

Freedom of Information Request

Reference Number: [EPUT.FOI.24.3378](#)
Date Received: [19th February 2024](#)

Information Requested:

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
- 2022-23

Financial Year	Interpreter Reported Spend £
2021/22	£109,642
2022/23	£88,809

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?

[Language Empire Ltd](#)

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

[The Trust does not have a separate British Sign Language supplier](#)

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

[The Trust does not have a separate transcription supplier](#)

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

[No](#)

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

[31st July 2024](#)

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

[In an effort to ensure that the Trust does not receive unsolicited communications and/or any potential malicious malware, the Trust does not routinely publish the names or contact details of staff other than those publicly available through our Trust website. Any staff details disclosed will be at senior level only and should not be used for the purpose of unsolicited communications or marketing purposes \(in accordance with The Privacy and Electronic Communication Regulations, PECR\) as well as ICO \(Information Commissioner's Office\) guidance.](#)

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

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Could you please provide the following data for 2023?

- Total number of face-to-face interpreting assignments (spoken language) and hours completed
492
- Total number of face-to-face interpreting assignments (non-spoken language) and hours completed
126
- Total number of telephone interpreting calls and minutes completed
795
- Total number of video interpreting calls (spoken language) and minutes completed
848
- Total number of video interpreting calls (non-spoken language) and minutes completed
N/A
- Total number of document translations and words translated
95
- Total number of audio transcriptions and total audio duration
N/A

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

*BSL-British Sign Language	126
Polish	81
Romanian	37
Turkish	32
Bengali (Sylheti)	31
Arabic - All or Any	27
Chinese (Cantonese)	27
Urdu	22
Punjabi (Indian)	17
Albanian	15
Russian	14
Arabic - Kuwait	14
Bulgarian	11

Spanish	10
Farsi	9
Chinese (Mandarin)	8
Tamil	7
Punjabi (Pakistani)	7
Italian	7
Kurdish (Sorani)	7

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

Fill rate as a whole for 2023 was 93.4%, unable to break down by each category.

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

BSL, Albanian, Amharic, Arabic, Bangali, Bilgarian, Chinese, Dari, Farsi, Georgian, Greek, Hungarian, Indonesian, Italian, Kurdish, Lithuanian, Maltese, Marathi, Nepali, Pashto, Polish, Portuguese, Punjabi, Romanian, Russian, Spanish, Sundanese, Tamil, Tetum, Turkish, Ukrainian, Urdu, Vietnamese, Zaghawa

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?

No

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

The Trust believes that this information is of commercial interest and may prejudice either the supplier or the Trust. The Trust is therefore applying Section 43 of the Act (Commercial Interests):

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

The Trust believes that this information is of commercial interest and may prejudice either the supplier or the Trust. The Trust is therefore applying Section 43 of the Act (Commercial Interests):

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

Essex Partnership University Trust does not hold the relevant information to provide a response as the cost of the translation services depends on the language and the qualifications/level of the interpreter.

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?

Via framework

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.

N/A

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

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

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Section 43 (Commercial Interests):

- (1) Information is exempt information if it constitutes a trade secret
- (2) Information is exempt information if its disclosure under this Act would, or would be likely to; prejudice the commercial interests of any person (including the public authority holding it)
- (3) The duty to confirm or deny does not arise if, or to the extent that, compliance with section 1(1)(a) would, or would be likely to, prejudice the interests mentioned in subsection (2)

Publication Scheme:

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<https://eput.nhs.uk>