

Ref: FOIA Reference 2020/21-212

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

Date: 9th September 2020

Email foi@uhnm.nhs.uk

Dear

I am writing in response to your email dated 4th September 2020 requesting information under the Freedom of Information Act (2000) regarding translation service

As of 1st 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 I am contacting you under the Freedom of Information Act 2000 to request information regarding how your interpreting and translation service is currently being provided.

1. Please can you complete the information below regarding your interpretation, translation and British sign language services being used at your organisation?

- a. **How many requests for interpreting you have had for 2019 and 2020 to date?**
- b. **How many requests for translations you have had for 2019 and 2020 to date**
- c. **How much the annual cost for interpreting was for 2019?**
- d. **How much the annual cost for interpreting was for 2020 to date?**
- e. **How much the annual cost for translating was for 2019?**
- f. **How much the annual cost for translations was for 2020 to date?**

A1 Please see below:

a. How many requests for interpreting you have had for 2019 and 2020 to date:
Jan–Dec 2019 = 1678
Jan-to date 2020 = 840

b. How many requests for translations you have had for 2019 and 2020 to date:
Jan–Dec 2019 = 9
Jan-to date 2020 = 5

c. How much the annual cost for interpreting was for 2019:
Jan–Dec 2019 = £99,569.21

d. How much the annual cost for interpreting was for 2020 to date:
Jan-to date 2020 = £31,620.58

e. How much the annual cost for translating was for 2019:
Jan–Dec 2019 = £440.08

f. How much the annual cost for translations was for 2020 to date.

Jan- to date 2020 = £1,149.97

Q2 Can you please tell me who your current supplier(s) is and provide a breakdown of the cost of the services.

A2 In accordance with Section 14 (2) of the FOI Act, Where a public authority has previously complied with a request for information which was made by any person, it is not obliged to comply with a subsequent identical or substantially similar request from that person unless a reasonable interval has elapsed between compliance with the previous request and the making of the current request.

I can confirm that the Trust holds information regarding current supplier, but feel this information is exempt under section 21: *information reasonably accessible by other means*. This is because the information is available via the Trust's public website at the following link:

<http://www.uhnm.nhs.uk/about-us/regulatory-information/freedom-of-information-publication-scheme/freedom-of-information-disclosure-log/> - Your previous request reference 206-2021 August 2020/21

Q3 Please list your top ten most popular languages for the last 2 years

A3 As answer 2

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

A4 As answer 2

Q5 What language services have you provided during the COVID19 pandemic?

A5 As answer 2

Q6 How many interpreting requests have not been filled during the COVID 19 pandemic and what languages were they?

Are you providing video interpreting services? How is this being provided and what are the costs per minute?

A6 As answer 2

Q7 Are you providing video interpreting services? How is this being provided and what are the costs per minute?

A7 Video interpreting is provided through our online and app access to CAPITA LiveLink. The rates for the service are £0.75p per minute.

Q8 Can you please provide the name and contact details of the person responsible for the set up and implementation for Interpreting and Translation services

A8 As answer 2

*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.

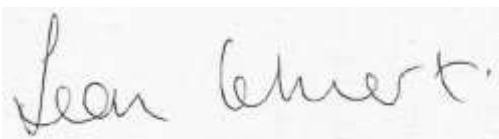
Should you have a complaint about the response or the handling of your request, please also contact my office to request a review of this. If having exhausted the Trust's FOIA complaints process you are still not satisfied, you are entitled to approach the Information Commissioner's Office (ICO) and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



University Hospitals
of North Midlands
NHS Trust

