

Freedom of Information Act 2000
Wiltshire Health & Care LLP Response to Information Request
Date Request Received: 29/04/2022 FOI Ref: 25_21-23

	Question:	Answer:
	The number of requests made for:	April 2021 – March 2022
1	Face to face interpreting	81
2	Telephone interpreting	189
3	Video interpreting	75
4	Translation services	3
	The total cost in the last two years of:	
5	The number of requests made for:	
6	Face to face interpreting	Exempt – Commercially Sensitive Data
7	Telephone interpreting	Exempt – Commercially Sensitive Data
8	Video interpreting	Exempt – Commercially Sensitive Data
9	Translation services	Exempt – Commercially Sensitive Data
10	Hourly cost of face to face interpreting services	Exempt – Commercially Sensitive Data
11	Cost per minute of telephone interpreting services	Exempt – Commercially Sensitive Data
12	Cost per minute of spoken video interpreting services	Exempt – Commercially Sensitive Data
13	Cost per minute of non-spoken (BSL) video interpreting services	Exempt – Commercially Sensitive Data
14	Please can you list the languages that your suppliers were unable to supply in the last 6 months?	Nil
15	Can you please provide details of your current provider(s) (company name, date contract was awarded)?	The Language Empire Limited Awarded 1 st July 2021 Prestige Network – Ceased 30 th June 2021
16	When are your current language service contract(s) with your incumbent(s) due to end?	30th June 2025
	Please can you provide the name, job title, email address and contact number for the person(s) responsible	*Names and contact numbers constitute personal data and are therefore exempt.
17	for awarding any contracts relating to these services	Procurement Manager, sft.procurement@nhs.net
18	for managing the day to day running of the services	Quality Team

Exemption(s)

Exemptions were made, as detailed above, under s.43 Freedom of Information Act 2000, the relevant data being commercially sensitive.

Attachment(s)

NA

Date Response Sent: 26/05/2022