

Our Ref: PW/AKB/FOI/0224/731

4th March 2024

Stafford Education & Enterprise Park
Weston Road
Stafford
ST18 0BF

Sent by email

Telephone: 0300 123 1461

Dear

FOI-0224-731

Your request for information under the Freedom of Information Act 2000

Thank you for your request for information received on the 15th February 2024. We can confirm that the Staffordshire and Stoke-on-Trent Integrated Care Board can provide the following information.

An anonymised copy of this response will be made publicly available on the ICB website.

Please see our responses in blue below:

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 - £103,125.66
- 2022-23 - £128,390.49

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 Line

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

Visual Interpreting and Communication Service Shropshire (VISS)
ASSIST from Staffordshire County Council
Deaflinks Staffordshire

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

Not applicable.

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

No

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

31st March 2025.

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

Section 40.1 of the Freedom of Information Act 2000 has been applied in respect of individual names as this is deemed personal information which is not readily available in the public domain.

However, we have detailed below the telephone number and enquiries email address:

Telephone: 0300 123 1461

Email: enquiries@staffsstoke.icb.nhs.uk

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

Section 40.1 of the Freedom of Information Act 2000 has been applied in respect of individual names as this is deemed personal information which is not readily available in the public domain.

However, we have detailed below the telephone number and enquiries email address:

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Email: enquiries@staffsstoke.icb.nhs.uk

9. Could you please provide the following data for 2023:

- **Total number of face-to-face interpreting assignments (spoken language) and hours completed?**

Zero.

- **Total number of face-to-face interpreting assignments (non-spoken language) and hours completed?**

Zero.

- **Total number of telephone interpreting calls and minutes completed?**

9,518

- **Total number of video interpreting calls (spoken language) and minutes completed?**

Zero.

- **Total number of video interpreting calls (non-spoken language) and minutes completed?**

Zero.

- **Total number of document translations and words translated?**

Three documents.

- **Total number of audio transcriptions and total audio duration?**

Zero.

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

The ICB do not hold this information.

11. Can you please provide the fill rate % you received for the following services in 2023:

- **Face-to-face interpreting**

This service is not commissioned.

- **Telephone interpreting**

The fill rate for this service is in line with agreed service level agreements.

- **Video interpreting**

Service not used.

- **Document translation**

The fill rate for this service is in line with agreed service level agreements.

- **Audio transcription**

This service is not commissioned.

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

Not applicable.

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?

Not applicable.

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

The ICB do not hold this information.

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

Not applicable.

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**

Please be advised that Section 43 of the Freedom of Information Act 2000 has been applied to this question as it is of commercial interest. A Public Interest Test has been carried out a copy of which is provided for your information.

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?

The ICB does not have a typical route to market, it depends on each service's specific circumstances, type of service and current legislation.

For healthcare services, all contracts are considered under the new The Health Care Services (Provider Selection Regime) Regulations 2023.

For goods and services and any non-healthcare services the legislation to be adhered to is the Public Contract Regulations 2015.

For each case, the relevant teams will consider the processes allowed under the corresponding legislation, and make a decision following service and contract review, with procurement advice, on which is the preferred route in each case.

Opportunities are advertised on the Find a Tender service (**Find a Tender (Find a Tender (find-tender.service.gov.uk))**) for which providers are encouraged to register with.

Additionally, any tendering activity is generally carried out by Midlands and Lancashire CSU on behalf of the ICB on their Atamis e-sourcing platform (**https://health-family.force.com/s/Welcome**), on which providers are also encouraged to register and create an account.

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.

No.

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

Section 40.1 of the Freedom of Information Act 2000 has been applied in respect of individual names as this is deemed personal information which is not readily available in the public domain.

However, we have detailed below the telephone number and enquiries email address:

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Email: enquiries@staffsstoke.icb.nhs.uk

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

Section 40.1 of the Freedom of Information Act 2000 has been applied in respect of individual names as this is deemed personal information which is not readily available in the public domain.

However, we have detailed below the telephone number and enquiries email address:

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Email: enquiries@staffsstoke.icb.nhs.uk

Should you require any further information or clarification regarding this response please do not hesitate to contact us. If you are dissatisfied with the response, you are entitled to request an internal review which should be formally requested in writing and must be within two calendar months from the date this response was issued.

To request an internal review

You can request an internal review by contacting the Staffordshire and Stoke-on-Trent Integrated Care Board FOI team by emailing the team at StaffsStokeFOI@staffsstoke.icb.nhs.uk or by post to the address at the top of this letter.

If you are not content with the outcome of your internal review, you may apply directly to the Information Commissioner's Office (ICO) for a decision. Generally, the ICO cannot make a decision unless you have exhausted the Staffordshire and Stoke-on-Trent Integrated Care Board's FOI complaints procedure.

The ICO can be contacted at:

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

www.ico.gov.uk

Yours sincerely

Paul Winter
Associate Director of Corporate Governance