

Our Ref: LW/lmw/FOI.179.23
Date: 6th July 2023

Laurie Wrench
Deputy Director of Governance
North Staffordshire Combined Healthcare NHS Trust
Lawton House
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Dear

Freedom of Information Act Request

I am writing in response to your e-mail of the 9th June 2023. Your request has been processed using the Trust's procedures for the disclosure of information under the Freedom of Information Act (2000).

Requested information:

Can you please kindly provide the following languages service information under freedom of information:

- 1) Do you provide these services inhouse or outsource to the third party - if outsourced, please name the supplier. **Outsourced – Capita for international language interpretation; Deaflinks & ASISST for BSL interpretation**
- 2) When does the current contract for language (interpreting and translation services) expire and are there any extensions left? **The Trust has rolling service level agreements in place with Deaflinks and Assist, reviewed periodically. Capita's current contract expires 30th June 2023**
- 3) If expiring in the next 12 months, when will the authority be going to market again to procurement these services and via what channel? **Currently in the process of renewing**
- 4) Separately by inhouse and outsourced:
 - total number of face-to-face, in person assignment and hours completed in 2022
 - total number of face-to-face, in person assignment not fulfilled in 2022
 - total number of telephone interpreting, minutes completed in 2022
 - total number of video interpreting assignment and hours completed in 2022
 - total number of BSL, in person or remote assignments and hours completed 2022**Please see Appendix 1 attached – information provided by financial year.**
- 5) Who is the senior responsible person for language services at the Trust. **Head of Facilities**

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.

Yours sincerely



Laurie Wrench
Deputy Director of Governance



Chairman: David Rogers
Chief Executive: Dr Buki Adeyemo
www.combined.nhs.uk

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	2021/22	2022/23
total number of face-to-face, in person assignment and hours completed	1737 assignments completed (1461 telephone, 103 video, 173 face to face). 654.5 hours of telephone interpretation	303 assignments / 13,385 minutes (223 hours)
total number of face-to-face, in person assignment not fulfilled	133 assignments	20 assignments
total number of telephone interpreting, minutes completed	39,270 minutes	38,935 minutes
total number of video interpreting assignment and hours completed	103 assignments (hours data not available)	192 assignments / 178 hours
total number of BSL, in person or remote assignments and hours completed	49 requests filled plus one service user received treatment through a specialist mental health service for deaf service users (Deaf4Deaf) 100% fill rate. Hours completed not available	N/A