

Ref: FOI/GS/ID 8556

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

31 October 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 Translation and Interpreting Services.

You asked: All questions are shown as received by the Trust.

- 1. Please confirm your Trust's overall spending on Translation and Interpreting Services, for each of the financial years:
 - a. 2020-2021:*
 - b. 2022-2023:**
- 2. Please provide a breakdown of languages for the last 12 months*
- 3. What languages were your suppliers not able to supply in 2022?*
- 4. Which external supplier(s) do you currently use to deliver your interpreting and translation services?*
- 5. Are you able to provide approximate fee / interpreting session for:
 - a. In-person/face to face interpreting*
 - b. Telephone interpreting*
 - c. Video interpreting**
- 6. If you outsource the provision of interpreting services to an external provider, could you please confirm:
 - a) Whether the provider was contracted via a national framework? If so, which one?*
 - b) When does the current contract expire?*
 - c) Is there is an exclusivity clause, which would prevent the trust from piloting new cost saving interpreting services during the duration of your contract with your existing provider?**
- 7. From which budget within your organisation are interpreting services funded?*
- 8. Where do you advertise your tenders? If you do not do a full tender / which framework would you use?*

9. What is the start and end date for either the framework or direct contracts you have with interpreting and translation supplier(s)?

10. Please provide the name and email of the contract manager for the service

11. If we would like to engage in conversation with a member of staff in your organisation to discuss the innovation we propose to develop, who would be the most suitable person to approach?

Trust response:

1.

a. 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 and Translation services into the search box and the response will be shown. Alternatively, please use the following link: <https://www.mtw.nhs.uk/wp-content/uploads/2021/08/Interpreting-Services.-040821.pdf>

b. £300k

2.

Albanian

Arabic

Bengali

BSL

Bulgarian

Cantonese

Czech

Dari

Deafblind

Farsi

French

German

Greek

Gujarati

Hindi

Hungarian

Italian

Kurdish Sorani

Latvian

Lithuanian

Malay

Mandarin

Mandarin & Cantonese

Nepali

Polish

Portuguese

Punjabi

Pushtu

Romanian

Russian

Sinhalese

Slovak
Spanish
Sudanese Arabic
Tagalog
Tamil
Thai
Turkish
Ukrainian
Urdu
Vietnamese

3. None

4. 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 and Translation services into the search box and the response will be shown. Alternatively, please use the following link: <https://www.mtw.nhs.uk/wp-content/uploads/2023/06/Interpreting-and-translation-services.160623.pdf>

5. The Trust is applying Section 43 exemption to this response.

6.

a. The procurement of this was undertaken as part of an ICB.

b. 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 and Translation services into the search box and the response will be shown. Alternatively, please use the following link: <https://www.mtw.nhs.uk/wp-content/uploads/2023/06/Interpreting-and-translation-services.160623.pdf>

c. 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: <https://www.mtw.nhs.uk/wp-content/uploads/2021/08/Interpreting-Services.-040821.pdf>

7. 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: <https://www.mtw.nhs.uk/wp-content/uploads/2021/08/Interpreting-Services.-040821.pdf>

8. Atamis

9. 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 and Translation services into the search box and the response will be shown. Alternatively, please use the following link: <https://www.mtw.nhs.uk/wp-content/uploads/2023/06/Interpreting-and-translation-services.160623.pdf>

10. & 11. This role falls under the remit of the Chief Finance 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 and details of our Clinically Led Organisation can be found on the trust website using the following link: <https://www.mtw.nhs.uk/wp-content/uploads/2022/10/Clinically-Led-Brochure-101022.pdf>
Alternatively, from our website home page, click the About Us Tab, then the Clinically-led Organisation tab where you will find all the information.