



Ref: FOIA Reference 2023/24-682

Date: 30th January 2024

Email foi@uhnm.nhs.uk

Dear

I am writing to acknowledge receipt of your email dated 15th December 2023 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 This is an information request relating to NHS Translators.

Please include the following information for the following years: 2020/21, 2021/22, 2022/23:

Trust's overall spending on Translation and Interpreting services

A1 See below:

2022/2023

£83,831.36 (foreign language)

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

2021/2022

£83,713.37

2020/2021

£59,820.63 (foreign language)

£13,431.20 (BSL)

Unable to provide amount from 2nd provider of BSL as they do not have the data accessible therefore this value pertains to only one provider

Q2 Total translators employed by the Trust

A2 The Trust does not directly employ any interpreters

Q3 The hourly pay for in-house interpreters

A3 Not applicable

Q4 What languages do they cover

A4 Not applicable

Q5 Total number of in-person/face to face interpreting sessions booked (break down by language and clinical area)

A5 This data is booked (as requested) not necessarily fulfilled. Refer to the attached spreadsheet.

Q6 How many appointments or procedures have had to be rescheduled/cancelled due to lack of an interpreter

A6 Information not held

*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:



University Hospitals
of North Midlands
NHS Trust

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF or via www.ico.org.uk.

Yours,

Rachel Montinaro
Data Security and Protection Manager - Records