



**University Hospitals  
of North Midlands**  
NHS Trust

**Royal Stoke University Hospital**

**Quality, Safety and Compliance Department**

Newcastle Road

Stoke-on-Trent

Staffordshire

ST4 6QG

Ref: FOIA Reference 2018/19-366

Date: 2<sup>nd</sup> October 2018

Tel: 01782 676474

Email [FOI@uhn.nhs.uk](mailto:FOI@uhn.nhs.uk)

Dear

I am writing in response to your email dated 18<sup>th</sup> September 2018 requesting information under the Freedom of Information Act (2000) regarding usage of interpretation services.

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 Regarding your usage of interpretation services, I would like to make the following requests under the Freedom of Information Act:**

**1) From 1st January 2017 – 31st December 2017 how much did your Trust spend of interpreting services?**

A1 For the time frame requested the Trust spent £25743.15 on interpreting services

**Q2 Do you service interpreting requirements in-house or do you outsource to a third party company?**

A2 The Trust outsources this service.

**Q3 If you use a third party to service interpreting requirement**

- a. What is the name of the organisation you outsource to?
- b. is the interpreting services provision contracted under a OJUE/Framework or is the service provided off contract?
- c. if contracted what OJUE/Framework contract is the Trust accessing and when does the contract expire?
- d. please provide both dates if telephone and face to face interpreting are contracted separately

A3 Please see below:

<p>a. What is the name of the organisation you outsource to?</p>	<ul style="list-style-type: none"> <li>• Capita Translation and Interpreting Services.</li> <li>• Deaflinks North Staffordshire</li> <li>• Staffordshire County Council Assist</li> </ul>
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<p>b. is the interpreting services provision contracted under a OJUE/Framework or is the service provided off contract?</p>	<ul style="list-style-type: none"> <li>• Capita Translation and Interpreting Services. = Yes</li> <li>• Deaflinks North Staffordshire = No</li> <li>• Staffordshire County Council Assist = No</li> </ul>
<p>c. if contracted what OJUE/Framework contract is the Trust accessing and when does the contract expire?</p>	<p>Capita Translation and Interpreting Services = NHS Shared Business Services (SBS) October 2020</p>
<p>d. please provide both dates if telephone and face to face interpreting are contracted separately</p>	<p>See response to C above.</p>

**Q4 Who is the senior responsible officer for interpreting services at the Trust?**

A4 The Trust's Chief Nurse is responsible for interpreting services

\*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,

*L Carlisle*

Leah Carlisle  
**Deputy Head of Quality, Safety & Compliance**