

Request Reference: FOI/012/24

Published: 25 June 2024

Information requested:

1. Please confirm your overall spend on interpreting, translation and transcription services for the following financial years: 2021-22 and 2022-23
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?
3. If you have a separate British Sign Language/non-spoken supplier, who is this?
4. If you have a separate transcription supplier, who is this?
5. Do you have any in-house interpreters/translators?
6. When is your current language services contract(s) due to expire, a) without extensions and b) with all possible extensions?
7. Could you please provide the name, phone number and email address of the contract manager responsible for language services?
8. Could you please provide the name, phone number and email address of the person responsible for your language services budget?
9. Could you please provide the following data for 2023:
 - Total number of face-to-face interpreting assignments (spoken language) and hours completed
 - Total number of face-to-face interpreting assignments (non-spoken language) and hours completed
 - Total number of telephone interpreting calls and minutes completed
 - Total number of video interpreting calls (spoken language) and minutes completed
 - Total number of video interpreting calls (non-spoken language) and minutes completed
 - Total number of document translations and words translated
 - Total number of audio transcriptions and total audio duration
10. What were your top 20 highest-volume languages for interpreting/translation requests in 2023?
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

13. What languages has your provider been unable to source in the last 12 months?
14. Have service credits been applied on your language services contract in the last 12 months? If so, what performance failure was this linked to?
15. What social value has been delivered as part of this contract in the last 12 months?
16. If your contract was awarded through a tender process, can you please provide a copy of the winning bidder's tender?
17. 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
18. Has your provider of language services increased their charge rate to you in the last 12 months?
19. What is the Authority's typical route to market?
20. 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.
21. Could you please provide the name, phone number and email address of the person in charge of procurement for the Authority?

Response:

1. In 2021/2022 the total cost was £5,452.00 In
2022/2023 the total cost was £3,569.91
2. Scottish Government Framework SP-21- 001 (Ranked)
Global Connections
Global Language Services Ltd
DA Languages
3. We do not have a supplier for this and therefore give notice under FOISA section 17 that we do not hold the information requested.
4. Scottish Government Framework SP-21- 001 (Ranked)
Global Connections
Global Language Services Ltd
DA Languages
5. No
6. 11 November 2025

7. Stuart Paterson
01555 840293 Ext 2177
Stuart.Paterson3@nhs.scot
8. Jacqueline Garrity
01555 840293 Ext 2056
Jacqueline.Garrity@nhs.scot
9. Total number of face-to-face interpreting assignments (spoken language) and hours completed: 14 assignments and 33.15 hrs.
Total number of face-to-face interpreting assignments (non-spoken language) and hours completed: 0 assignments and 0 hours
Total number of telephone interpreting calls and minutes completed: 0 assignments and 0 hours
Total number of video interpreting calls (spoken language) and minutes completed: 3 assignments and 2.55 hours
Total number of video interpreting calls (non-spoken language) and minutes completed: 0 assignments and 0 hours
Total number of document translations and words translated: 0 assignments and 0 hours
Total number of audio transcriptions and total audio duration: 0 assignments and 0 hours
10. Romanian
11. Face-to-face interpreting - 100%
Telephone interpreting - 100%
Video interpreting - Not used
Document translation - Not used
Audio transcription - Not used
12. Our provider has sourced all the languages asked for and as such give notice under FOISA section 17 that we do not hold the information requested.
13. No
14. We give notice under FOISA section 17 that we do not hold the information requested.
15. As this contract is part of the Scottish Government frameworks and contracts (<https://www.gov.scot/publications/interpreting-translation-and-transcription-services-framework/>), the tender will be held by the Scottish Government rather than the State Hospital. We give notice under section 17 of FOISA that we do not hold the information requested.
16. The publication of this information would, or would be likely to, substantially prejudice substantially the commercial interests an individual, company or public authority and as such is exempt from disclosure under FOISA section 33(1)(b).
17. The contract is managed by the Scottish Government and as such we give notice under FOISA section 17 that we do not hold the information requested.
18. The Scottish Government frameworks and contracts:
[https:// www.gov.scot/publications/frameworks-and-contracts/](https://www.gov.scot/publications/frameworks-and-contracts/)

19. No

20. Stuart Paterson
01555 840293 Ext 2177
Stuart.Paterson3@nhs.scot

Advice and Guidance

The exemption for commercial interest is subject to a public interest test. The test concluded that the public interest was best served by an effective and competitive tendering process to provide the best value for money.

Disclosure would impact the commercial interests of the companies that bid for the contract and as such future frameworks likely to be unable to generate genuine and effective competitive tendering processes.