



Ref: FOIA Reference 2019/20-198

Royal Stoke University Hospital
Quality, Safety and Compliance Department
Newcastle Road
Stoke-on-Trent
Staffordshire
ST4 6QG

Date: 9th July 2019

Email foi@uhnm.nhs.uk

Dear

I am writing in response to your email dated 8th June 2019 requesting information under the Freedom of Information Act (2000) regarding Interpreting Services.

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 Please can you provide financial information relating to the:

- **total cost of interpreting services in the last 2 years and the number of requests made**
- **total cost of translation services in the last 2 years and the number of requests made**
- **total cost of BSL interpreting in the last 2 years and the number of requests made**

A1 I can confirm that the Trust holds information regarding interpreting services, 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.uhm.nhs.uk/aboutus/Statutory-Policies-and-Procedures/Pages/Freedom-of-Information-Disclosure-Log.aspx>

May: ref 077-1920 and June: ref 176-1920

Q2 I would also be grateful if you could provide us with information that includes:

- **Hourly cost of face to face interpreting services**
- **Cost per minute of telephone interpreting services**
- **Breakdown of the top 10 most popular languages**

A2 As answer 1.

Q3 How many video interpreting sessions were made last year for all languages, including British Sign Language?

A3 As answer 1.

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

A4 As answer 1.

Q5 When are your current language service contracts with your incumbent(s) due to end?

A5 As answer 1.

Q6 Please can you provide the name, job title, email address and contact number for the person(s) responsible

- for awarding any contracts relating to these services
- For managing the day to day running of the services

A6 As answer 1.

*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.uhn.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.

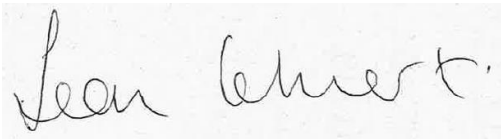
Should you have a complaint about the response or the handling of your request, please also contact my office to request a review of this. If having exhausted the Trust's FOIA complaints process you are still not satisfied, you are entitled to approach the Information Commissioner's Office (ICO) and 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 676474.

Yours,

A handwritten signature in black ink on a light-colored background. The signature reads "Jean Lehnert" in a cursive script.

Jean Lehnert
Information Governance Manager