

Dear

FREEDOM OF INFORMATION – INTERPRETING, TRANSLATION AND TRANSCRIPTION

I write in response to your request for information in relation to interpreting, translation and transcription.

Question:

1. Please confirm your overall spend on interpreting, translation and transcription services for the following financial years:

Answer:

2021/22	£1,496,875
2022/23	£1,842,266

Question:

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?

Answer:

Thebigword provide on-demand telephone interpreting service. Most face-to-face interpreting and translations are supplied in-house but we also work with external agencies: Elite Linguists, Global Language Services, Just Sign (BSL), Deaf Action (BSL), Deafblind Scotland (deafblind guides) and The Language Room (translations)

Question:

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

Answer:

Deafblind Scotland, Just Sign and Deaf Action, plus 2 in-house BSL interpreters.

Question:

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

Answer:

Not applicable

Question:

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

Answer:

There are 3 substantive Polish interpreters, 2 substantive BSL interpreters and 100+ Bank interpreters.

Question:

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

Answer:

Not applicable

Question:

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

Answer:

Matt Bird: Service Manager - matt.bird@nhs.scot

Catherine Crombie - General Manager - catherine.crombie@nhs.scot

Question:

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

Answer:

Catherine Crombie - catherine.crombie@nhs.scot

Question:

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

- a. Total number of face-to-face interpreting assignments (spoken language) and hours completed:
- b. Total number of face-to-face interpreting assignments (non-spoken language) and hours completed:
- c. Total number of telephone interpreting calls and minutes completed:
- d. Total number of video interpreting calls (spoken language) and minutes completed:
- e. Total number of video interpreting calls (non-spoken language) and minutes completed:
- f. Total number of document translations and words translated:
- g. Total number of audio transcriptions and total audio duration:

Answer:

a.	25,090 assignments, hours not recorded
b.	1625 assignments, hours not recorded
c.	36,210 assignments, minutes not recorded
d.	204, minutes not recorded
e.	1, minutes not recorded
f.	802 translations, words not recorded
g.	N/A

Question:

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

Answer:

1. Polish
2. Arabic
3. Ukrainian
4. Cantonese
5. BSL
6. Mandarin
7. Urdu
8. Romanian
9. Spanish
10. Bengali
11. Turkish
12. Bulgarian
13. Russian
14. Italian
15. Punjabi
16. Portuguese
17. Hungarian
18. Vietnamese
19. Pashto
20. Hindi

Question:

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

Answer:

- Document translation 100%
- All unfilled shifts are recalled, we only retain the overall filled shifts

Question:

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

Answer:

Bahasa, Dutch, Bambara, Tigre interpreters; Touch-typist.

Question:

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?

Answer:

Not applicable

Question:

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

Answer:

Not applicable

Question:

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

Answer:

Not applicable

Question:

16. What are your contracted rates for each of the following services?

Answer:

Please see enclosed.

Question:

17. Has your provider of language services increased their charge rate to you in the last 12 months?

Answer:

Not applicable

Question:

18. What is the Authority's typical route to market?

Answer:

We are not clear what is being requested here.

Question:

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.

Answer:

Not applicable

Question:

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

Answer:

Catherine Crombie - catherine.crombie@nhs.scot

Question:

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

Answer:

Lynn Cameron - lynn.camron@nhs.scot

I hope the information provided helps with your request.

If you are unhappy with our response to your request, you do have the right to request us to review it. Your request should be made within 40 working days of receipt of this letter, and we will reply within 20 working days of receipt. If our decision is unchanged following a review and you remain dissatisfied with this, you then have the right to make a formal complaint to the Scottish Information Commissioner within 6 months of receipt of our review response. You can do this by using the Scottish Information Commissioner's Office online appeals service at www.itspublicknowledge.info/Appeal. If you remain dissatisfied with the Commissioner's response you then have the option to appeal to the Court of Session on a point of law.

If you require a review of our decision to be carried out, please write to the FOI Reviewer at the email address at the head of this letter. The review will be undertaken by a Reviewer who was not involved in the original decision-making process.

FOI responses (subject to redaction of personal information) may appear on NHS Lothian's Freedom of Information website at: <https://org.nhsllothian.scot/FOI/Pages/default.aspx>

Yours sincerely

ALISON MACDONALD
Executive Director, Nursing, Midwifery and AHPs
Cc: Chief Executive

ITS Staffing Hourly Rates 2023/24

Spoken Languages

In-House	Day Hourly Rate	Night Hourly Rate	Sat Hourly Rate	Sun Hourly Rate	Public Holiday Hourly Rate	15-minute Cost
Substantive ITS (Office Hours 07:30-17:30)	£ 31.23	£ 40.60	£ 40.60	£ 49.97	£ 49.97	£ 7.80
Bank - Trainee	£ 33.70	£ 33.70	£ 33.70	£ 33.70	£ 33.70	£ 33.70
Bank - Qualified	£ 39.31	£ 39.31	£ 39.31	£ 39.31	£ 39.31	£ 39.31
Bank interpreters min. one hour job.						

Agency	Day Hourly Rate	Night Hourly Rate	Sat Hourly Rate	Sun Hourly Rate	Public Holiday Hourly Rate	15-minute Cost (min.)
Elite L1	£ 32.50	£ 48.75	£ 48.75	£ 65.00	£ 65.00	£ 32.50
Elite L2	£ 34.80	£ 52.20	£ 52.20	£ 69.60	£ 69.60	£ 34.80
Elite: Travel Time charged at £14.40 per hour, travel expenses at 45p per mile. Min. one hour job.						
Average invoice for Elite (excl. out-of-hours call outs) around £65.00						£ 65.00
FCIS	£ 43.20	£ 64.80	£ 64.80	£ 64.80	£ 64.80	£ 43.20
FCIS: Remote phone calls only currently. Min. one hour job.						
Global Languages Services	£ 36.00	£ 54.00	£ 54.00	£ 54.00	£ 54.00	£ 36.00
GLS: Travel Time charged at £14.40 per hour, travel expenses at 45p per mile. Min. one hour job.						
Average invoice for GLS (excl. out-of-hours call outs) around £60.00						£ 60.00

thebigword - Polish, Arabic, Romanian (35p per minute)	£ 25.20					£ 6.30
thebigword - All other Languages (47p per minute)	£ 33.84					£ 8.46
No minimum fee. Charged per minute.						

Translation

Bank	£24.00 minimum charge, 11p per word (5p per word proofreading)	n/a
Agency - The Language Room	£42.00 minimum charge, 10-15p per word (language dependent)	n/a
Average invoice for TLR around £120.00		

BSL

BSL	Day Hourly Rate	Night Hourly Rate	Sat Hourly Rate	Sun Hourly Rate	Public Holiday Hourly Rate	15-minute Cost
Substantive ITS (Office Hours 09:00-17:00)	£ 31.23	£ 40.60	£ 40.60	£ 49.97	£ 49.97	£ 7.80
Bank	n/a					
Agency - Deaf Action (£65.00 per hour)	£ 195.00	£ 195.00	£ 195.00	£ 195.00	£ 195.00	£ 195.00
Agency - Just Sign (£60.00 per hour)	£ 180.00	£ 216.00	£ 216.00	£ 216.00	£ 216.00	£ 180.00
BSL Agency Shifts are charged at 3-hour minimum rate, beyond 3 hours at hourly rate.						
Mileage charged at 45p per mile						

Notes:

- Bank and Substantive Rates include all employers costs. Agency fees include VAT if charged.
- Most Bank interpreters are Qualified and paid at Band 7 level.
- Bank interpreters can be paid for travel time if appointment gap is under 1 hour
- Bank interpreters paid for travel expenses if requested