

Ref: FOIA Reference 2020/21-177

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

Date: 21st August 2020

Email foi@uhnm.nhs.uk

Dear

I am writing in response to your email dated 12th August 2020 requesting information under the Freedom of Information Act (2000) regarding translation services

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 I am writing to request information under the Freedom of Information Act 2000.

Please find my questions below and I would be grateful if you could acknowledge receipt of this email.

I look forward to your full response within 20 working days, as stipulated by the act.

For the financial years:

- **2015-16**
- **2016-17**
- **2017-18**
- **2018-19**
- **2019-20, please provide the following information:**

1. How much your Trust has spent on translation/interpreter services (on both telephone and face-to-face and including British Sign Language)?

A1 Please see below:

FY	Spend
2015-2016	£157,943.76
2016-2017	£188,678.64
2017-2018	£153,713.42
2018-2019	£106,651.93
2019-2020	£116,488.31

Q2 How much your Trust has spent on the translation of written information for patients or carers?

A2 Please see below:

FY	Spend
2015-2016	£592.45
2016-2017	£78.00
2017-2018	£74.52
2018-2019	£500.78
2019-2020	£1,136.18

Q3 How much your Trust has spent on the employment of translators/interpreters, and which languages these employees covered?

A3 As answer 1 for spend: see below for languages.

Afrikaans	Latvian
Albanian	Lingala
Amharic	Lithuanian
Arabic (Classical/North African)	Mandarin
Arabic (Modern Standard)	Mandinka
Aramaic	Mirpuri
Armenian	Nepalese
Bengali	Other
British Sign	Pashto (Afghanistan)
Bulgarian	Pashto (Pakistan)
Burmese	Polish
Cantonese	Portuguese
Croatian	Potowari (Pahari)
Czech	Punjabi, Eastern (India)
Dari (Afghan)	Punjabi, Western (Pakistan)
Dari (Iranian)	Romanian
Deafblind (BSL Hands on/hand-under-hand)	Russian
Edo	Serbian
Farsi	Sign Supported English
Filipino	Sinhala
French	Slovak
French (Congolese)	Slovene
German	Somali
Greek	Spanish
Gujarati	Sudanese Arabic
Hakka	Swahili
Hindi	Sylheti
Hungarian	Tamil
Italian	Telugu
Kurdish (Bahdini)	Thai
Kurdish (Kurmanji)	Tigrinya
Kurdish (Sorani)	Tswana
Turkish	Ukrainian

Tw	Urdu
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Q4 How much your Trust has spent on employing advocates for non-English speakers?

A4 Nil

Q5 What was the average waiting time for a consultation with an interpreter after initial request for interpreter services (for both telephone and face-to-face appointments)?

A5 We provide interpreters for the date and time requested by yourself, so the full waiting time experienced by a patient wouldn't be something we would record. The information we do have is:

- Average time between the Trust requesting an interpreter and the patient's appointment = 15 days
- Average time between the Trust requesting an interpreter and an interpreter being assigned to the
- booking = 6 days

Q6 Which company does the Trust use for interpretation services?

A6 Please see below:

- Capita translation services
- dDeaflinks
- Assist

*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.

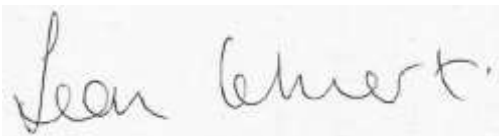
Should you have a complaint about the response or the handling of your request, please also contact my office to request a review of this. If having exhausted the Trust's FOIA complaints process you are still not satisfied, you are entitled to approach the Information Commissioner's Office (ICO) and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