

Freedom of Information Act 2000

Wiltshire Health & Care LLP Response to Information Request

Date Request Received: 19/06/2019

FOI Ref: 11/19_20

Requested Information

Under FOI legislation, I would like to ask you to kindly provide me with the below information for the Wiltshire & Swindon Health Care NHS Trust.

Please can you provide financial information relating to the:

- total cost of interpreting services in the last 2 years and the number of requests made
- total cost of translation services in the last 2 years and the number of requests made
- total cost of BSL interpreting in the last 2 years and the number of requests made

I would also be grateful if you could provide us with information that includes:

- Hourly cost of face to face interpreting services
- Cost per minute of telephone interpreting services
- Breakdown of the top 10 most popular languages
- How many video interpreting sessions were made last year for all languages, including British Sign Language?
- Can you please provide details of your current provider(s) (company name, date contract was awarded)?
- When are your current language service contracts with your incumbent(s) due to end?

Please can you provide the name, job title, email address and contact number for the person(s) responsible

- For awarding any contracts relating to these services
- For managing the day to day running of the services

Response

Thank you for your FOI request to WHC made on the 19th June 2019.

I have now heard back from the relevant departments and please see their response below:

Note we can only provide information from April 2018 onwards. Prior to this date the contract sat with Great Western Hospitals NHS Foundation Trust.

Please see below answers to your queries:

total cost of interpreting services in the last 2 years and the number of requests made
See attached (provided by Prestige)

total cost of translation services in the last 2 years and the number of requests made
See attached (provided by Prestige)

total cost of BSL interpreting in the last 2 years and the number of requests made
See attached (provided by Prestige)

Hourly cost of face to face interpreting services
Mon-Fri 0900-1800 £28 + VAT
Out of Hours 1800-0900 £42 + VAT

Cost per minute of telephone interpreting services

£0.95 + VAT

Breakdown of the top 10 most popular languages

See attached (provided by Prestige)

How many video interpreting sessions were made last year for all languages, including British Sign Language?

See attached (provided by Prestige)

Can you please provide details of your current provider(s) (company name, date contract was awarded)?

Prestige Network, April 2018.

When are your current language service contracts with your incumbent(s) due to end?

March 2020

Exemption(s)

Nil

Attachment(s)



11 19_20.xlsx

Date Response Sent: 01/07/2019