



Ref: FOIA Reference 2022/23-053

Date: 30<sup>th</sup> May 2022

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

Dear

I am writing to acknowledge receipt of your email dated 29th April 2022 requesting information under the Freedom of Information Act (2000) regarding interpreting.

**The University Hospitals of North Midlands Trust is committed to the Freedom of Information Act 2000.**

**However, the NHS is facing unprecedented challenges relating to the coronavirus (COVID-19) pandemic at the current time. Understandably, our resources have been diverted to support our front-line colleagues who are working tremendously hard to provide care for our patients, and to those in need of our services.**

**We strive to be transparent and to work with an open culture. But at this time, whilst care of our patients and the safety of our staff takes precedent, it is likely that responses to some requests for information will be delayed. We apologise for this position in advance, and will endeavour to provide you with as much information as we can, as soon as we are able.**

**The Information Commissioners Office has recognised the current situation in the NHS.**

As of 1<sup>st</sup> November 2014 University Hospitals of North Midlands NHS Trust (UHM) 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 in the last 2 years and the number of requests made**
- **face to face interpreting**
- **telephone interpreting**
- **video interpreting**
- **translation services**

A1 See below:

Total cost:  
**01/04/2020-31/03/2021** £59,820.63  
**01/04/2021-31/03/2022** £83,713.37

**Number of requests:**

**01/04/2021-31/04/2022**

Face to face interpreting: 1820

Telephone interpreting & video interpreting: 2659

Translation services: 16

**01/04/2020-31/03/2021**

Face to face interpreting: 1080

Telephone interpreting & video interpreting: 2139

Translation services: 7

**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**
- **Cost per minute of spoken video interpreting services**
- **Cost per minute of non-spoken (BSL) video interpreting services**

A2 See below:

- Hourly cost of face to face interpreting services: £23per hour, min booking 1 hour, plus £5 travel
- Cost per minute of telephone interpreting services: £0.45per min
- Cost per minute of spoken video interpreting services: £0.75per min
- Cost per minute of non-spoken (BSL) video interpreting services N/A- not part of the contract

**Q3 Please can you list the languages that your suppliers were unable to supply in the last 6 months?**

A3 See below:

<b>Face to Face</b>	<b>Video/Tel</b>
Nepalese	Sinhala
Pashto	Mirpuri
Vietnamese	Samoan
Latvian	Slovenian
Guajarati	Farsi
Twi	Indonesian
Sudanese Arabic	Lithuanian
Dutch	Nepalese
Filipino	Slovak
Fijian	Turkish
Ga	
Konkani	
Lingala	
Somali	
Tagalog	
Yoruba	

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

A4 CAPITA June 2021

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

A5 June 2023

**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 Rebecca Pilling Head of Patient Experience  
01785 887693

[Rebecca.pilling@uhn.nhs.uk](mailto:Rebecca.pilling@uhn.nhs.uk)

\*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.***

Where the Trust owns the copyright in information provided, you may re-use the information in line with the conditions set out in the Open Government Licence v3 which is available at <http://www.nationalarchives.gov.uk/doc/open-government-licence/version/3/>. Where information was created by third parties, you should contact them directly for permission to re-use the information.

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.uhn.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.

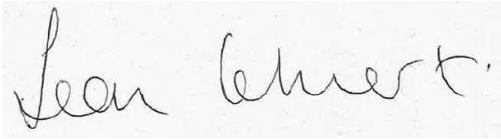
Should you have a complaint about the response or the handling of your request, please also contact my office to request a review of this. If having exhausted the Trust's FOIA complaints process you are still not satisfied, you are entitled to approach the Information Commissioner's Office (ICO) and 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 671612.

Yours,

A handwritten signature in black ink on a light-colored background. The signature reads "Jean Lehnert" in a cursive script.

Jean Lehnert  
**Data, Security & Protection Manager**