

Information Governance Department
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Wigan
WN1 1XX

Email: foi@wwl.nhs.uk
Web: www.wwl.nhs.uk

Ref: FOI/2023/9295

Date Received: 12th October 2023

Response Due: 9th November 2023

Date: 9th November 2023

Dear Sir/Madam

You asked:

1. **Please confirm your Trust's overall spending on Translation and Interpreting Services, for each of the financial years:**
 - a) **2020-2021:** £95,550.49
 - b) **2022-2023:** £127,973

2. **Please provide a breakdown of languages for the last 12 months**
See the attached.

3. **What languages were your suppliers not able to supply in 2022?**
The Trust does not record this information.

4. **Which external supplier(s) do you currently use to deliver your interpreting and translation services ?**
DA Languages

5. **Are you able to provide approximate fee / interpreting session for:**
 - a. **In-person/face to face interpreting**
 - b. **Telephone interpreting**
 - c. **Video interpreting**

Section 43(2) - Commercial interests.

(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).

Section 43(2) is a qualified exemption and subject to the prejudice test and the public interest test. Under the prejudice test we have to consider if disclosure of this information would, or would be likely to, prejudice our commercial interests or the commercial interests of a third party. Consideration is also given to the harm disclosing this information would be likely to cause, combined with other information already in the public domain (mosaic effect) or possibly released at a future date (precedent effect). The public interest test considers and balances the public interest in disclosing this information against the public interest in not disclosing this information and uses this assessment to decide whether there is sufficient justification in withholding this information under this exemption. Information disclosed under the FOIA is considered to be public information, and while there is a presumption towards disclosure, consideration needs to be given as to who will have access to this information beyond the requestor and the purposes for which they could use the information.

Prejudice to commercial interests

The Trust has examined the impact of releasing the information withheld under Section 43 (2) in order to decide if disclosure would be likely to prejudice our commercial interests or the commercial interests of a third party. The information required to provide a response to this question is contractually confidential and would be likely to prejudice the commercial interests of ourselves and those who intend to tender for this service.

- 6. If you outsource the provision of interpreting services to an external provider, could you please confirm:**
 - a) Whether the provider was contracted via a national framework? If so, which one?**
NHS Shared Business Services Framework.
 - b) When does the current contract expire?**
31/07/2024
 - c) Is there is an exclusivity clause, which would prevent the trust from piloting new cost saving interpreting services during the duration of your contract with your existing provider?**
No
- 7. From which budget within your organisation are interpreting services funded?**
No central fund, the Hospital Divisions pay for their own interpreters from divisional budgets.
- 8. Where do you advertise your tenders?**
Atamis tendering portal.
 - i. If you do not do a full tender / which frameworks would you use?**
The Trust are currently using the Shared Business Services Interpretation & Translation Services 10127
- 9. What is the start and end date for either the framework or direct contracts you have with interpreting and translation supplier(s)?**
Our current contract duration with DA Languages is from 1st August 2022 until 31st July 2024.
- 10. Please provide the name and email of the contract manager for the service**
EDI@wwl.nhs.uk
- 11. If we would like to engage in conversation with a member of staff in your organisation to discuss the innovation we propose to develop, who would be the most suitable person to approach?**
EDI@wwl.nhs.uk

If you are not entirely satisfied with this response, please do not hesitate to contact the Information Governance Department via the email address provided. If we do not hear from you within 40 days, we will assume that we have been able to accommodate your request under the Freedom of Information Act 2000.

Yours sincerely,



Juliette Tait
Chief People Officer

PLEASE NOTE:

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to: Information Governance Department, Wrightington, Wigan and Leigh NHS Foundation Trust, Suite 9, Buckingham Row, Brick Kiln Lane, Wigan, WN1 1XX.

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision at:

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire, SK9 5AF

Helpline number: 0303 123 111