



Bwrdd Iechyd
Addysgu Powys
Powys Teaching
Health Board

Information Governance Team
Hafren Ward
Bronllys Hospital
Bronllys
Brecon
Powys LD3 0LY
Email: Powys.FOI@wales.nhs.uk
Tel: 01686 252159/01874 442071

Our ref: IG/FOI/24.R.229

17 June 2024

Sent via email to: [REDACTED]

Dear [REDACTED]

Request under the Freedom of Information Act 2000

I write further to your request for information, which was received on 29 May 2024 and subsequent clarification received on 5 June 2024, to confirm, in accordance with S.1(1)(a) of the Freedom of Information Act 2000, that Powys Teaching Health Board (PTHB) does hold the information that you require.

For ease of reference your request is set out below and my response follows each question individually in bold.

Your Freedom of Information (FOI) Request and Powys Response:

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 - **£167,313.**
- 2022-23 - **£186,254.**

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?

- **Welsh Interpretation and Translation Service (WITS) – in-person interpretation and written translations (other than Welsh)**
- **LanguageLine Solutions - Telephone and Online/App based translation.**
- **Geiriau Gwyn - Welsh interpretation**

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

Not applicable.

Pencadlys
Tŷ Glasbury, Ysbyty Bronllys,
Aberhonddu, Powys LD3 0LU
Ffôn: 01874 711661



Headquarters
Glasbury House, Bronllys Hospital
Brecon, Powys LD3 0LU
Tel: 01874 711661

Rydym yn croesawu gohebiaeth Gymraeg
Bwrdd Iechyd Addysgu Powys yw enw gweithredd Bwrdd Iechyd Lleol
Addysgu Powys



We welcome correspondence in Welsh
Powys Teaching Health Board is the operational name of
Powys Teaching Local Health Board

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

Not applicable.

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

I can confirm we have one Full Time Equivalent (FTE) Welsh translator working on written translation only.

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

Contracts are rolling year-on-year, non-exclusive and organised on behalf of Powys Teaching Health Board (PTHB) via NHS Wales Shared Services Partnership (NWSSP).

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

Adam Pearce - Service Lead for Equality and Welsh Language
adam.pearce@wales.nhs.uk

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

Please see response to Q7 above.

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

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

412 Assignments. Hours completed is not reliably recorded due to the minimum spends.

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

35 Assignments. Hours completed is not reliably recorded due to minimum spends.

Total number of telephone interpreting calls and minutes completed.

556 Assignments, 8,039 minutes.

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

28 Assignments, 511 minutes.

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

5 Assignments, 111 minutes.

Total number of document translations and words translated.

Excluding Welsh - 35 assignments. N.B. an assignment might be multiple documents and the word count is not recorded.

Welsh - 954 assignments. N.B. an assignment might be multiple documents; 568,049 words.

Total number of audio transcriptions and total audio duration.

Zero.

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

Please see the table below for the top 20 twenty languages requests for interpreting and translation in 2023.

Language	Number of requests
Polish	106
Arabic	86
Ukrainian	69
Bulgarian	41
BSL	35
Mandarin	18
Nepalese	16
Slovak	14
Russian	11
Turkish	9
Dari	9
Greek	8
Kurdish Sorani	8
Pashto	8
Bengali	7
French	5
Tamil	4
Farsi	4
Albanian	3
Malayalam	3
Lithuanian	3

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

PTHB does not record this data.

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

PTHB does not hold this data.

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?

Not applicable.

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

Clarification requested:

Q14 What social value has been delivered as part of this contract in the last 12 months?

Please can you provide clarity on what is being asked.

Clarification Received:

Q14. Social value refers to any social, economic, and environmental benefits that your supplier has committed to throughout the procurement of the contract. If any commitments have been made, could you kindly advise on what the commitments are?

There is no additional contractual expectation beyond the delivery of the delivery of the interpretation service.

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

Not applicable.

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

The rates have been withheld as they are considered exempt under Section 43 Commercial Interests of the Freedom of Information Act. This section of the Act sets out an exemption from the right to know if releasing the information is likely to prejudice the commercial interests of any person (a person maybe an individual, company, the public authority itself or any other legal entity).

This exemption was considered by the Health Board when deciding whether to release this information because it was felt that, in doing so, it could create a significant risk in prejudicing the commercial interests of the practices in question.

As this is a qualified exemption the Health Board must consider the public interest in deciding whether to withhold or disclose the information. The 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 discourage third parties from dealing with the Health Board because of fears that the disclosure of information could damage them commercially. In turn, this could jeopardise the Health Board's ability to compete fairly and pursue its function to bring forward development

in the area and obtain value for money. As a result, exemption section 43 is engaged as it is not considered in the public interest to disclose this information.

Further information on WITS rates can be found on their website www.wits.wales

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?

This is an All Wales contract with NHS Wales Shared Services Partnership (NWSSP), and we suggest you contact them for further information shared.service@wales.nhs.uk

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.

Not applicable.

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

Please see question 18 above.

Under the terms of the Health Board's Freedom of Information procedure, individuals seeking access to recorded information held by the Health Board are entitled to request an internal review of the handling of their requests. If you would like to complain about the Health Board's handling of your request, please contact us directly at the address below or register your complaint via powysfoi.foi@wales.nhs.uk

If after Internal Review you remain dissatisfied you are also entitled to refer the matter to the information commissioner at the Information Commissioner's Office (Wales), 2nd Floor, Churchill House, Churchill Way, Cardiff, CF10 2HH. Telephone Number: 0330 414 6421.

Yours sincerely



**Debra Wood-Lawson
Executive Director of People and Culture**

Rydym yn croesawu derbyn gohebiaeth yng Nghymraeg. Byddwn yn ateb y fath ohebiaeth yng Nghymraeg ac ni fydd hyn yn arwain at oedi.

We welcome receiving correspondence in Welsh. We will reply to such correspondence in Welsh and this will not lead to a delay.