



Ref: FOIA Reference 2019/20-176

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

Date: 9<sup>th</sup> July 2019

Email [foi@uhnm.nhs.uk](mailto:foi@uhnm.nhs.uk)

Dear

I am writing in response to your email dated 27<sup>th</sup> June 2019 requesting information under the Freedom of Information Act (2000) regarding Interpreting Services.

University Hospitals of North Midlands NHS Trust (UHNM) responded to this request in full on 28<sup>th</sup> May 2019 your reference number is 077-1920, this request is identical.

In accordance with Section 14 (2) of the FOI Act, Where a public authority has previously complied with a request for information which was made by any person, it is not obliged to comply with a subsequent identical or substantially similar request from that person unless a reasonable interval has elapsed between compliance with the previous request and the making of the current request.

*This exemption is an absolute exemption and therefore no consideration of the public interest test is needed.*

As of 1<sup>st</sup> 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 Please can you provide financial information relating to the:**

- **total cost of interpreting services in the last 2 years and the number of requests made**
- **total cost of translation services in the last 2 years and the number of requests made**
- **total cost of BSL interpreting in the last 2 years and the number of requests made**

A1 Section 14 exemption as detailed above. Please note that a copy of FOI reference 077-1920 can be found at the following web link under the month of “May 2019/20”:  
<http://www.uhnm.nhs.uk/aboutus/Statutory-Policies-and-Procedures/Pages/Freedom-of-Information-Disclosure-Log.aspx>

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

- **Hourly cost of face to face interpreting services**
- **Cost per minute of telephone interpreting services**

- **Breakdown of the top 10 most popular languages**

A2 As answer 1.

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

A3 As answer 1.

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

A4 As answer 1.

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

A5 As answer 1.

**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 As answer 1.

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

***UHNM NHS Trust is a public sector body and governed by EU law. FOI requestors should note that any new Trust requirements over the EU threshold will be subject to these regulations and will be advertised for open competition accordingly.***

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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

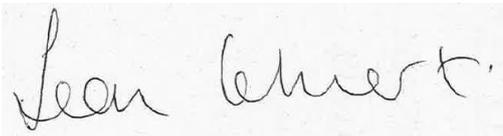
still not satisfied, you are entitled to approach the Information Commissioner's Office (ICO) and request an assessment of the manner in which the Trust has managed your request.

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](http://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**