

Our Ref: NG/RM/24428
Date: 17th December 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 3rd December 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:

As an independent journalist, I am writing in hopes of acquiring information to as part of research into NHS and local authority spending trends in different sectors. Spending on interpretation and translation services is one of those sectors.

I have already referred to the FOI Act and understand that the information requested below are not exempt from the public domain. As such, under the FOI Act, can we please ask for the following information at your earliest convenience to enable me to conclude my project:

In the past 12 months, please confirm

- 1) The number of written translation requests and how many were met (e.g. January 2023 – 2 requests / 2 met). **The Trust moved from using an external digital translation service to using Office 365 for digital translations in December 2023. As services are now able to run translations directly using the translation feature provided in Office 365, there is no central means of gathering data on how many translations are being run. The number of translations requested is therefore 0.**
- 2) The number of pre-booked telephone interpretation requests and how many were met? **337 requests**
- 3) The number of on-demand telephone interpretation requests and how many were met? **1753 requests**
- 4) The number of face-to-face interpretation requests and how many were met? **153 requests**
- 5) A breakdown of the number of Face-to-Face Interpreter requests by language (e.g. January 2023: Polish 80 / Romanian 62 / Bulgarian 50 / Urdu 22 etc for each language each month). **Please see Appendix 1 attached.**
Please note breakdown per month is not available.

- 6) What % of Face-to-Face Interpreter requests were met? **Fulfilment levels are in line with contractual requirements.**
- 7) How many Interpreters Did Not Attend their appointments? **Fulfilment levels are in line with contractual requirements.**
- 8) How many patients did not attend their appointment? **Data not recorded.**
- 9) How many patients who did not attend appointments needed an interpreter? **Data not recorded.**
- 10) How many bookings were cancelled by patients last minute? **Data not recorded.**
- 11) What was the total spending for the year across all interpretation and translation services? **£40,000 (12 months spend to Nov 2024)**
- 12) Who is the incumbent provider for the Trust? **Language Line Solutions.**
- 13) When did the current contract come into effect? **01-Jul-2023**

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



Nicola Griffiths
Deputy Director of Governance