

Ref: FOI/GS/ID 8250

**Please reply to:**  
FOI Administrator  
Trust Management  
Maidstone Hospital  
Hermitage Lane  
Maidstone, Kent  
ME16 9QQ  
Email: [mtw-tr.foiadmin@nhs.net](mailto:mtw-tr.foiadmin@nhs.net)  
[www.mtw.nhs.uk](http://www.mtw.nhs.uk)

16 June 2023

### **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: All questions are shown as received by the Trust.*

- 1) Do you provide these services inhouse or outsource to the third party - if outsourced, please name the supplier*
- 2) when does the current contract for language (interpreting and translation services) expire and are there any extensions left?*
- 3) If expiring in the next 12 months, when will the authority be going to market again to procure these services and via what channel?*
- 4) Separately by inhouse and outsourced:*
  - total number of face-to-face, in person assignment and hours completed in 2022*
  - total number of face-to-face, in person assignment not fulfilled in 2022*
  - total number of telephone interpreting, minutes completed in 2022*
  - total number of video interpreting assignment and hours completed in 2022*
  - total number of BSL, in person or remote assignments and hours completed 2022*
- 5) Who is the senior responsible person for language services at the Trust.*

Trust response:

1. Outsourced to OnCall Interpreters
2. 8th Sept 2024
3. Early next year however this is part of a local ICB procurement.
4.  
Face to face - 2847 hours  
Not fulfilled - Only cancellations are the ones the Trust makes.  
Telephone - 925 hours  
Video - 14 hours

5. This role falls under the remit of the Chief People Officer. Maidstone & Tunbridge Wells NHS Trust receives a number of requests for details relating to the professional lives of our staff from private individuals and organisations, some of whom are involved in recruitment and marketing. On very rare occasions it might be considered in the public interest to disclose some information but in such cases the views of the individual staff concerned is always sought. Information relating to staff that is not currently publicly available on our website will not be released under Freedom of Information Act 2000 Section 40(2) (personal information) as it relates to the personal information of employees.

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 is available on the Trust website [www.mtw.nhs.uk](http://www.mtw.nhs.uk)