



Ref: FOIA Reference 2020/21-438

Date: 14th January 2020

Email foi@uhnm.nhs.uk

Dear

I am writing in response to your email dated 6th January 2021 requesting information under the Freedom of Information Act (2000) regarding translation.

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 Are you on any of the below frameworks for language services (face to face interpreting spoken and non-spoken, telephone and video interpreting and translation) if so which one?

- Eastern Shires Purchasing Organisation (ESPO)
- London Procurement Partnership (LPP)
- NHS SBS
- North East Purchasing Organisation (NEPO)
- NOECPC
- Health Trust Europe (HTE)
- Crown Commercial Services (CCS)

A1 Health Trust Europe (HTE)

Q2 If you are not on any of the above frameworks please confirm how you are accessing services.

A2 Not applicable

Q3 What is the expiry date/s of your current language services contracts including telephone interpreting, face to face interpreting spoken and non-spoken and translation?

A3 31st March 2021

Q4 Who is your current provider for each of these services?

A4 Capita Translation and Interpreting

Q5 What was the spend by year for the last 2 financial years (2018 and 2019) in total and broken down by service

- Telephone Interpreting
- Face to Face Interpreting

- **British Sign Language**
- **Translation**

A5 See below:

| Service | Year | Cost |
|---------------------------|---------|------------|
| British Sign Language | 2018/19 | £53,645 |
| | 2019/20 | £66,048 |
| Telephone Interpreting | 2018/19 | £13,916.92 |
| | 2019/20 | £16,877.38 |
| Face to Face Interpreting | 2018/19 | £92,735.06 |
| | 2019/20 | £99,558.93 |
| Translation | 2018/19 | £500.78 |
| | 2019/20 | £1,136.18 |

Q6 Who is the Contract Manager and Senior Responsible Owner in regard to language services?

A6 See below:

- Contracts Buyer (procurement lead) Shiona Walker*
- Head of Patient Experience = Angela Grocott*

*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

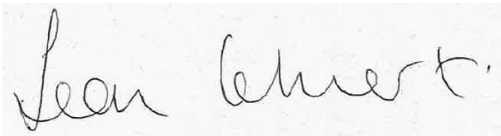
still not satisfied, you are entitled to approach the Information Commissioner's Office (ICO) and request an assessment of the manner in which the Trust has managed your request.

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