**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 - £67,701.95**

**• 2022-23 - £89,394.70**

**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?**

**DA Languages**

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

**Signalise Ltd**

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

**Voice Technologies**

**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?**

**a) DA Languages - 31/08/26**

**Signalise - 02/04/26**

**Voice Technologies - 31/07/24**

**b) DA Languages - 31/08/27**

**Signalise - 02/04/26**

**Voice Technologies - 31/07/24**

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

**Frank Burns**

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

**The Walton Centre NHS Foundation Trust does not disclose individual staff members contact details. You can write to staff using the address attached or alternatively email** [wcft.enquiries@nhs.net](mailto:wcft.enquiries@nhs.net) **asking for your correspondence to be forwarded on.**

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

**• Total number of face-to-face interpreting assignments (spoken language) and hours completed**

**1368**

**Total Hours: Data not available for all interpreters booked for 2023. Hours completed between August 23 - December 23 = 517**

**• Total number of face-to-face interpreting assignments (non-spoken language) and hours completed**

**39**

**Hours completed: 45.**

**• Total number of telephone interpreting calls and minutes completed**

**180**

**Total minutes: data not available for all telephone interpreters for 2023. 1921 minutes completed between August 23 – December 23.**

**• Total number of video interpreting calls (spoken language) and minutes completed**

**57**

**Total minutes: data not available for all video interpreters for 2023. 1221 minutes completed between August 23 – December 23.**

**• Total number of video interpreting calls (non-spoken language) and minutes completed**

**0**

**• Total number of document translations and words translated**

**5 documents were translated; however the word count was not recorded.**

**• 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?**

**1. Polish**

**2. Arabic**

**3. Farsi**

**4. Kurdish**

**5. Cantonese**

**6. Romanian**

**7. Turkish**

**8. Portuguese**

**9. Tamil**

**10. Spanish**

**11. Slovakian**

**12.British Sign Language**

**13. Russian**

**14.Urdu**

**15.Hungarian**

**16. Lithuanian**

**17. Bulgarian**

**18. Czech**

**19. Mandarin**

**20. Bangali & Sylheti**

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

**• Face-to-face interpreting**

**Data not available for all interpreters in 2023. 94% fulfilment between August 23 – December 23.**

**• Telephone interpreting**

**100%**

**• Video interpreting**

**Data not available for all interpreters in 2023. 97% between August 23 -December 23.**

**• Document translation**

**100%**

**• Audio transcription**

**N/A**

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

**None.**

**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?**

**None.**

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

**N/A**

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

**No contracts were awarded through a tender process.**

**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 \***

**\*I confirm that The Walton Centre NHS Foundation Trust holds the information you have requested. However, I am unable to provide you with that information as I consider that the following exemptions apply to it:**

**Section 43 (2) – Disclosure would, or would be likely to, prejudice the commercial interests of any person**

**This information is exempt from disclosure under Section 43(2) of the Freedom of Information Act 2000 (FOIA). We cannot provide information requested as your query on the grounds that the withheld information would, or would be likely to, prejudice the commercial interests of any person (an individual, a company, the public authority itself or any other legal entity).**

**In order to apply section 43(2), the public authority must satisfy itself that disclosure of the information would, or would be likely to, prejudice or harm the commercial interests of any person.**

**If The Walton Centre did disclose this information this would affect the WCFT’s ability to negotiate new contracts in the best financial interests of the Trust and could potentially harm the current provider by allowing competitors to undercut their prices.**

**Public Interest Test**

**To use this exception, we are required to undertake a public interest test. The matters which were considered in applying the public interest test are as follows:**

**Factors in favour of disclosure:**

**• It would enable the public to better scrutinise the public monies spent.**

**• It would ensure the tender process was open and transparent.**

**Factors in favour of withholding:**

**• Release of this information would be detrimental to our providers commercial interest as it would allow other institutes in direct competition to use this information undermining their ability to fairly compete.**

**This response therefore acts as a refusal notice under section 17 of the FOIA.**

**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.**

**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 in charge of procurement for the Authority?**

**Richard Jolley** - **The Walton Centre NHS Foundation Trust does not disclose individual staff members contact details. You can write to staff using the address attached or alternatively email** [wcft.enquiries@nhs.net](mailto:wcft.enquiries@nhs.net) **asking for your correspondence to be forwarded on.**