



Ref: FOIA Reference 2023/24-134

Date: 26<sup>th</sup> June 2023

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

Dear

I am writing to acknowledge receipt of your email dated 5<sup>th</sup> June 2023 requesting information under the Freedom of Information Act (2000) regarding languages

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 Can you please kindly provide the following languages service information under freedom of information?**

**1) Do you provide these services in house or outsource to the third party - if outsourced, please name the supplier.**

A1 We use Language Line (previously Capita) for foreign language interpretation (no BSL)  
We use Deaflinks and Assist for BSL.

**Q2 When does the current contract for language (interpreting and translation services) expire and are there any extensions left?**

A2 Language Line expires 30th June 2024. Assist and Deaflinks are on a rolling SLA.

**Q3 If expiring in the next 12 months, when will the authority be going to market again to procurement these services and via what channel?**

A3 Not applicable

**Q4 Separately by in house and outsourced:**  
- total number of face-to-face, in person assignment and hours completed in 2022  
- total number of face-to-face, in person assignment not fulfilled in 2022

- total number of telephone interpreting, minutes completed in 2022
- total number of video interpreting assignment and hours completed in 2022
- total number of BSL, in person or remote assignments and hours completed 2022

A4 See below:

- total number of face-to-face, in person assignment and hours completed in 2022
- April 2022 – March 2023 total – 1129. Unable to provide hours
- total number of face-to-face, in person assignment not fulfilled in 2022 =313
- total number of telephone interpreting, minutes completed in 2022 = 3002 calls  
– Unable to provide minutes completed
- total number of video interpreting assignment and hours completed in 2022 =63  
– unable to provide hours completed.
- total number of BSL, in person or remote assignments and hours completed 2022 = Deaflinks- total bookings 164
- Assist- total bookings- 256

**Q5 Who is the senior responsible person for language services at the Trust?**

A5 Head of Patient Experience, Rebecca Pilling supported by Sophie Reid, Complaints, PALS & Volunteer Services Manager.

\*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](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,



**Rachel Montinaro**  
Data Security and Protection Manager - Records