



Ref: FOIA Reference 2019/20-005

Date: 23rd April 2019

Email foi@uhnm.nhs.uk

Dear

I am writing in response to your email dated 1st April 2019 requesting information under the Freedom of Information Act (2000) regarding Interpretation Services.

As of 1st November 2014 University Hospitals of North Midlands NHS Trust (UHNM) manages two hospital sites – Royal Stoke University Hospital, and County Hospital (Stafford). Therefore the response below is for the two sites combined from that date where appropriate.

Q1 The following questions refer to any interpretation from another language into English or from English to another language as well as BSL interpretation.

For the last 3 financial years (2016/17, 2017/18, 2018/19), please could you provide the following:

What suppliers have the Trust been using for Interpretation Services?

- A1 The suppliers UHNM have used are:
- Capita translation services
 - dDeaflinks
 - Assist

Q2 Could you provide the total annual spend for interpreter services in each of the past 3 financial years (2016/17, 2017/18, 2018/19) to date as well as broken down by language / BSL?

A2 Please see below and refer to the attached spread sheet.

	BSL (£)
2016/17	46866
2017/18	56059
2018/19	53645

Q3 Which languages did the interpreters support the Trust with?

- a. Please list each language in order of highest to lowest in terms of use/bookings
- b. Please list how many times/bookings the interpreters worked for you in each language

A3 As answer 2.

*Please note that any individuals identified do not give consent for their personal data to be processed for the purposes of direct marketing.

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An anonymised copy of this request can be found on the Trust's disclosure log, please note that all requests can be found at the following link: <http://www.uhnm.nhs.uk/aboutus/Statutory-Policies-and-Procedures/Pages/Freedom-of-Information-Disclosure-Log.aspx>

This letter confirms the completion of this request. A log of this request and a copy of this letter will be held by the Trust.

If you have any queries related to the response provided please in the first instance contact my office.

Should you have a complaint about the response or the handling of your request, please also contact my office to request a review of this. If having exhausted the Trust's FOIA complaints process you are still not satisfied, you are entitled to approach the Information Commissioner's Office (ICO) and request an assessment of the manner in which the Trust has managed your request.

The Information Commissioner may be contacted at:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF or via www.ico.org.uk.

If following review of the responses I can be of any further assistance please contact my secretary on 01782 676474.

Yours,



Leah Carlisle
Deputy Head of Quality, Safety & Compliance



University Hospitals
of North Midlands
NHS Trust

