



Wrightington, Wigan and Leigh Teaching Hospitals

NHS Foundation Trust

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Ref: FOI/2025/10927

Date Received: 18th July 2025

Response Due: 15th August 2025

Date: 12th August 2025

Dear Sir/Madam

With reference to your request for information received on 18th July 2025, I can confirm in accordance with Section 1 (1) of the Freedom of Information Act 2000 that we do hold the information you have requested. A response to each part of your request is provided below.

In your request you asked:

Please can you provide the following information for the previous financial year:

Section 1: Usage Data and Service Volumes

1. Please provide the total number of interpretation and translation requests made by the Authority over the past financial year.
2. Please break down the total number of requests by service type:
 - a. Face-to-Face (F2F) spoken interpreting
 - b. Video Remote Interpreting (pre-booked and on-demand)
 - c. Telephone interpreting (pre-booked and on-demand)
 - d. British Sign Language (BSL) and other signed languages
 - e. Written translation
3. Please provide a breakdown of requests by language for each service type.
 - a. Example: 10 F2F requests for Arabic; 15 on-demand video for Urdu.
4. Please provide the number of translated words by language.
5. Please supply this data in Excel or CSV format.

Section 2: Performance Monitoring and KPIs

6. What Key Performance Indicators (KPIs) are applied to interpretation and translation services under the current contract?
7. For each KPI, please indicate:
 - i. The target level.

- ii. Whether it was achieved or not over the past financial year.
 - iii. Monthly or quarterly performance data if available.
- 8. How does the Authority monitor interpreter arrival time, request fulfilment rates, and interpreter feedback?
- 9. Are service level penalties or bonuses applied for underperformance or overperformance?

Section 3: Financial Data and Cost Breakdown

- 10. What was the total expenditure on interpretation and translation services over the last financial year?
- 11. Please break down this spending by:
 - i. Service type (F2F, video, telephone, translation, BSL, etc.)
 - ii. Language (if available)
 - iii. Provider or sub-provider (if applicable)
- 12. Please include the cost per hour or per request for each service type (average or contracted rate).
- 13. What was the budget allocation vs actual spending for these services?

Section 4: Provider Details and Workforce

- 1. Who is the current provider (or providers) for interpretation and translation services?
- 2. What is the contract start date and expiry/extension date?
- 3. Is the service delivered by a prime provider or a framework of multiple suppliers?
- 4. Are overseas-based interpreters used for remote (video/telephone) services?
- 5. How many interpreters are on the approved panel or roster?
- 6. Are any interpreters directly employed by the Authority or Trust?

Section 5: Service Availability and Fulfilment

- 7. What percentage of F2F interpreter requests were fulfilled during the past financial year?
- 8. How many requests went unfulfilled due to interpreter unavailability?
- 9. How many same-day or urgent face-to-face requests were made?
- 10. How many of these were fulfilled vs not fulfilled?
- 11. Please provide a breakdown of request volumes during:
 - Core working hours
 - Out-of-hours (evenings, weekends, holidays)
 - For each service type

Section 6: Service Failures and Challenges

- 12. How many interpreter bookings were missed due to interpreter Did Not Attend (DNA)?
- 13. How many appointments requiring interpretation were missed due to patient DNA?
- 14. Please provide details of the top 10 complaints (or all complaints, if feasible) received regarding interpretation services over the last year.
- 15. What were the main challenges faced by the Authority in delivering or managing interpretation and translation services?
- 16. How does the Authority manage the reporting and monitoring of interpretation and translation services?
- 17. Please include details on:
 - 1. The reporting tools or systems used.
 - 2. The frequency of reporting (e.g. daily, monthly, quarterly).
 - 3. The key data points captured (e.g. volumes, fulfilment rates, DNAs, complaints, etc.).
 - 4. Whether performance reports are shared with providers or used for contract review.
- 18. If available, please provide a sample redacted report or template used for internal or contractual monitoring.
- 19. What actions or improvements were implemented in response to these challenges?

Section 7: Contract and Procurement

- 1. What is the value of the current contract?**
- 2. Was the contract awarded via a framework (e.g. CCS, SBS, HealthTrust Europe)? If so, which one?**
- 3. Please provide a copy of the current service specification, if not exempt under FOI.**
- 4. When is the next tender or procurement review expected?**

Section 8: Procurement Process and Tender Outcomes

- 5. How many bidders submitted a completed tender response for the current interpretation and translation services contract?**
- 6. Please provide the names of all bidders who submitted a tender.**
- 7. Please provide the evaluation scores awarded to each bidder, including the breakdown of scores (e.g. quality, price, social value) if available.**
- 8. Please provide copies of the submitted tenders from each bidder.**

The Trust is unable to provide this information as the information is not held in a reportable or structured format in our central system and records would have to be reviewed manually which would exceed the appropriate time limit. The Trust has to take into account the cost attributable to the time spent in locating, retrieving, and collating the information. We have therefore applied exemption Section 12 (4) (b) of the Freedom of Information Act 2000-beyond appropriate limit. The appropriate limit is set at £450.00 (18hrs @ £25 per hour).

As the Trust has relied on Section 12 of the FOI Act to refuse the request, it must provide advice and assistance to help you refine your request so that it falls within the cost limit, where possible, as per Section 16 of the FOI Act. The Trust recommends narrowing the scope of your request by reducing the number of questions or focusing on specific areas of interest, such as usage data, financial information, or contract details.

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,



KEVIN PARKER-EVANS

Kevin Parker-Evans MBA, FCMJ, CMgr. RN Dip HE

Chief Nursing Officer & Director of Infection Prevention and Control

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