

Our Ref: NG/RM/24085
Date: 2nd April 2024

Nicola Griffiths
Deputy Director of Governance
North Staffordshire Combined Healthcare NHS Trust
Lawton House
Bellringer Road
Trentham
ST4 8HH

Reception: 0300 123 1535

Dear

Freedom of Information Act Request

I am writing in response to your e-mail of the 7th March 2024. Your request has been processed using the Trust's procedures for the disclosure of information under the Freedom of Information Act (2000).

Requested information:

1. Please confirm your overall spend on interpreting, translation, and transcription services for the following financial years:
 - 2021-22 - **International language interpreting £35,873 BSL interpreting translation £995 +VAT.**
 - 2022-23 - **international language interpreting £36,310 BSL interpreting translation £995 +VAT.**
2. Who is your incumbent supplier(s) for language services? If you have more than one supplier, which services does each one provide to you?
Language Line (previously Capita). The Trust generally uses digital translation for written international translations.
3. If you have a separate British Sign Language/non-spoken supplier, who is this?
Local provision via Deaflinks and ASSIST
4. If you have a separate transcription supplier, who is this? **N/A**
5. Do you have any in-house interpreters/ translators? **Yes**
6. When is your current language services contract(s) due to expire, a) without extensions and b) with all possible extensions? **30th June 2024, 1 year extension available**
7. Could you please provide the name, phone number and email address of the contract manager responsible for language services? **Head of Facilities**
Staff names and email addresses are exempt as they constitute personal data and would contravene the principles of the Data Protection Act 2018 (in accordance with qualified exemption S40 (2)(a) of the FOI Act). Details of members of staff and e-mail addresses can be sought from Departments directly and can be contacted via our Main Switchboard at the Harplands Hospital on 0300 123 1535

8. Could you please provide the name, phone number and email address of the person responsible for your language services budget?
Nursing and Quality Directorate C/O Facilities Department
Staff names and email addresses are exempt as they constitute personal data and would contravene the principles of the Data Protection Act 2018 (in accordance with qualified exemption S40 (2)(a) of the FOI Act). Details of members of staff and e-mail addresses can be sought from Departments directly and can be contacted via our Main Switchboard at the Harplands Hospital on 0300 123 1535
9. Could you please provide the following data for 2023:
- Total number of face-to-face interpreting assignments (spoken language) and hours completed. **259 requests / 13,698 hours**
 - Total number of face-to-face interpreting assignments (non-spoken language) and hours completed. **N/A**
 - Total number of telephone interpreting calls and minutes completed. **1637 calls / 38,871 minutes**
 - Total number of video interpreting calls (spoken language) and minutes completed. **335 requests / 15,890 minutes**
 - Total number of video interpreting calls (non-spoken language) and minutes completed. **N/A**
 - Total number of document translations and words translated. **N/A**
 - Total number of audio transcriptions and total audio duration. **N/A**
10. What were your top 20 highest-volume languages for interpreting/translation requests in 2023?
Urdu, Polish, Romanian, Czech, Farsi, Spanish, Mirpuri, Kurdish (Sorani), Bulgarian, Slovak, Arabic (Modern Standard), Sinhala, Turkish, Bengali, Hungarian, Mandarin, Punjabi, Eastern (India), Russian, Dari (Iranian), Thai
11. Can you please provide the fill rate % you received for the following services in 2023:
- Face-to-face interpreting **84.3%**
 - Telephone interpreting **99.08%**
 - Video interpreting **93%**
 - Document translation **N/A**
 - Audio transcription **N/A**
12. What languages has your provider been unable to source in the last 12 months?
N/A – There is no languages that Language Line have not been able to provide, whether that's via a different service such as telephone interpreting or working with other dates.
13. Have service credits been applied on your language services contract in the last 12 months? If so, what performance failure was this linked to? **No**
14. What social value has been delivered as part of this contract in the last 12 months?
Fulfilment of our duty to provide equitable service to our service users with international language or BSL communication needs as per the Equality Act



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 Chief Executive: Dr Buki Adeyemo
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2010. Supporting healthcare for all and preventing worsening of health inequalities.

15. If your contract was awarded through a tender process, can you please provide a copy of the winning bidder's tender?

The Trust is applying Section 43 exemption to the above request; 'release of the information is likely to prejudice the commercial interests of any person (A person may be an individual, a company, the public authority itself or any other legal entity)'

16. What are your contracted rates for each of the following services:

- Spoken face-to-face interpreting: hourly rate.
- Non-spoken face-to-face interpreting: hourly rate
- Telephone interpreting: per minute rate
- Spoken video interpreting: per minute rate.
- Non-spoken video interpreting:
- Document translation: per word rate
- Audio transcription: per audio minute rate

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17. Has your provider of language services increased their charge rate to you in the last 12 months? **No**

18. What is the Authority's typical route to market?

**Market assessment or tender Via University of North Midlands (UHM)
Procurement Department**

19. Does the Authority currently have any interpreter on wheel devices as part of their current contract? If yes, please advise how many and if these are provided free of charge or paid for by the Authority. **Non recurrently but we do use video link.**

20. Could you please provide the name, phone number and email address of the person in charge of procurement for the Authority?

Procurement is outsourced and provided by University Hospital of North Midlands (UHM) <https://www.uhm.nhs.uk/>

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review of the management of your request. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to: Dr Buki Adeyemo, Chief Executive, North Staffordshire Combined Healthcare Trust, Trust Headquarters, Lawton House, Bellringer Road, Trentham, ST4 8HH. If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision.

The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.



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Yours sincerely



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