

Ref: FOI/GS/ID 6281

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

02 October 2020

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:

Please can you complete the information below regarding your interpretation, translation and British sign language services being used at your organisation.

- 1. Can you please tell me who your current supplier(s) is and provide a breakdown of the cost of the services.*
- 2. Please list your top ten most popular languages for the last 2 years*
- 3. Can you please provide details of your current provider(s) (company name, date contract was awarded and date of renewal?)*
- 4. What language services have you provided during the COVID19 pandemic?*
- 5. How many interpreting requests have not been filled during the COVID 19 pandemic and what languages were they?*
- 6. Are you providing video interpreting services?
a. How is this being provided and what are the costs per minute?*
- 7. Can you please provide the name and contact details of the person responsible for the set up and implementation for Interpreting and Translation services.*

Trust response:

1. Oncall
2.
2019

Language	Booking Count	%
Polish	175	14.46%
Romanian	172	14.21%
Nepali	118	9.75%
Bulgarian	91	7.52%
Turkish	74	6.12%
Russian	65	5.37%
Arabic	63	5.21%
BSL	51	4.21%
Bengali	39	3.22%
Cantonese	37	3.06%
All other languages (27)	325	26.86%
Grand Total	1210	100.00%

2020 – Aug 2020

Language	Booking Count	%
Romanian	242	15.58%
Polish	229	14.75%
Bulgarian	194	12.49%
Nepali	109	7.02%
Turkish	85	5.47%
Russian	60	3.86%
Lithuanian	60	3.86%
Arabic	57	3.67%
Bengali	50	3.22%
Farsi	49	3.16%
All other languages (30)	418	26.92%
Grand Total	1553	100.00%

3. Oncall – Contract duration 9th September 2019 to 8th September 2022
4. A variety of languages – see answer to question 2
5. 1 – Turkish, 1 – Spanish, 1 – Bengali, 1 - Nepalese
6. Not currently.
 - a. Not applicable.
7. Falls under the remit of the Director of Workforce, Doug Ward
Email: Doug.Ward@nhs.net