



Ref: FOIA Reference 2023/24-453

Date: 8<sup>th</sup> November 2023

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

Dear

I am writing to acknowledge receipt of your email dated 12th October 2023 requesting information under the Freedom of Information Act (2000) regarding Translation

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 confirm your Trust's overall spending on Translation and Interpreting Services, for each of the financial years:**

- a. 2020-2021:
- b. 2022-2023:

A1 See below:

2020/2021

£59,820.63 (foreign language)

£13, 431.20 (BSL)

Unable to provide amount from 2<sup>nd</sup> provider of BSL as they do not have the data accessible so this value pertains to only on provider.

2022/2023

£83,831.36 (foreign language)

£70,113.86 (BSL) (included the full amount from both providers)

**Q2 Please provide a breakdown of languages for the last 12 months**

A2 See below;

Akan  
Albanian  
Amharic  
Arabic (Classical/North African)  
Arabic (Egyptian)

Arabic (Iraqi)  
Arabic (Modern Standard)  
Arabic (Moroccan)  
Arabic (Sudanese)  
Arabic (Yemeni)  
Belarusian  
Bengali  
British Sign  
Bulgarian  
Cape Verde Creole  
Chinese Cantonese  
Chinese Mandarin  
Cantonese  
Creole - English  
Czech  
Dari (Afghan)  
Dari (Iranian)  
Edo  
Faroese  
Farsi  
Filipino  
French  
Georgian  
Greek  
Gujarati  
Hakka  
Hindi  
Hungarian  
Indonesian  
Italian  
KHMER  
KRIO  
Kurmanji  
Kurdish (Bahdini)]  
Kurdish (Kurmanji)  
Kurdish (Sorani)  
Latvian  
Lingala  
Lithuanian  
Malay  
Malayalam  
Mandarin  
Mirpuri  
Mongolian  
Nepali  
Oromo (Central)  
Pahari - Potwari  
Pashto (Afghanistan)  
Pashto (Pakistan)  
Persian  
Polish

Portuguese  
Portuguese (Brazil)  
Potowari (Pahari)  
Punjabi, Eastern (India)  
Punjabi, Western (Pakistan)  
Romanian  
Russian  
Sign Supported English  
Sinhala  
Slovak  
Slovene  
Somali  
Spanish  
Sudanese Arabic  
Swedish  
Sylheti  
Tamil  
Telugu  
Tetum  
Thai  
Tigrinya  
Turkish  
Twi  
Ukrainian  
Urdu  
Vietnamese  
YORUBA

**Q3 What languages were your suppliers not able to supply in 2022?**

A3 2022/2023 financial year (April to March):

On some occasions the following languages were unserved from a telephone interpreting perspective:

BAHDINI  
Bulgarian  
Czech  
Farsi  
French  
French  
Hungarian  
KRIO  
Kurdish (Sorani)  
MONGOLIAN  
Oromo  
Polish  
Portuguese  
Punjabi  
Romanian  
Sinhala/Sinhalese

Sorani  
Spanish  
Sudanese Arabic  
Tamil  
Thai  
Tigrinya  
Turkish  
Urdu

On some occasions the following languages were unserved from a face-to face interpreting perspective:

Akan  
Albanian  
Albanian  
Amharic  
Arabic (Classical/North African)  
Arabic (Modern Standard)  
Bengali  
British Sign  
Bulgarian  
Cantonese  
Creole - English  
Czech  
Edo  
Farsi  
French  
Greek  
Gujarati  
Hakka  
Hungarian  
Indonesian  
Italian  
Kurdish (Bahdini)  
Kurdish (Kurmanji)  
Kurdish (Sorani)  
Latvian  
Lithuanian  
Malayalam  
Mandarin  
Mongolian  
Oromo (Central)  
Pashto (Afghanistan)  
Pashto (Pakistan)  
Polish  
Portuguese  
Punjabi, Eastern (India)  
Punjabi, Western (Pakistan)  
Romanian  
Russian  
Sign Supported English

Sinhala  
Slovak  
Slovene  
Somali  
Spanish  
Tamil  
Tetum  
Thai  
Tigrinya  
Turkish  
Twi  
Ukrainian  
Urdu  
Vietnamese

**Q4 Which external supplier(s) do you currently use to deliver your interpreting and translation services ?**

A4 Foreign language – LanguageLine (formally Capita) BSL – Deaflinks/Assist

**Q5 Are you able to provide approximate fee / interpreting session for:**

- a. **In-person/face to face interpreting**
- b. **Telephone interpreting**
- c. **Video interpreting**

A5 See below:

- Face to Face (onsite) – if appropriate - £23 per hour with a 1 hour minimum charge, a one off fee of £5 is charged per booking
- Telephone - £0.45 per minute
- On demand Video - £0.75 per minute.
- Pre Booked Video - £0.45 per minute with a 30 minute minimum charge

**Q6 If you outsource the provision of interpreting services to an external provider, could you please confirm:**

- a) **Whether the provider was contracted via a national framework? If so, which one?**
- b) **When does the current contract expire?**
- c) **Is there is an exclusivity clause, which would prevent the trust from piloting new cost saving interpreting services during the duration of your contract with your existing provider?**

A6 I can confirm that our supplier was contracted under an SBS framework for this opportunity. This contract currently expires on 30/06/2024 but the Trust currently have a further option to extend until June 2025. I can confirm that there is not an exclusivity clause within this contract.

As a Trust we have historically used 2 local suppliers which are able to provide local dialect to the patients which we recently direct awarded these contracts to. In addition to our British sign language contracts these expire on 31st March 2024.

**Q7 From which budget within your organisation are interpreting services funded?**

A7 Individual areas

**Q8 Where do you advertise your tenders? If you do not do a full tender / which frameworks would you use?**

A8 For this opportunity SBS framework Interpretation & Translation services 10127. Going forward this may be tendered as a collaborative opportunity between the NMBCPG.

**Q9 What is the start and end date for either the framework or direct contracts you have with interpreting and translation supplier(s)?**

A9 This framework is currently active and is running from 1st May 2021 until 30th April 2025.

**Q10 Please provide the name and email of the contract manager for the service**

A10 See below

William Nicklin\* is contract manager – [William.nicklin@uhnm.nhs.uk](mailto:William.nicklin@uhnm.nhs.uk)

Rebecca Pilling\* day to day service lead – [rebecca.pilling@uhnm.nhs.uk](mailto:rebecca.pilling@uhnm.nhs.uk)

**Q11 If we would like to engage in conversation with a member of staff in your organisation to discuss the innovation we propose to develop, who would be the most suitable person to approach?**

A11 Rebecca Pilling\*, Head of Patient Experience

**\*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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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.

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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).

Yours,



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