

Ref: FOIA Reference 2019/20-077

Royal Stoke University Hospital
Quality, Safety and Compliance Department
Newcastle Road
Stoke-on-Trent
Staffordshire
ST4 6QG

Date: 28th May 2019

Email foi@uhnm.nhs.uk

Dear

I am writing in response to your email dated 10th May 2019 requesting information under the Freedom of Information Act (2000) regarding interpreting 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 Under FOI legislation, I would like to ask you to kindly provide me with the below information for the University Hospital of North Midlands NHS Trust.

Please can you provide financial information relating to the:

- 1. Total cost of interpreting services in the last 2 years and the number of requests made**
- 2. Total cost of translation services in the last 2 years and the number of requests made**
- 3. Total cost of BSL interpreting in the last 2 years and the number of requests made**

A1 Please see below:

1. Total cost of interpreting over the last 2 years was £260,918.25 which consisted of 6,849 requests
2. Information not held for Translation
3. BSL interpreting from CAPITA over the last 2 years £30,833 which consisted of 133 requests

Q2 I would also be grateful if you could provide us with information that includes:

- 1. Hourly cost of face to face interpreting services**
- 2. Cost per minute of telephone interpreting services**
- 3. Breakdown of the top 10 most popular languages**

A2 Please see below:

1. Hourly cost of Face to Face interpreting services at £28 per hour (Capita)
2. Cost per minute of telephone interpreting services at £0.63 per minute

3. Breakdown of Top 10 most popular languages:

- Polish
- Urdu
- Slovak
- Romanian
- Kurdish
- Punjabi
- Arabic
- Mandarin
- Sorani,
- Bengali

Q3 How many video interpreting sessions were made last year for all languages, including British Sign Language?

A3 Information not held

Q4 Can you please provide details of your current provider(s) (company name, date contract was awarded).

A4 Please see below:

- Capital Translation & Interpreting Ltd, previously SBS Framework Agreement awarded November 2016
- Staffordshire County Council Assist: April 2019
- dDeaflinks: April 2019

Q5 When are your current language service contracts with your incumbent(s) due to end?

A5 May 2020

Q6 Please can you provide the name, job title, email address and contact number for the person(s) responsible

- For awarding any contracts relating to these services
- For managing the day to day running of the services

A6 Angela Grocott: Patient Experience Manager. 01782 671603

All Trust emails are in the following format: firstname.lastname@uhnm.hns.uk

*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.

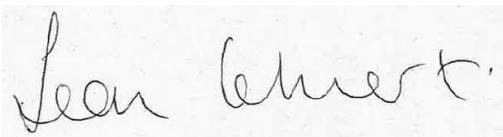
Should you have a complaint about the response or the handling of your request, please also contact my office to request a review of this. If having exhausted the Trust's FOIA complaints process you are still not satisfied, you are entitled to approach the Information Commissioner's Office (ICO) and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



Jean Lehnert
Information Governance Manager