

18th July 2021

BY EMAIL

Our Ref: FOI 2247

Dear [REDACTED]

Your request for information was received on 4th July 2024 and was dealt with under the terms of the Freedom of Information Act 2000. Please be advised that the Business Services Organisation (BSO) has now completed its search for the information you requested in relation to Language Services, Belfast Health and Social Care Trust.

Please find a response as follows.

Under Freedom of Information Act 2000, please can you provide the following information regarding Belfast Health and Social Care Trust's language services.

I should advise that Face to Face (spoken) foreign language Interpreting provision is provided by the Business Services Organisation (BSO) Health and Social Care (HSC) Interpreting Service. The BSO Interpreting Service is commissioned by the Department of Health's Strategic Planning and Performance Group (SPPG) to provide foreign language interpreting services to HSC providers - including the Belfast Health and Social Care Trust - in Northern Ireland. This provision is in line with Regulation 12 of the Public Contracts Regulations (PCR) 2015 which allows the delivery of Service Level Agreements between Public entities within the Public Sector. BSO is the statutory provider of Face to Face (spoken) Foreign Language Interpreting for all HSC Organisations.

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

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



The BSO Interpreting Service (spoken language) processed 46,787 Belfast Health and Social Care Trust face-to-face interpreting requests in 2023.

BSO do not hold data on number of hours completed.

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

N/A. Not provided by BSO

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

N/A. Not provided by BSO

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

The BSO Interpreting Service (spoken language) provided face-to-face Interpreters for 267 Belfast Health and Social Care Trust video call requests in 2023.

BSO do not hold data on the minutes completed.

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

N/A. Not provided by BSO

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

N/A. Not provided by BSO

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

N/A. Not provided by BSO

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

- **BSO Face-to-face interpreting: Belfast Health and Social Care Trust 2023 provision rate - 95.38%**
- Telephone interpreting – N/A
- Video interpreting – N/A
- Document translation – N/A
- Audio transcription – N/A

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

The BSO Interpreting Service was unable to source the following languages for Belfast Health and Social Care Trust face-to-face (spoken) interpreting requests in 2023:
Cambodian

Croatian
Dari
Dutch
German
Greek
Indonesian
Khmer
Korean
Lingala
Nepali
Nuer
Oromo
Serbian
Shona
Slovenian
Swahili
Tamil
Telugu
Tigre
Twi
Vietnamese
Yoruba

**4. What are your contracted rates for each of the following services?
Spoken face-to-face interpreting: hourly rate**

The Belfast Health and Social Care Trust does not contract/pay for face-to-face (spoken language) interpreting provided through the BSO Interpreting Service.

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- Non-spoken face-to-face interpreting: hourly rate – N/A
- Telephone interpreting: per minute rate – N/A
- Spoken video interpreting: per minute rate – N/A
- Non-spoken video interpreting: – N/A
- Document translation: per word rate – N/A
- Audio transcription: per audio minute rate – N/A

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

The Belfast Health and Social Care Trust does not pay for face-to-face interpreting (spoken language) provided through the BSO Interpreting Service.

6. What is the Authority's typical route to market? E.g. do you usually procure through tender or direct award?

N/A. The BSO Interpreting Service is commissioned by the Department of Health's Strategic Planning and Performance Group (SPPG) to provide foreign language face-to-face interpreting services to HSC providers - including the Belfast Health and Social Care Trust - in Northern Ireland. This provision is in line with Regulation 12 of the Public Contracts Regulations (PCR) 2015 which allows the delivery of Service Level Agreements between Public entities within the Public Sector. BSO is the statutory

provider of Face to Face (spoken) Foreign Language Interpreting for all HSC Organisations.

7. 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.

N/A. Interpreter wheel devices are not provided by BSO.

I hope that the information provided assists you. If you are dissatisfied in any way with the handling of your request, you have the right to request a review. You should do this as soon as possible or in any case within two months of the date of issue of this letter, as the BSO, along with all other public authorities are not obliged to accept internal review requests after this period has lapsed.

In the event that you require a review to be undertaken, you can do so by writing to

Information Governance Manager,
2 Franklin Street,
Belfast,
BT2 8DQ

If, following an internal review, carried out by an independent decision-making panel, you remain dissatisfied in any way with the handling of the request, you may make a complaint under Section 50 of the Freedom of Information Act, to the Information Commissioner's Office and ask that they investigate whether the BSO has complied with the terms of the Freedom of Information Act.

You can contact Information Commissioner at:

Website: www.ico.org.uk
Phone: 0303 123 1113
Email: casework@ico.org.uk
Post: Information Commissioner's Office
3rd Floor, 14 Cromac Place
Belfast
BT7 2JB

In most circumstances the Information Commissioner will not investigate a complaint unless an internal review procedure has been carried out. However, the Commissioner has the option to investigate the matter at his discretion.

Yours Sincerely,



Karen Bailey
Chief Executive