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WALES

Bwrdd Iechyd Prifysgol
Cwm Taf Morgannwg
University Health Board



Freedom of Information Request: Our Reference CTMUHB_302_24

You asked:

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**
- **2022-23**

Under section 21 of the Act, Cwm Taf Morgannwg University Health Board is not required to provide information in response to a request if it is already reasonably accessible to you. We have answered a previous request in relation to the information you require and our responses are published via our [Disclosure Log](#) on the [Cwm Taf University Morgannwg Health Board](#) web site.

However, for ease of access please see a link directly to the information provided below:

- [CTMUHB 25 24](#)

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?

Our incumbent supplier is Cardiff County Council. For Welsh language service we use Atebol

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

N/A.

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

N/A.

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

Yes, we have welsh 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?

N/A.

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

nwssp.cwmtaf.procurement@wales.nhs.uk

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

Karen.Wright8@wales.nhs.uk

Please note - Personal Information is held by Data Controllers on the basis of the exercise of functions identified in the formal notification to the Information Commissioner. Any processing of that personal information outside of those functions may be unlawful. Furthermore the General Data Protection regulation and Data Protection Act 2018 makes provision for a data subject to exercise a right to prevent processing in particular circumstances. The data subject shall have the right to object, on grounds relating to his or her particular situation, at any time to processing of personal data concerning him or her which is based on point (e) or (f) of Article 6(1), including profiling based on those provisions where personal data are processed for direct marketing purposes.

We can confirm that the individual captured by this request has stated that they do not wish their personal data to be used for direct marketing purposes.

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

We do not hold the information centrally other than where we have highlighted our response below.

- Total number of face-to-face interpreting assignments (spoken language) and hours completed - (1 for Welsh)
- Total number of face-to-face interpreting assignments (non-spoken language) and hours completed.
- Total number of telephone interpreting calls and minutes completed.
- Total number of video interpreting calls (spoken language) and minutes completed
- Total number of video interpreting calls (non-spoken language) and minutes completed
- Total number of document translations and words translated - Data is kept for financial years for Welsh. For the financial year 2022/23, the number of words translated was 1,282,659 and 2023/24 to date (04/06/2024) is 245,406. It is not possible to calculate the number of 'documents' as this is not a meaningful method of recording requests due to the fact a document can be anything from a flyer for an event to a leaflet.
- Total number of audio transcriptions and total audio duration

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

We do not record this information centrally.

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

We do not hold this information in a way that it can be easily extracted other, than where we have highlighted our response below:

- Face-to-face interpreting
- Telephone interpreting
- Video interpreting
- Document translation **100% for Welsh**
- Audio transcription

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

We do not record this information.

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?

N/A.

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

By providing translation services, we ensure equal service access for all patients, in line with our organisational requirements and values.

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

N/A.

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**

We would like to advise you that the information you requested is being withheld under the Freedom of Information Act 2000. The exemption which the Health Board has applied to this information is: Section (43)(2) of the Freedom of Information Act.

The Health Board considers the information to be of a commercially sensitive nature and that the release of this information would or would be likely to prejudice the commercial interests of any parties concerned.

The University Health Board accepts that there is a public interest in ensuring openness and transparency however, the Health Board believes that disclosure of information in a manner which fails to protect the interests and relationships arising in a commercial context could have the effect of discouraging companies from dealing with the Health Board because of fears that the disclosure of information could damage them commercially. In turn this could then jeopardise the Health Boards ability to compete fairly and pursue its function to bring forward development in the area and obtain value for money.

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?

Tender via etenderWales.

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.

We don't have devices provided by the supplier but an application that can be installed on any device- the application is free and we are charged by usage.

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

nwssp.cwmtaf.procurement@wales.nhs.uk