

Ref: FOI/GS/ID 5523

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

19 July 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 Language and BSL interpretation.

You asked:

- 1. What suppliers have the Trust been using for Interpretation Services? 2. Could you provide the total annual spend for interpreter services in each of the past 3 financial years (2016/17, 2017/18, 2018/19) to date as well as broken down by language / BSL?*
- 3. Which languages did the interpreters support the Trust with?*
 - a. Please list each language in order of highest to lowest in terms of use/bookings*
 - b. Please list how many times/bookings the interpreters worked for you in each language*
- 4. What is the name of the person within the Trust who is responsible for the commission of Spoken Language services?*
- 5. What is the name of the person with the Trust who is responsible for the commission of BSL services?*

Trust response:

1. Capita, Medway CIS and Oncall
2. Spend on Translation / Interpreters fees was:

2018/19	£128974
2017/18	£91221
2016/17	£148776

We cannot provide a further breakdown in terms of language.

3.
 - a. 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, Farsi, Hindi

b. This information is not held.

4. This role falls under the remit of the Director of Workforce. The Trust considers the names and contact details requested exempt under Freedom of Information Act 2000 Section 40(2) (personal information) as it relates to the personal information of employees. These members of staff are not of sufficient senior level where there is reasonable expectation that this information would be released into the public domain.

The Trust follows guidance issued by the Information Commissioner's Office on the disclosure of personal data including direct contact details. The Trust Executive structure chart and details of this position is available on the Trust website www.mtw.nhs.uk

To contact members of the board, please contact the Executive secretarial team on telephone 01622 226412.

For any queries regarding the Trust Board, please contact Kevin Rowan, Trust Secretary, on telephone 01622 228 698 or email kevinrowan@nhs.net.

5. 4. This role falls under the remit of the Director of Workforce. The Trust considers the names and contact details requested exempt under Freedom of Information Act 2000 Section 40(2) (personal information) as it relates to the personal information of employees. These members of staff are not of sufficient senior level where there is reasonable expectation that this information would be released into the public domain.

The Trust follows guidance issued by the Information Commissioner's Office on the disclosure of personal data including direct contact details. The Trust Executive structure chart and details of this position is available on the Trust website www.mtw.nhs.uk

To contact members of the board, please contact the Executive secretarial team on telephone 01622 226412.

For any queries regarding the Trust Board, please contact Kevin Rowan, Trust Secretary, on telephone 01622 228 698 or email kevinrowan@nhs.net.