

Trust Headquarters  
Russell’s Hall Hospital  
Dudley  
West Midlands  
DY1 2HQ

Ref: FOI-022024-000661

Date: 26/03/2024

Address / Email:

Dear

**Request Under Freedom of Information Act 2000**

Thank you for requesting information under the Freedom of Information Act 2000.

**Response**

Please find below the answers to the following questions:

Please confirm your overall spend on interpreting, translation and transcription services for the following financial years		20/21	21/22	22/23
	Interpreting Spend	£91,676	£114,483	£128,745
	Translation Spend	£9,063	£7,763	£3,056
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?	Wordskii/Word360 same company			
3. When is your current language services contract(s) due to expire, a) without extensions and b) with all possible extensions?	Due to expire 31/3/24, we have already extended this from 2019.			
4. Could you please provide the following data for 2023 •Total number of face-to-face interpreting assignments (spoken language) and hours completed				
	Could you please provide the following data for 2023:			
	Total number of face-to-face interpreting assignments (spoken language) and hours completed			1109

<ul style="list-style-type: none"><li>• Total number of face-to-face interpreting assignments (non-spoken language) and hours completed</li><li>• Total number of telephone interpreting calls and minutes completed</li><li>• Total number of video interpreting calls (spoken language) and minutes completed</li><li>• Total number of video interpreting calls (non-spoken language) and minutes completed</li><li>• Total number of document translations and words translated</li><li>• Total number of audio transcriptions and total audio duration</li></ul>	Total number of face-to-face interpreting assignments (non-spoken language) and hours completed	134
	Total number of telephone interpreting calls and minutes completed	1570
	Total number of video interpreting calls (spoken language) and minutes completed	503
	Total number of video interpreting calls (non-spoken language) and minutes completed	1112
	Total number of document translations and words translated	15
	Total number of audio transcriptions and total audio duration	N/A
<b>5. Can you please provide the fill rate % you received for the following services in 2023</b> <ul style="list-style-type: none"><li>• Face-to-face interpreting</li><li>• Telephone interpreting</li><li>• Video interpreting</li><li>• Document translation</li><li>• Audio transcription</li></ul>	Face to Face Interpreting 99% Telephone Interpreting 99% Video Interpreting 99% Document Translation 100% Audio Transcription 100%	
<b>6. What is the Authority’s typical route to market? E.g. do you usually procure through tender or direct award?</b>	This was of a HTE Framework agreement direct award.	

If you are dissatisfied with our response, you have the right to appeal in line with guidance from the Information Commissioner. In the first instance you may contact the Information Governance Manager of the Trust.

Information Governance Manager  
Trust Headquarters  
Russell’s Hall Hospital  
Dudley  
West Midlands  
DY1 2HQ  
Email: [dgft.dpo@nhs.net](mailto:dgft.dpo@nhs.net)

Should you disagree with the contents of our response to your appeal, you have the right to appeal to the Information Commissioners Office at.

Information Commissioners Office

Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF  
Tel: 0303 123 1113  
[www.ico.org.uk](http://www.ico.org.uk)

If you require further clarification, please do not hesitate to contact us.

Yours sincerely

**Freedom of Information Team**  
**The Dudley Group NHS Foundation Trust**