

Information Governance

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12 April 2024

Our reference: FOI DA5251

I am responding to your request for information received 5 March 2024. I am sorry for the delay in responding to your request. This has been treated as a request under the Freedom of Information Act 2000.

I am now enclosing a response which is attached to the end of this letter. Please do not hesitate to contact me on the contact details above if you have any further queries.

Yours sincerely,

Information Rights Coordinator

If you are dissatisfied with the Trust's response to your FOIA request then you should contact us and we will arrange for an internal review of this decision.

If you remain dissatisfied with the decision following our response to your complaint, you may write to the Information Commissioner for a decision under Section 50 of the Freedom of Information Act 2000. The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Tel: 0303 123 1113
Web: www.ico.org.uk

Please note that the data supplied is not allowed to be re-used and/or published without the explicit consent of East London NHS Foundation Trust. Please contact the signatory to request permission if this is your intention



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Interim Chief Executive Officer: Lorraine Sunduza
Chair: Eileen Taylor

Request:

Question 1: Please confirm your overall spend on interpreting, translation and transcription services for the following financial years:

- 2021-22
- 2022-23

Answer: The Trust has reviewed question 1 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 21(1) of the FOI Act states:

(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.

The information requested is accessible here:

<https://www.elft.nhs.uk/sites/default/files/2024-01/ANON%20Response%20-%20FOI%20DA5129.pdf>

Question 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?

Answer: The Trust currently uses The Newham Language Shop.

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

Answer: Not applicable.

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

Answer: The Trust currently uses both BigHand and Dragon for its transcription requirements.

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

Answer: No. The Trust does not hire any dedicated translators.

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

Answer: Contract expiry date for The Newham Language Shop is 31 March 2027.

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

Answer: Kevin Curnow, Executive Director of Commercial Development.
Email: elft.contracts@nhs.net
0207 655 4000

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

Answer: Kevin Curnow, Executive Director of Commercial Development.
Email: elft.procurement@nhs.net
0207 655 4000

Question 9: Could you please provide the following data for 2023:



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- 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 documents and words translations
- g. Total number of audio transcriptions and total audio duration

Answer: Please see table below:

	Question	Total Number	Total Hours or Minutes
9a	Total number of face-to-face interpreting assignments (spoken language) and hours completed	17784	11469 - Hours
9b	Total number of face-to-face interpreting assignments (non-spoken language) and hours completed	483	15851 - Hours
9c	Total number of telephone interpreting calls and minutes completed	23766	597,170 - Minutes
9d	Total number of video interpreting calls (spoken language) and minutes completed	4079	161,526 - Minutes
9e	Total number of video interpreting calls (non-spoken language) and minutes completed	141	91 - Hours
9f	Total number of documents and words translations	Documents: 520. Words translated: 520,290	
9g	Total number of audio transcriptions and total audio duration	Not applicable.	

Question 10: What were your top 20 highest-volume languages for interpreting/translation requests in 2023?

Answer: The 20 highest-volume languages for interpreting/translation were as follows:

1. Bengali/Sylheti
2. Bengali Dhaka
3. Urdu
4. Polish
5. Arabic
6. Spanish
7. Romanian
8. Turkish
9. Portuguese
10. Farsi
11. Tamil
12. Albanian



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13. Punjabi
14. Lithuanian
15. Russian
16. Somali
17. Pashto
18. Bulgarian
19. Gujarati
20. British Sign Language

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

- **Face-to-face interpreting**
- **Telephone interpreting**
- **Video interpreting**
- **Document translation**
- **Audio transcription**

Answer: Please see table below:

Service	Fill Rate
Face-to-face interpreting	91%
Telephone interpreting	95%
Video interpreting	95%
Document translation	10%
Audio transcription	N/A

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

Answer: The Trust has reviewed question 12 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 21(1) of the FOI Act states:

(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.

The information requested is accessible here:

Question 3

<https://www.elft.nhs.uk/sites/default/files/2023-11/ANON%20Response%20-%20FOI%20DA5001.pdf>

Question 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?

Answer: No credit notes have been applied.

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

Answer: Interpreting courses have been made available for service users via The Newham Language Shop.

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



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Answer: In relation to your question 15 the Trust is applying section 43 of the FOI Act. Section 43 Exemption applies to Commercial Interests. As this is a qualified exemption the public interest in withholding the information should outweigh the public interest in disclosure.

The Trust has applied the public interest test and in this instance believes disclosure of the information listed above may affect its ability to seek competitive tenders in the future and should therefore be withheld. It also believes that given the specialism of some of the companies providing services to the Trust, disclosure may compromise their ability to participate competitively in commercial activity in the future. This would have an adverse effect on the provision of core support services within the Trust and may result either in the loss of specialised companies able to provide cost effective, robust services, or in an increase of prices.

Question 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**

Answer: Please see attached Appendix 1.

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

Answer: No.

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

Answer: Either via direct award, further competition or open/restricted tender processes.

Question 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

Answer: No.

Question 20: Could you please provide the name, phone number and email address of the person responsible for the language services budget?

Answer: Kevin Curnow, Executive Director of Commercial Development.
Email: elft.procurement@nhs.net
0207 655 4000

Question 21: Could you please provide the name, phone number and email address of the person in charge of procurement for the Authority?

Answer: Kevin Curnow, Executive Director of Commercial Development.
Email: elft.procurement@nhs.net
0207 655 4000



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