



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: 25th June 2024
Ref: CORP 2024 – 109

Dear xxx

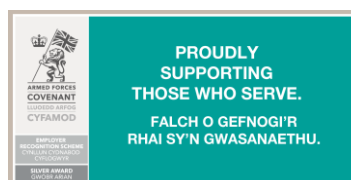
Freedom of Information request: Information on Language Services (CORP 2024 - 109)

Thank you for your request for information which the Trust received on 29th May 2024.

Your Request:

- 1) *Please confirm your overall spend on interpreting, translation and transcription services for the following financial years:*
 - a) 2021-22
 - b) 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:*
 - a) *Total number of face-to-face interpreting assignments (spoken language) and hours completed*
 - b) *Total number of face-to-face interpreting assignments (non-spoken language) and hours completed*
 - c) *Total number of telephone interpreting calls and minutes completed*
 - d) *Total number of video interpreting calls (spoken language) and minutes completed*
 - e) *Total number of video interpreting calls (non-spoken language) and minutes completed*
 - f) *Total number of document translations and words translated*
 - g) *Total number of audio transcriptions and total audio duration*
- 10) *What were your top 20 highest-volume languages for interpreting/translation requests in 2023?*

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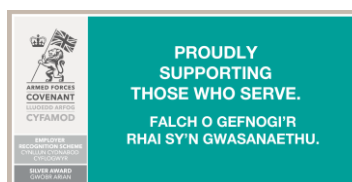
- 11) Can you please provide the fill rate % you received for the following services in 2023:
 - a) Face-to-face interpreting
 - b) Telephone interpreting
 - c) Video interpreting
 - d) Document translation
 - e) Audio transcription
- 12) What languages has your provider been unable to source in the 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?
 - a) Spoken face-to-face interpreting: hourly rate
 - b) Non-spoken face-to-face interpreting: hourly rate
 - c) Telephone interpreting: per minute rate
 - d) Spoken video interpreting: per minute rate
 - e) Non-spoken video interpreting:
 - f) Document translation: per word rate
 - g) 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?

Please find the Trust's response below:

- 1) **Please confirm your overall spend on interpreting, translation and transcription services for the following financial years:**
 - a) 2021-22 - £122,000
 - b) 2022-23 - £134,000
- 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?**

The Wales Interpretation and Translation Services (WITS) is the supplier for Velindre University NHS Trust Language Services.

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Welsh Language translation is undertaken internally, however on occasion the Trust may use Trosol, or Calan for ad hoc requests but no formal contract is in place.

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

No separate supplier, all supplied by WITS

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

No separate supplier, all supplied by WITS

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

The Trust has in-house translation for Welsh Language.

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

WITS are utilised on an ad-hoc basis.

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

The Trust has a legal obligation to comply with the Data Protection Act 2018 and the retained EU GDPR 679/2016 (known as UK GDPR). As you have requested information about someone other than yourself, the Trust has applied an Absolute Exemption under Section 40(1) and (2)(a) of the Freedom of Information Act 2000 which states:

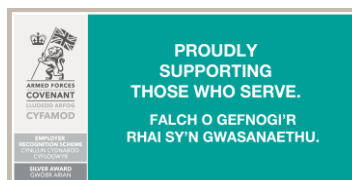
- (1) Any information to which a request for information relates is exempt information if it constitutes personal data of which the applicant is the data subject.
- (2) Any information to which a request for information relates is also exempt information if -
 - (a) it constitutes personal data which does not fall within subsection (1)

Procurement of contracts is undertaken through NHS Wales Shared Services Partnership (NWSSP) - ProcurementServicesenquiries@wales.nhs.uk.

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

The Trust has a legal obligation to comply with the Data Protection Act 2018 and the retained EU GDPR 679/2016 (known as UK GDPR). As you have requested information

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 - (a) it constitutes personal data which does not fall within subsection (1)

For questions 9-11, please see appendix 1 below.

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

The core Trust has not had a language we cannot source.

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?

This is not applicable.

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

This is a subjective question and therefore cannot be answered in line with an FOI request.

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

This is not applicable.

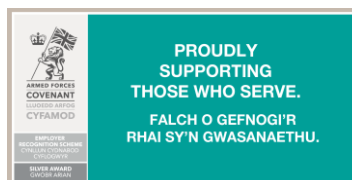
16) What are your contracted rates for each of the following services?

- a. **Spoken face-to-face interpreting: hourly rate - £32 p/hr for Foreign Language interpretation, £36 p/hr for BSL.**
- b. **Non-spoken face-to-face interpreting: hourly rate – n/a**
- c. **Telephone interpreting: per minute rate – n/a**
- d. **Spoken video interpreting: per minute rate – n/a**
- e. **Non-spoken video interpreting: – n/a**
- f. **Document translation: per word rate - £90 per 1000 words**
- g. **Audio transcription: per audio minute rate – n/a**

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

The charges have not increased within the past 12 months

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

NHS Wales Shared Services Partnership is responsible for the procurement framework. Please refer to <https://nwssp.nhs.wales/ourservices/procurement-services/documents/>

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.

The Trust uses Language Line however this was not accessed during the period specified.

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

NHS Wales Shared Services Partnership is responsible for the procurement framework. Please refer to <https://nwssp.nhs.wales/ourservices/procurement-services/documents/>

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.

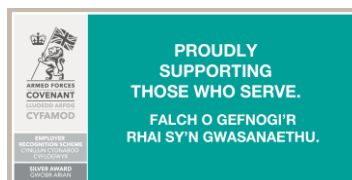
You should forward your complaint to:

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,
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

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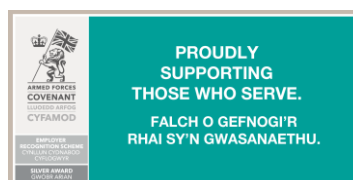


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Yours sincerely

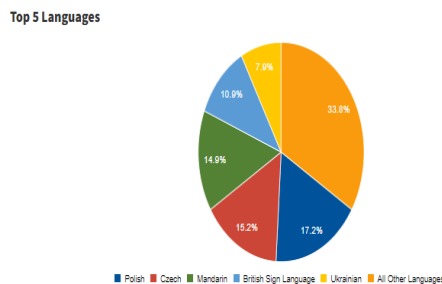
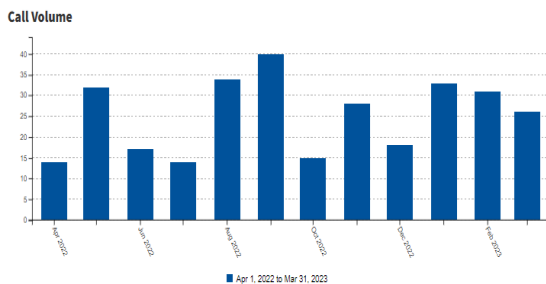
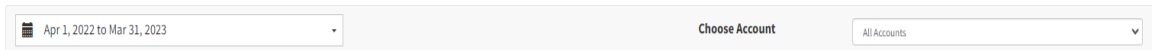
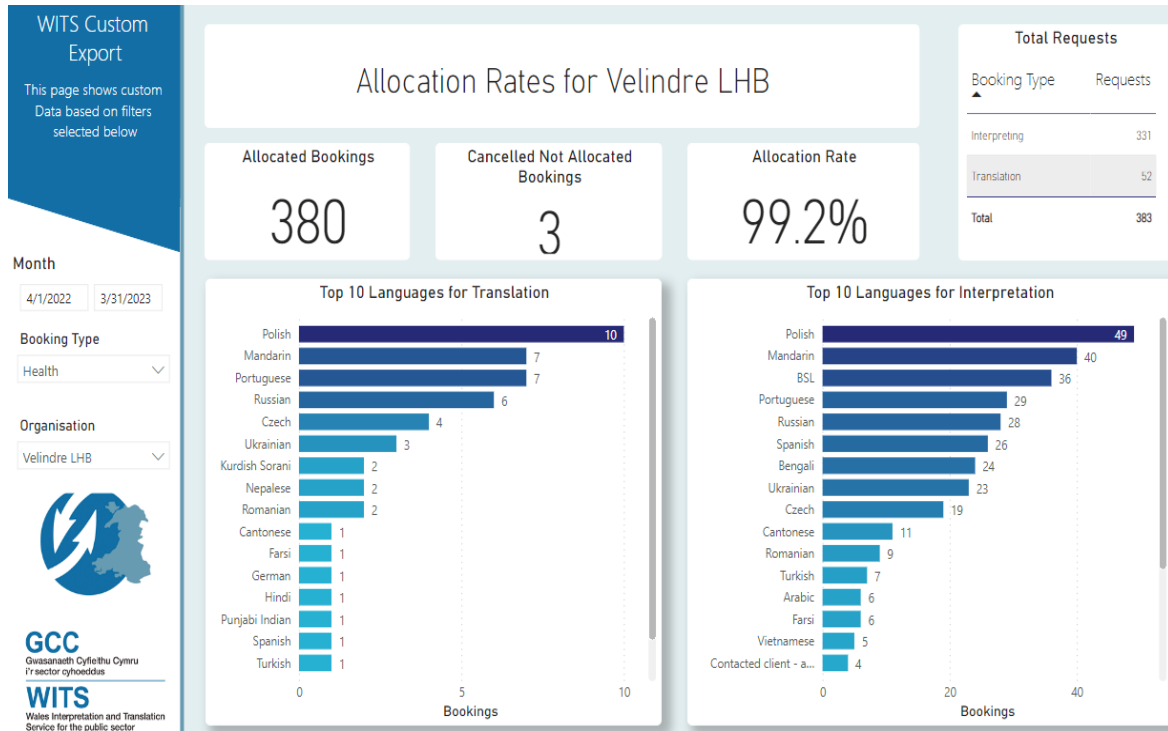
Lauren Fear
Director of Corporate Governance and Chief of Staff
Velindre University NHS Trust
2 Charnwood Court
Heol Billingsley
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APPENDIX 1

This is all the information the Trust holds in relation to questions 9-11.



Solutions Summary

Category	Value
Audio	178 Calls
	2,734 Total Minutes
	17 Min Avg. Duration
Video	124 Calls
	1,412 Total Minutes
	15 Min Avg. Duration

Language	Calls	Avg. Duration	Connect Time
Polish	52	18 min	13s
Czech	46	19 min	77s
Mandarin	45	15 min	43s
British Sign Language	33	2 min	28s
Ukrainian	24	15 min	6s
All Other Languages	102	17 min	60s

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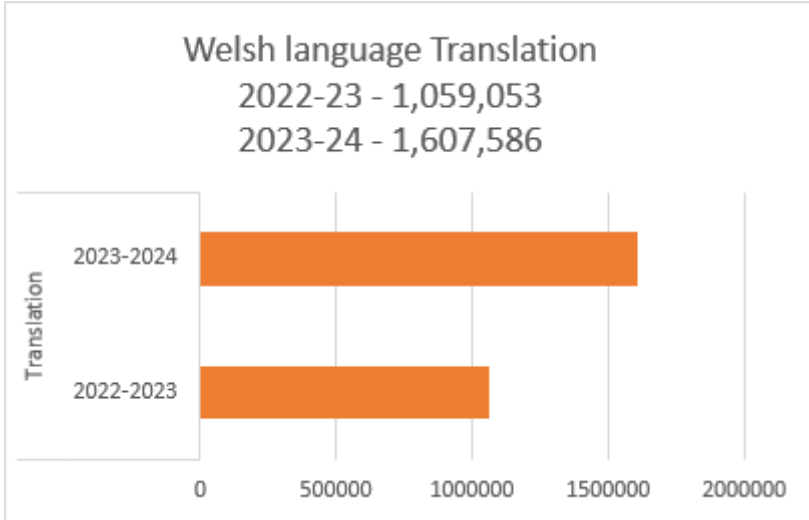


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Document translation 2023 / 24 – The Trust collects the number of words translated and this is included in the Welsh Language Annual Report.



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