

Freedom of Information Request

Ref: 22-202

4 May 2022

By Email

Dear Sir/Madam

Thank you for your request for information under the Freedom of Information Act 2000. The Trust's response is as follows:

- We can confirm that we do hold the information you are requesting

1. Total number of onsite face-to-face interpreting assignments in 2020, 2021 and year-to-date.

2020 - 4576

2021 - 5977

Year to date (January - March 2022) - 1916

a. Please provide a breakdown by language for 2021 and year-to-date.

| Language | Frequency |
|-----------------------------|-----------|
| Arabic | 863 |
| Somali | 789 |
| Polish | 738 |
| BSL (British Sign Language) | 530 |
| Romanian | 351 |
| Urdu | 230 |
| Punjabi | 215 |
| Mandarin | 205 |
| Portuguese | 168 |
| Russian | 164 |
| Cantonese | 144 |

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|--------------------------|-----|
| Spanish | 134 |
| Bengali | 132 |
| Turkish | 110 |
| Kurdish / Kurdish Sorani | 96 |
| Kurdish Badini | 90 |
| Farsi (Persian) | 88 |
| Hungarian | 85 |
| Italian | 80 |
| Bulgarian | 78 |
| Pashtu | 78 |
| French | 72 |
| Hindi | 58 |
| Vietnamese | 55 |
| Lithuanian | 53 |
| Slovak | 41 |
| Tigrinya | 40 |
| Albanian | 39 |
| Czech | 38 |
| Tamil | 32 |
| Gujarati | 26 |
| Greek | 14 |
| Amharic | 12 |
| Bahasa Indonesia | 11 |
| Wolof | 11 |
| Ukrainian | 9 |
| Kurdish | 8 |
| Portuguese (Brazilian) | 8 |

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| Thai | 8 |
| Georgian | 7 |
| Soninke | 7 |
| Dari | 5 |
| Latvian (Lettish) | 5 |
| Nepali | 5 |
| Shona | 5 |
| Sylheti | 5 |
| Sinhalese | 4 |
| Brazilian Portuguese | 3 |
| German | 3 |
| Kurdish Kurmanji | 3 |
| Telugu | 3 |
| Bosnian | 2 |
| Fula (Fulani, Pulaar, Peulh, Fulfulde) | 2 |
| Hakka | 2 |
| Other - Indonesian | 2 |
| Tagalog (Filipino) | 2 |
| Cypriot | 1 |
| Japanese | 1 |
| Kurdish Botani | 1 |
| Kurdish Gorani | 1 |
| Malayalam | 1 |
| Oromo (Afan) | 1 |
| Other - Tetum (East Timor dialect) | 1 |
| Sylarhi | 1 |
| Twi | 1 |

Year to date (January - March 2022) -

| Language | Frequency |
|--------------------------|-----------|
| Arabic | 273 |
| Somali | 248 |
| Polish | 190 |
| Romanian | 141 |
| British Sign Language | 121 |
| Portuguese | 85 |
| Urdu | 78 |
| Bengali | 64 |
| Punjabi | 52 |
| Cantonese | 48 |
| Pashtu | 48 |
| Kurdish Badini | 47 |
| Turkish | 47 |
| Farsi (Persian) | 43 |
| Spanish | 41 |
| Kurdish / Kurdish Sorani | 40 |
| Bulgarian | 33 |
| Hungarian | 33 |
| Mandarin | 30 |
| Portuguese (Brazilian) | 25 |
| Russian | 21 |
| Italian | 19 |
| Lithuanian | 19 |

| | |
|---------------------------|----|
| Czech | 15 |
| French | 13 |
| Vietnamese | 13 |
| Gujarati | 12 |
| Slovak | 12 |
| Tigrinya | 12 |
| Georgian | 11 |
| Hindi | 11 |
| Tamil | 11 |
| Dari | 9 |
| Thai | 9 |
| Albanian | 7 |
| Greek | 5 |
| Kurdish | 5 |
| Amharic | 4 |
| Bahasa Indonesia | 4 |
| Creole (Seychelles) | 4 |
| Afghan Dari | 2 |
| German | 2 |
| Malayalam | 2 |
| Nepali | 2 |
| Kannada | 1 |
| Kurdish Kurmanji | 1 |
| Mirpuri (Pahari, Potwari) | 1 |
| Sylheti | 1 |
| Wolof | 1 |

2. Total number of onsite face-to-face interpreting hours in 2020, 2021 and year-to-date.
2020 - 6582 hours

2021 - 8409 hours

Year to date (January - March 2022) - 2641 hours

3. What are the minimum qualifications of the onsite face-to-face interpreters you use (if you access a government framework (i.e., the CCS Languages Service framework) and it is easier to advise the interpreter qualification band (i.e., band 1, 2 or 3 etc) this would be acceptable?

Bands 1-5.

4. Have you undertaken a physical audit on interpreter banding in line with the contract in the last 12 month?

No.

a. If yes, please share the findings

Not applicable.

5. Do you pay your supplier travel payments for face-to-face interpreting or is it an all-inclusive rate?

Yes, we pay travel payments.

a. If you pay travel. Please advise how much travel you paid in 2020, 2021 year-to-date

2020 - £20,428

2021 - £28,778

Year to date (January - March 2022) - £8,233

6. Total number of onsite BSL interpreting assignments in 2020, 2021 and year-to-date.

2020 - 342

2021 - 479

Year to date (January - March 2022) - 89

7. Total number of remote video interpreting assignments in 2020, 2021 and year-to-date.

2020 - 112

2021 - 252

Year to date (January - March 2022) - 61

8. Total number of remote video interpreting hours in 2020, 2021 and year-to-date.

2020 - 214 hours

2021 - 245 hours

Year to date (January - March 2022) - 71.3 hours

9. Total number of remote telephone interpreting assignments in 2020, 2021 and year-to-date.

2020 - 3828

2021 - 6612

Year to date (January - March 2022) - 2397

10. Total number of remote telephone interpreting minutes in 2020, 2021 and year-to-date.

2020 - 70942 minutes

2021 - 123859 minutes

Year to date (January - March 2022) - 43554 minutes

11. Total number of remote telephone interpreting assignments in 2020, 2021 and year-to-date.

Duplicate question - please see the response to question 9.

12. Are the services access via a government framework?

Yes.

a. If so, what is the name of the framework.

Crown Commercial Services Framework.

13. Are there KPI's in place with attached service credit penalties/liquidated damages?

Yes.

a. If so, how much has the supplier paid in service credit penalties?

£0

14. Does the current contract have a provision to increase rates within the contract period?

No.

a. Have any rates been increased within the contract period?

Not applicable.

b. What services have had a rate increase?

Not applicable.

c. What was the percentage increase?

Not applicable.

15. When does your current contract expire?

End date of Call Off Initial Period - 31/10/2022

End date of Call Off Extension Period - 31/10/2023

This concludes our response. We trust that you find this helpful, but please do not hesitate to contact us directly if we can be of any further assistance.

If, after that, you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to:

Data Protection Officer
University Hospitals Bristol and Weston NHS Foundation Trust
Trust Headquarters
Marlborough Street
Bristol
BS1 3NU

Please remember to quote the reference number above in any future communications.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Publication

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Yours sincerely

Freedom of Information Team
University Hospitals Bristol and Weston NHS Foundation Trust