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Bwrdd Iechyd Prifysgol
Cwm Taf Morgannwg
University Health Board



Freedom of Information Request: Our Reference CTMUHB_99_26

You asked:

I am writing to request the following information under the Freedom of Information Act 2000 regarding your organisation's use of language support services. Please provide all information for the **most recent full financial year** for which you hold complete data, unless otherwise stated.

Spend, Suppliers & Contracting

1. Total spend on:

- **Interpreting** - £116591.03
- **Translation** - £0
- **Transcription** - £99545.31

2. Who is your current supplier(s) for language services? If multiple suppliers are used, please specify which services each supplier delivers.

Atebol – outsourced Welsh language translation, The Wales Interpretation and Translation Service (WITS) all others.

3. Who is your provider for non-spoken language services (e.g., BSL/ISL)?

WITS.

4. Who is your provider for transcription services (if separate)?

WITS.

5. Do you employ any in-house interpreters or translators?

Yes – one Welsh language translator.

6. Contract expiry dates:

- **a) Without extensions**
- **b) With all extensions applied**

Atebol – in line with the financial year; WITS – rolling 12-month contract from June each year.

7. Name, phone number and email address of the contract manager for language services.

Welsh – *Ben Screen (Ben.Screen@wales.nhs.uk); all others *Alex Grand (Alex.Grand@wales.nhs.uk) no direct telephone numbers.

8. Name, phone number and email address of the person responsible for the language services budget.

*Hannah Williams (Hannah.L.Williams@wales.nhs.uk) no direct telephone number.

9. Do you have any minimum durations set for interpreting bookings? If yes, please specify for each service type (spoken, non-spoken, telephone, video).

WITS: Spoken language – one hour; BSL one hour

*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(s) captured by this request have stated that they do not wish their personal data to be used for direct marketing purposes.

Activity Data – Latest Full Financial Year

10. Total number of:

- **Face-to-face interpreting assignments (spoken) + total hours**
- **Face-to-face interpreting assignments (non-spoken) + total hours**
- **Telephone interpreting calls + total minutes**
- **Video interpreting calls (spoken) + total minutes**
- **Video interpreting calls (non-spoken) + total minutes**
- **Document translations + total words translated**
- **Audio transcriptions + total audio duration**

Please see information provided in the table below:

Type	Assignments	Words/Hours/Minutes
Face to face interpreting assignments (spoken)	1079	1268 hours
Face to face interpreting assignments (non spoken)	163	196 hours
Telephone interpreting calls + total minutes	2731	45470.35 minutes
Video interpreting calls (spoken) + total minutes	206	4569 minutes

Video interpreting calls (non spoken)	54 calls	1029 minutes
Document translations + total words translated	2764	2,505,667 words
Audio transcriptions + total audio duration	None	NA

11. Top 20 highest-volume languages for interpreting/translation.

Welsh, Polish, BSL, Arabic, Portuguese, Mandarin, Dari, Punjabi Indian, Turkish, Romanian, Bengali, Ukrainian, Bulgarian, Albanian, Russian, Farsi, Tamil, Hungarian, Kurdish Sorani, Hindi.

Performance, Fulfilment & Complaints

12. Fulfilment rate (%) for:

- **Face-to-face interpreting** – 98.4%
- **Telephone interpreting** – 99.9%
- **Video interpreting** – 99.9%
- **Document translation** – 99.9%
- **Audio transcription** – N/A.

13. Number of language service complaints received in the latest full financial year.

Two.

14. Percentage of positive vs negative feedback received regarding language services.

None collected.

15. Languages your provider has been unable to source in the last 12 months.

Mandinka and Uzbek.

16. Have any service credits been applied in the last 12 months? If yes, what performance issues were they linked to?

No.

Social Value, Tender Information & Pricing

17. Social value delivered under this contract in the last 12 months.

We aim to ensure equal service access for all patients and service users, in line with regulatory and legal requirements and our organisational values.

18. If tendered, please provide a copy of the winning bidder's tender submission.

N/A.

19. Contracted rates for:

- **Spoken face-to-face interpreting (hourly)**
- **Non-spoken face-to-face interpreting (hourly)**
- **Telephone interpreting (per minute)**
- **Spoken video interpreting (per minute)**
- **Non-spoken video interpreting (per minute)**
- **Document translation (per word)**
- **Audio transcription (per audio minute)**

Welsh where used approximately £0.074 per word.

Regarding other languages – We can confirm that Cwm Taf Morgannwg University Health Board holds information relating to costs.

However, 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.

20. Has your provider increased their rates in the last 12 months?

No.

21. What is the Authority's typical route to market for procuring language services?

Atebol – direct award; WITS – NHS Wales agreement (not tendered).

Assistive Technology (BSL / Deaf Access)

22. Do you have a VRS (Video Relay Service) on-demand service in place allowing Deaf BSL users to contact you via video when phoning?

Via WITS.

23. Do you have a VRI (Video Remote Interpreting) on-demand service in place for emergency/unplanned/immediate communication needs for Deaf patients or service users?

Yes.

If yes to either:

- **Who is the provider?**
- **When was the service introduced?**
- **Is it available 24/7?**
- **Is there a cost to the Authority?**

INSIGHT via Language Line (WITS) which was introduced in 2020, not currently available 24/7, cost will be dependent on the length of the call

Additional Data for the Most Recent Full Financial Year

24. Total number of spoken language requests.

Please see response to Q10.

25. Total number of non-spoken language requests.

Please see response to Q10.

26. Total spend on spoken vs non-spoken language services.

Spoken - £116591.03; written £99545.31

27. Fulfilment rates for spoken vs non-spoken services.

Spoken – 99.4%; written – 99.95%

Final Clarification Request

28. If your provider offers additional provisions or specialist services (e.g., ISL, rare languages, emergency response, in-person support, or other enhanced services), please provide details.

WITS provide:

- 24/7 – 365 days a year Interpreter support
- BSL and spoken language support
- BSL Relay
- BSL Translation
- Range of rare languages
- Braille / Easy Read
- Training modules
- Interpreter Security vetting