language / £46 p/hr for BSL and £90 per 1000 words for foreign language translation. The Trust does not record spend by category.	Welsh Language is provided in house. On occasion the Trust may utilise Calan, Cymen or Trosol however this is on a very ad hoc basis.		
a) Pre-booked face-to-face	<i>a) Yes/No, If yes £x</i>				
b) Pre-booked video	<i>b) Yes/No, If yes £x</i>				
c) Pre-booked telephone	<i>c) Yes/No, If yes £x</i>				
d) On-demand video	<i>d) Yes/No, If yes £x</i>				
e) On-demand telephone	<i>e) Yes/No, If yes £x</i>				
f) British Sign Language	<i>f) Yes/No, If yes £x</i>				
g) Interpreters on wheels	<i>g) Yes/No, If yes £x</i>				
Value of spend against each in-scope service Apr'22-Mar'23 year		As above the Trust does not hold this information	As above the Trust does not hold this information		
Value of spend against each in-scope service Apr'21-Mar'22 year		As above the Trust does not hold this information	As above the Trust does not hold this information		
Current contract start date	<i>DD/MM/YYYY</i>	N/A used on an ad hoc basis	N/A in house		
Current contract end date	<i>DD/MM/YYYY</i>	N/A	N/A		
Any extension options available under the existing contract	<i>e.g. 2 x 12 months</i>	N/A	N/A		
How was this contract awarded?	<i>e.g. Tender / direct award</i>	N/A	N/A		
Which procurement framework was used to award this contract?	<i>e.g. NHS SBS / ESPO / No framework used</i>	N/A	N/A		

APPENDIX 1

<p>Have service credits been applied in the last 12 months?</p> <p>If yes, what performance failure was this linked to?</p>	<p><i>e.g. Yes - non-fulfilment of BSL</i></p>	<p>No</p>	<p>N/A</p>		
<p>Is there is an exclusivity clause, which would prevent you from piloting additional or complementary interpreting services during the duration of your current contract?</p>	<p><i>Yes/No</i></p>	<p>No</p>	<p>N/A</p>		
<p>From which budget within your organisation are interpreting services funded?</p>	<p><i>Budget/Department name</i></p>	<p>Workforce & Occupational Development (W&OD) and General Management Services</p>			
<p>Which staff member/job role is responsible for signing off that budget?</p>	<p><i>e.g. Equality, Diversity & Inclusion Lead</i></p>	<p>Executive Director of OD & Workforce, Director of Cancer Services</p>			
<p>Which staff member/job role manages the interpretation services contract(s)?</p>	<p><i>e.g. Equality, Diversity & Inclusion Lead</i></p>	<p>This is handled by NWSSP Procurement Services. For any further information, please contact - shared.services@wales.nhs.uk.</p>			