

FOI268 Response

Request

1. Please can you provide financial information relating to the
 - Total cost of translation services in the last 2 years and the number of requests made.
 - Total cost of BSL interpreting in the last 2 years and the number of requests made.

2. Please can the response include;
 - Hourly cost of face-to-face interpreting services
 - Cost per minute of video interpretation.

3. How many video interpreting sessions were made last year for British Sign Language?

4. Can you please provide details of your current provider(s) (company name, date contract was awarded)?

5. When are your current language service contracts with your incumbent(s) due to end?

6. Please can you provide the name, job title, email address and contact number for the person(s) responsible.
 - for awarding any contracts relating to these services
 - For managing the day to day running of the services

Response

1. Please can you provide financial information relating to the

- **Total cost of translation services in the last 2 years and the number of requests made.**
- **Total cost of BSL interpreting in the last 2 years and the number of requests made.**

Please see table below and 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 using B.I.D British Sign Language Interpreting within our speciality Deaf Service.
- The Trust is unable to provide the number of translation requests made this is because our system does not capture the information at the level of detail requested. Obtaining the requested information will require manually searching and collating which the Trust is unable to facilitate. The Trust therefore rely on the exemption Section 12 of the Freedom of Information Act 2000 to refuse this part of your request.
- Data provided is in relation translation services provided by Word 360 Interpreting and Translation service and using B.I.D British Sign Language Interpreting

2. Please can the response include

- **Hourly cost of face-to-face interpreting services**
- **Cost per minute of video interpretation.**

The Trust is unable to provide hourly costs of face-to-face interpreting services or costs per minute of video interpretation this is because our system does not capture the information at the level of detail requested.

Obtaining the requested information will require manually searching and collating which the Trust is unable to facilitate. The Trust therefore rely on the exemption Section 12 of the Freedom of Information Act 2000 to refuse this part of your request.

The Trust can provide total spend for translation services, for further details please see below and note the following:

- The table below highlights annual cost for the financial year 2019/20 and 2020/2021 (starting 1st April and ending 31st March).
 - Data provided for the financial year 2020/2021 is from the time period of April 2020 to December 2020.

- Data provided is in relation to translation spend for Word 360 Interpreting and Translation service and B.I.D British Sign Language Interpreting.

Financial Year	Spend
2019-2020	£583,305.79
2020-2021	£548,687

3. How many video interpreting sessions were made last year for British Sign Language?

The Trust is unable to provide the number of video interpreting sessions, this is because our system does not capture the information at the level of detail requested.

Obtaining the requested information will require manually searching and collating which the Trust is unable to facilitate.

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

4. Can you please provide details of your current provider(s) (company name, date contract was awarded)?

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.

Word 360 Interpreting and Translation service contract was awarded in September 2019.

The Trust is also using B.I.D British Sign Language Interpreting within our speciality Deaf Service.

B.I.D British Sign Language Interpreting service contract was awarded in September 2019.

5. When are your current language service contracts with your incumbent(s) due to end?

The contract expiry date for Word 360 Interpreting and Translation service is September 2022.

The contract expiry date for B.I.D British Sign Language Interpreting services is March 2021.

6. Please can you provide the name, job title, email address and contact number for the person(s) responsible.

- **for awarding any contracts relating to these services**

Procurement Manager is responsible for awarding contracts relating to Translation services.

The Procurement Manager's contact details are: bsmhft.trustprocurement@nhs.net

Please note that the Trust is unable to provide a name this is because the requested information pertains to personal information.

The Trust therefore rely on exemption Section 40 of the Freedom of Information Act 2000.

- **For managing the day to day running of the services**

There is no dedicated individual assigned to the running of the procured translation service.

Please note that the procured translation services are utilised via a portal which staff members are able to requisition a translator.