

Ref: FOIA Reference 2020/21-206

**Royal Stoke University Hospital
Data, Security and Protection**
Newcastle Road
Stoke-on-Trent
Staffordshire
ST4 6QG

Date: 7th September 2020

Email foi@uhnm.nhs.uk

Dear

I am writing in response to your email dated 1st September 2020 requesting information under the Freedom of Information Act (2000) regarding translation service

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 Please can you provide the following information?

1. Please can you complete the information below regarding your interpretation, translation and British sign language services being used at your organisation?

A1 This is a statement and not a question, therefore we are unable to provide an answer to Q1

Q2 Can you please tell me who your current supplier(s) is and provide a breakdown of the cost of the services.

A2 Please see below:

Capita Translation and Interpreting.

- Face to face interpreting; Fees between £26-£29
- Telephone interpreting; Fees between £0.60 - £0.68
- Video interpreting; Fees between £0.72 - £0.79
- Translation; Fees between £0.72 - £0.79

Q3 Please list your top ten most popular languages for the last 2 years

A3 Please see below:

1. Urdu
2. Polish
3. Romanian
4. Slovak
5. Punjabi, Western (Pakistan)
6. Kurdish (Sorani)
7. Arabic (Modern Standard)
8. Bengali
9. Mandarin
10. Czech

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

A4 Please see below:

- Capita Translation and Interpreting
- Current contract via HTE framework commenced 1 March 2019
- Date of renewal; 1 March 2021

Q5 What language services have you provided during the COVID19 pandemic?

A5 All services

Q6 How many interpreting requests have not been filled during the COVID 19 pandemic and what languages were they?

Are you providing video interpreting services? How is this being provided and what are the costs per minute?

A6 Face to face requests were cancelled by the customer during the Covid-19 pandemic and replaced with telephone interpreting appointments, during the Covid-19 Pandemic there have been 8 un-serviced calls.

Video interpreting is provided through our online and app access to CAPITA LiveLink. The rates for the service are £0.72 - £0.79 per minute.

Q7 Can you please provide the name and contact details of the person responsible for the set up and implementation for Interpreting and Translation services

A7 Pamela Goodwin. Please note that all Trust emails are in the following format:
firstname.lastname@uhnm.mhs.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 671612.

Yours,



Jean Lehnert
Data, Security & Protection Manager