

Freedom of Information Request – 3049

In the past 12 months, please confirm

1) The number of written translation requests and how many were met (e.g. January 2023 – 2 requests / 2 met)

OCT-DEC (2023)	JAN-MAR (2024)	APR-JUN (2024)	JUL-SEP (2024)
14	7	16	20

2) The number of pre-booked telephone interpretation requests and how many were met?

OCT-DEC (2023)	JAN-MAR (2024)	APR-JUN (2024)	JUL-SEP (2024)
42	46	42	43

3) The number of on-demand telephone interpretation requests and how many were met?

OCT-DEC (2023)	JAN-MAR (2024)	APR-JUN (2024)	JUL-SEP (2024)
759	777	773	677

4) The number of face-to-face interpretation requests and how many were met?

OCT-DEC (2023)	JAN-MAR (2024)	APR-JUN (2024)	JUL-SEP (2024)
143	141	190	146

5) A breakdown of the number of Face to Face Interpreter requests by language (e.g. January 2023: Polish 80 / Romanian 62 / Bulgarian 50 / Urdu 22 etc for each language each moth)

LANGUAGE BREAKDOWN (ALPHABETICAL)							
OCT-DEC (2023)		JAN-MAR (2024)		APR-JUN (2024)		JUL-SEP (2024)	
BSL	11	ARABIC	1	ARABIC	1	ARABIC	1
BULGARIAN	6	BSL	8	BENGALI	1	BSL	6
DARI	1	BULGARIAN	4	BSL	4	BULGARIAN	4
LITHUANIAN	23	HUNGARIAN	1	BULGARIAN	1	DARI	1
MANDARIN	2	LATVIAN	2	LATVIAN	1	ITALIAN	1
POLISH	16	LITHUANIAN	39	LITHUANIAN	48	LITHUANIAN	56
PORTUGUESE	61	PASHTO	1	POLISH	19	POLISH	10
ROMANIAN	11	POLISH	15	PORTUGUESE	85	PORTUGUESE	53
RUSSIAN	7	PORTUGUESE	52	ROMANIAN	19	ROMANIAN	10

TURKISH	1	ROMANIAN	8	RUSSIAN	8	RUSSIAN	2
UKRAINIAN	4	RUSSIAN	6	SLOVAK	2	SLOVAK	1
		SLOVAK	3	UKRAINIAN	1	URDU	1
		UKRAINIAN	1				

6) What % of Face to Face Interpreter requests were met?

Exempt Section 43(2)

7) How many Interpreters Did Not Attend their appointments?

Exempt Section 43(2)

8) How many patients did not attend their appointment?

OCT-DEC (2023)	JAN-MAR (2024)	APR-JUN (2024)	JUL-SEP (2024)
6895	6595	7204	7424

9) How many patients who did not attend appointments needed an interpreter?

OCT-DEC (2023)	JAN-MAR (2024)	APR-JUN (2024)	JUL-SEP (2024)
0	0	0	0

10) How many bookings were cancelled by patients last minute?

OCT-DEC (2023)	JAN-MAR (2024)	APR-JUN (2024)	JUL-SEP (2024)
1	13	0	0

11) What was the total spending for the year across all interpretation and translation services?

OCT-DEC (2023)	JAN-MAR (2024)	APR-JUN (2024)	JUL-SEP (2024)
£22,849.87	£19,803.89	£23,271.51	£18,592.39

12) Who is the incumbent provider for the Trust?

INTRAN Partnership

13) When did the current contract come into effect?

June 2022

Section 43(2) provides exemption to disclosure if its disclosure would, or would be likely to, prejudice the commercial interests of any person (including the public authority holding it).

Releasing this information about individual providers could be damaging to the commercial interests of those providers and may give their competitors an unfair advantage in future tender bids. The tender responses contain confidential information on those organisations' methodology for delivering services and their commercial processes, procedures and strategies.

To release this information would allow competitors to gain significant further insight which would prejudice the companies whose tenders would be released by reducing or eliminating their commercial advantage in this market. Those companies' ability to participate effectively in commercial activity as covered by this procurement exercise would be prejudiced as they would likely have a reduced chance of winning future tenders and work from other organisations, whether public or private. Reduced competition in this marketplace would also damage the commercial interests of other procurers.

Furthermore, the fulfilment level shows how hard or easy a contract is to deliver, and this has a direct correlation to the profitability of the contract and publication would further compromise the commercial interest.

Public Interest Test Reasons

We have considered whether the public interest in maintaining this exemption is outweighed by the public interest in disclosure.

We have considered the following reasons in favour of disclosure:

- >> Promoting accountability and transparency by public authorities for decisions taken by them.
- >> Promoting accountability and transparency in the spending of public money.

Balanced against this are the following reasons against disclosure:

- >> Releasing this information could give competitors an unfair advantage.
- >> We have a duty to achieve best value in procuring services, by procuring the right level of service for the best possible price. This could be prevented by releasing this information.
- >> The tender process is conducted in a competitive commercial market where commercial confidentiality is expected by the parties. Disclosing tender documents provided would damage reputation in respect of its ability to maintain that trust.

On balance, we consider that the public interest in maintaining the exemption outweighs the public interest in disclosure.