

Freedom of Information Act 2000 – Request Reference FoI/24/133

Language Services

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

- 2021–22 – £780,862
- 2022–23 – £893,982

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?

Bilingual Cardiff at Cardiff City Council and Wales Interpretation and Translation Service (WITS).

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

Sign Live and Sign Video.

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

Not applicable.

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

Cardiff and Vale University Health Board (the UHB) employs two Senior Welsh Language Translators.

Additionally, the UHB can confirm that it employs four part-time Link Workers who support patients and families. Their role includes, but is not limited to:

- Providing information and advice to Healthcare Professionals regarding culture and religious practices;
- Identifying unmet health needs;
- Liaising with various communities;
- Working in partnership with Health Visiting, Childhood Immunisation and Public Health teams;
- Supporting and encouraging the uptake for childhood immunisations; and
- Sharing other Public Health messages with their communities.

As part of this role, the Link Workers will support patients with translation services, but are not dedicated translators.

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

The UHB does not have a contract, but a service level agreement.

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

After considering your request, the UHB believes that the data requested is classed as personal data as defined under the General Data Protection Regulation (GDPR) and Data Protection Act 2018. Its disclosure would be contrary to the data protection principles and constitute unfair and unlawful processing with regard to Articles 5, 6, and 9 of the GDPR. We are therefore withholding this detail under section 40(2) of the Freedom of Information Act 2000 (FOIA 2000). This exemption is absolute and therefore there is no requirement to apply the public interest test.

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

The UHB believes the exemption set out in section 40(2) of the FOIA 2000 to apply here is therefore withholding information.

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

- **Total number of face-to-face interpreting assignments (spoken language) and hours completed**
- **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**
- **Total number of audio transcriptions and total audio duration**

In completing a search for the information requested, the UHB has confirmed that this information is not centrally recorded or collated. To retrieve the information requested would require a manual search through individual records and the UHB considers that this would exceed the limit set within Regulations for responding to a request. The UHB has therefore relied upon the section 12 exemption of the FOIA 2000 ('Exemption where cost of compliance exceeds appropriate limit') and is refusing your request.

The UHB has estimated that to complete the work needed to respond to this request would exceed the time limit as set within Regulations to respond to a Freedom of Information Act request. Under the Act there is an allowance of two and a half days, or 18 hours, to comply with a request and the cost limit set within the Fees Regulations for this amount of work (18 hours) is £450 for the UHB. The Fees Regulations specify that the cost of complying with a request must be calculated at the rate of £25 per hour.

However, under our section 16 obligation to advise and assist, I can confirm that the relevant information can be found here: [Welsh Language in Healthcare](#). Below is a breakdown for 2021–22 and 2022–23:

- 2021–22 – 1,085,794 words.
- 2022–23 – 1,081,241 words.

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

The UHB does not hold this information. But, anecdotally, it is likely the language with the highest volume of interpretation or translation is Welsh. The UHB's Welsh Translation colleagues have translated over one million words in the 2022–23 financial year.

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**

The UHB believes the section 12 exemption to apply here and is therefore refusing your request.

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

The UHB does not hold 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?

Not applicable, since the UHB has a service level agreement.

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

The UHB does not hold this information. The FOIA 2000 gives individuals the right to access information that is held by a public authority at the moment of request; a public authority does not have to create new information that it does not already hold.

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: not held.
- Document translation: per word rate.
- Audio transcription: per audio minute rate.

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?

The UHB utilises WITS.

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.

The UHB utilises WITS.

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

The UHB believes the exemption set out in section 40(2) of the FOIA 2000 to apply here is therefore withholding information.

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

The UHB believes the exemption set out in section 40(2) of the FOIA 2000 to apply here is therefore withholding information.