



**Maidstone and  
Tunbridge Wells**  
NHS Trust

Ref: FOI/GS/ID 5553

**Please reply to:**  
FOI Administrator  
Trust Management  
Maidstone Hospital  
Hermitage Lane  
Maidstone  
Kent  
ME16 9QQ  
Email: mtw-tr.foiadmin@nhs.net

29 August 2019

### **Freedom of Information Act 2000**

I am writing in response to your request for information made under the Freedom of Information Act 2000 in relation to Interpreting and translation services.

*You asked:*

- 1. Total cost of interpreting services in the last 2 years and the number of requests made*
- 2. Total cost of translation services in the last 2 years and the number of requests made*
- 3. Total cost of BSL interpreting in the last 2 years and the number of requests made*

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

- 4. Hourly cost of face to face interpreting services*
- 5. Cost per minute of telephone interpreting services*
- 6. Breakdown of the top 10 most popular languages*
- 7. How many video interpreting sessions were made last year for all languages, including British Sign Language?*
- 8. Can you please provide details of your current provider(s) (company name, date contract was awarded)?*
- 9. When are your current language service contracts with your incumbent(s) due to end?*
- 10. Please can you provide the name, job title, email address and contact number for the person(s) responsible*
  - a. For awarding any contracts relating to these services*
  - b. For managing the day to day running of the services*

Trust response:

1. & 2. & 3.

The Trust cannot distinguish between translations and BSL.

Expenditure on Interpreters was:

2017/18        £91221  
2018/19        £128974

We do not hold information regarding the number of requests made.

4. The Trust is applying Section 43(2) FOIA which provides an exemption from disclosure of information which would or would be likely to, prejudice the commercial interests of any person (including the public authority holding it). This is a qualified exemption, and is therefore subject to the public interest test.

The Trust believes that the information requested contains details which would be likely to damage the companies ability to win new business opportunities for their services and to perform them within a commercially competitive market because other contracting authorities and competitors would be aware of the strengths and weaknesses of its delivery model and methodology.

The Trust has concluded that the public interest in maintaining the exemption, and therefore protecting the commercial interests of the suppliers and preserving its ability to compete fairly in a commercial market, outweighs the public interest in disclosure in this case.

5. Please see the response to part 4.

6. This varies from month to month depending on whether it is face to face or telephone interpreting – last month it was:

Nepalese, Polish, Turkish, Romanian, Portuguese, Bulgarian, Bengali, BSL, Fari, Hindi

7. None

8. Monday 10th June 2019, Oncall

9. Three year contract

10.

a. This falls under the remit of the Chief Finance Officer Steve Orpin

b. This falls under the remit of the Director of Workforce, Simon Hart