

freedom.information@wvt.nhs.uk

17 November 2020

FREEDOM OF INFORMATION ACT 2000 – INFORMATION REQUEST FOI2020/0152

Thank you for your request for information.

Wye Valley NHS Trust responds:

////////////////////REQUEST

1. Please can you complete the information below regarding your interpretation, translation and British sign language services being used at your organisation:

- a. How many requests for interpreting you have had for 2019 and 2020 to date
3250
- b. How many requests for translations you have had for 2019 and 2020 to date
This information is not recorded.
- c. How much the annual cost for interpreting was for 2019 –
£125,000 (for both interpreting and translation costs combined. The costs are not recorded separately.)
- d. How much the annual cost for interpreting was for 2020 to date –
£55,000
- e. How much the annual cost for translating was for 2019
See above
- f. How much the annual cost for translations was for 2020 to date
See above

2. Can you please tell me who your current supplier(s) is and provide a breakdown of the cost of the services.

A job-share in house Polish interpreter. Two external providers for face to face and telephone interpreting.

3. Please list your top ten most popular languages for the last 2 years

Polish
Romanian
Bulgarian
Arabic
Lithuanian
Russian
Portuguese
Spanish

Glen Burley, Chief Executive

Russell Hardy, Chairman

Farsi
Tamil

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

Service Level Agreements (SLAs) on a rolling basis.

5. What language services have you provided during the COVID19 pandemic?

Telephone interpreting

Face to face interpreting

Video interpreting

6. How many interpreting requests have not been filled during the COVID 19 pandemic and what languages were they?

This information is not recorded.

Are you providing video interpreting services? How is this being provided and what are the costs per minute?

Same rate as for face to face interpreting

7. Can you please provide the name and contact details of the person responsible for the set up and implementation for Interpreting and Translation services.

Steph Cholmondeley - Patient Experience Manager. Further details are not available as staff contact details not already in the public domain are classed as personal data. Under section 40ii of the Freedom of Information Act 2000, personally identifiable data as defined by the Data Protection Act 2018 cannot be supplied.

Please note that a record of previous Trust FOI responses is now available to consult online by visiting:

<https://www.wyevalley.nhs.uk/about-us/information-requests/freedom-of-information-requests.aspx>

If you have queries or any concerns contact details are given at the top of the letter. Please remember to quote the reference number above in any future communications.

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to:

Information Governance/Privacy Officer
Wye Valley NHS Trust
Monkmoor Court
31-34 Commercial Road
Hereford
HR1 2DX
Email: freedom.information@wvt.nhs.uk

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House,
Water Lane,
Wilmslow,

Cheshire, SK9 5AF

Telephone: 0303 123 1113 www.ico.gov.uk

Yours sincerely,

Freedom of Information Coordinator

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All information supplied by the Trust in answering a request for information (RFI) under the Freedom of Information Act 2000 will be subject to the terms of the Re-use of Public Sector Information Regulations 2005, Statutory Instrument 2005 No. 1515 which came into effect on 1st July 2005.

Under the terms of the Regulations, the Trust will licence the re-use of any or all information supplied if being used in a form and for the purpose other than which it was originally supplied. This license for re-use will be in line with the requirements of the Regulations and the licensing terms and fees as laid down by the Office of Public Sector Information (OPSI). Most licenses will be free; however the Trust reserves the right, in certain circumstances, to charge a fee for the re-use of some information which it deems to be of commercial value. Further information can be found at www.opsi.gov.uk where a sample license terms and fees can be found with guidance on copyright and publishing notes and a Guide to Best Practice and regulated advice and case studies, at www.opsi.gov.uk/advice/psi-regulations/index.htm