

Ref: FOI/GS/ID 7407

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

25 May 2022

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. Please can you provide financial information relating to the total cost in the last 2 years and the number of requests made:*
 - a. face to face interpreting*
 - b. telephone interpreting*
 - c. video interpreting*
 - d. translation services*
- 2. I would also be grateful if you could provide us with information that includes:*
 - a. Hourly cost of face to face interpreting services*
 - b. Cost per minute of telephone interpreting services*
 - c. Cost per minute of spoken video interpreting services*
 - d. Cost per minute of non-spoken (BSL) video interpreting services*
- 3. Please can you list the languages that your suppliers were unable to supply in the last 6 months?*
- 4. Can you please provide details of your current provider(s) (company name, date contract was awarded)?*
- 5. When are your current language service contract(s) with your incumbent(s) due to end?*
- 6. 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.

a, b, c & d. 2020-2021 - Under Section 21 of the Act we are not required to provide

information in response to a request if the information is already reasonably accessible to you. The information you requested is available from the trust website WWW.MTW.NHS.UK Please enter Interpreting services into the search box and the response will be shown. Alternatively, please use the following link: <http://www.mtw.nhs.uk/wp-content/uploads/2021/08/Interpreting-Services.-040821.pdf>

2021-2022

Face-Face	Telephone	Video Conference
£ 134,893.23	£ 41,210.60	£ 1,183.00

2. Due to the contract end date 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.

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.

3. Please see the following table showing the last six months of available data.

Oct-21				
Albanian	3	1		4
Arabic	4	2		6
Bengali	7	2		9
BSL	11			11
Bulgarian	8	33		41
Cantonese		1		1
Dari	2	12		14
Deafblind	1			1
Farsi	2	15		17
German		1		1
Greek		1		1
Gujarati		1		1
Hindi	2			2
Italian		1		1
Kurdish Sorani	2			2

Latvian	2	2		4
Lithuanian	7	1		8
Mandarin	1	6		7
Mandarin&Cantonese		1		1
Nepali	12	2		14
Polish	18	6		24
Portuguese	1	3	1	5
Punjabi	8			8
Pushtu	1	5		6
Romanian	8	30		38
Russian	10	6		16
Serbian	1	1		2
Spanish	2	1		3
Tamil	5			5
Thai	1			1
Turkish	2	15		17
Urdu	2	1		3
Vietnamese	1			1
Nov-21				
Albanian	2			2
Arabic	3	1		4
Bengali	3	3		6
BSL	15		1	16
Bulgarian	10	34		44
Cantonese	5	1		6
Dari	2	4		6
Farsi	1	6		7
Greek		1		1
Gujarati		2		2
Hindi		1		1
Hungarian	1	1		2
Italian	1			1
Korean		1		1
Kurdish Sorani	3	1		4
Latvian	1			1
Lithuanian	1	8		9
Mandarin	4	4		8
Mandarin&Cantonese		1		1
Nepali	19	3		22
Polish	15	21		36
Portuguese	4	14	2	20
Punjabi	9	3		12
Pushtu	2	4		6
Romanian	17	45		62

Russian	12	7		19
Slovak	2			2
Spanish	3	2		5
Tamil	3	1		4
Turkish	3	14		17
Urdu		5		5
Dec-21				
Albanian		2		2
Arabic	1	6		7
Bengali	1	2		3
BSL	19		2	21
Bulgarian	7	35		42
Cantonese	8	1		9
Dari	1	7	1	9
Farsi		3		3
French		2		2
Gujarati	1	1		2
Italian	1			1
Kurdish Sorani	1	9		10
Latvian		1		1
Lithuanian	7	2		9
Malayalam		1		1
Mandarin	4	4		8
Mandingo		1		1
Nepali	6	4		10
Polish	16	16		32
Portuguese	2	9	1	12
Punjabi	8			8
Pushtu		8		8
Romanian	13	41		54
Russian	4	5	1	10
Slovak	1			1
Spanish	1			1
Sudanese Arabic	1			1
Tamil	4	1		5
Turkish	5	29		34
Twi		1		1
Urdu	1	2		3
Vietnamese	2			2
Jan-22				
Albanian	1	5		6
Arabic	1	15		16
Bengali	1	8		9
BSL	23			23
Bulgarian	8	33		41

Cantonese	13	1		14
Dari	3	8		11
Deafblind	1			1
Farsi	3	5		8
French		1		1
Hindi	1			1
Hungarian	2			2
Japanese		2		2
Kurdish Sorani	2	13	1	16
Latvian	1	1		2
Lithuanian	9	1		10
Mandarin	6	4		10
Nepali	10	3		13
Polish	18	13		31
Portuguese	9	11	1	21
Punjabi	7			7
Pushtu		10	1	11
Romanian	10	46	1	57
Russian	5	5		10
Slovak	2	2		4
Spanish	2			2
Sudanese Arabic	1	1		2
Tamil	3	1		4
Thai		1		1
Tigrinian		2		2
Turkish	3	23		26
Urdu	1	4		5
Feb-22				
Albanian		1		1
Arabic	7	3		10
Bengali	1	6		7
BSL	15			15
Bulgarian	13	29		42
Cantonese	5	1		6
Dari	5	6		11
Farsi	3	7		10
French	1			1
Gujarati	1			1
Hausa		1		1
Hindi	1			1
Hungarian	1	1		2
Italian	3	2		5
Japanese		1		1
Khmer		2		2
Kurdish Sorani	2	5		7

Latvian	1	1		2
Lithuanian	3	2		5
Mandarin	7	7		14
Nepali	10			10
Polish	20	20	1	41
Portuguese	6	4	1	11
Punjabi	7	3		10
Pushtu	1	9		10
Romanian	15	46		61
Russian	7	10		17
Slovak	1	2		3
Spanish	1			1
Tamil	1	2		3
Turkish	5	12		17
Urdu	2	11		13
Vietnamese	2			2
Yoruba		1		1
Mar-22				
Albanian		1		1
Arabic	2	6		8
Bengali	7	2		9
BSL	14		1	15
Bulgarian	21	37		58
Cantonese	9	3		12
Czech	1			1
Dari	3	4		7
Deaf - Relay	1			1
Farsi	5	11		16
Greek	1			1
Hindi	1	3		4
Hungarian	1	1		2
Italian	1	1		2
Kurdish Sorani	1	7		8
Latvian	3	1		4
Lithuanian	10	3		13
Mandarin	6	4		10
Mandarin&Cantonese		1		1
Nepali	5	2		7
Polish	23	16		39
Portuguese	3	4	1	8
Punjabi	13			13
Pushtu		12		12
Romanian	17	29		46
Russian	8	10		18
Slovak	2			2

Tagalog	1			1
Tamil	5	3		8
Thai		4		4
Turkish	9	10		19
Urdu	3	4		7
Vietnamese	1			1
Punjabi	1			1

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6. This role falls under the remit of the Chief People Officer Sue Steen. Contact details can be found on the Trust website.