

Ref: FOI/GS/ID 8946

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

08 March 2024

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, translation and transcription services.

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

- 1. Please confirm your overall spend on interpreting, translation and transcription services for the following financial years:*
 - a. 2021-22*
 - b. 2022-23*
- 2. Who is your incumbent supplier(s) for language services? If you have more than one supplier, which services does each one provide to you?*
- 3. If you have a separate British Sign Language/non-spoken supplier, who is this?*
- 4. If you have a separate transcription supplier, who is this?*
- 5. Do you have any in-house interpreters/translators?*
- 6. When is your current language services contract(s) due to expire, a) without extensions and b) with all possible extensions?*
- 7. Could you please provide the name, phone number and email address of the contract manager responsible for language services?*
- 8. Could you please provide the name, phone number and email address of the person responsible for your language services budget?*
- 9. Could you please provide the following data for 2023:*
 - a. Total number of face-to-face interpreting assignments (spoken language) and hours completed*
 - b. Total number of face-to-face interpreting assignments (non-spoken language) and hours completed*
 - c. Total number of telephone interpreting calls and minutes completed*

- d. Total number of video interpreting calls (spoken language) and minutes completed
- e. Total number of video interpreting calls (non-spoken language) and minutes completed
- f. Total number of document translations and words translated
- g. Total number of audio transcriptions and total audio duration
- 10. What were your top 20 highest-volume languages for interpreting/translation requests in 2023?
- 11. Can you please provide the fill rate % you received for the following services in 2023:
 - a. Face-to-face interpreting
 - b. Telephone interpreting
 - c. Video interpreting
 - d. Document translation
 - e. Audio transcription
- 12. What languages has your provider been unable to source in the last 12 months?
- 13. Have service credits been applied on your language services contract in the last 12 months? If so, what performance failure was this linked to?
- 14. What social value has been delivered as part of this contract in the last 12 months?
- 15. If your contract was awarded through a tender process, can you please provide a copy of the winning bidder's tender?
- 16. What are your contracted rates for each of the following services?
 - a. Spoken face-to-face interpreting: hourly rate
 - b. Non-spoken face-to-face interpreting: hourly rate
 - c. Telephone interpreting: per minute rate
 - d. Spoken video interpreting: per minute rate
 - e. Non-spoken video interpreting:
 - f. Document translation: per word rate
 - g. Audio transcription: per audio minute rate
- 17. Has your provider of language services increased their charge rate to you in the last 12 months?
- 18. What is the Authority's typical route to market?

Trust response:

1. 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 Translation and 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/2023/11/Translation-and-Interpreting-Services.311023.pdf>
2. 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>

3. None at present.
4. We do not have a separate transcription supplier.
5. No.
6. 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>
7. 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.

The Trust follows guidance issued by the Information Commissioner's Office on the disclosure of personal data including direct contact details. 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. This role falls under the remit of the Chief Finance Officer.

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9.
 - a. 1797 counts over 3036 hours
 - b. 122 counts over 10705 mins
 - c. 1794 total of 50,680 minutes
 - d. 6 in total 370 mins
 - e. Not applicable – as we do not allow video for BSL
 - f. Not applicable
 - g. Not applicable
- 10.

| | |
|--------------------|----|
| Mandarin&Cantonese | 1 |
| Kurdish Kurmanj | 5 |
| Deafblind | 10 |
| French | 11 |

| | |
|----------------|-----|
| Gujarati | 14 |
| Urdu | 15 |
| Hungarian | 16 |
| Vietnamese | 18 |
| Farsi | 20 |
| Portuguese | 21 |
| Tamil | 25 |
| Hindi | 29 |
| Italian | 30 |
| Punjabi | 30 |
| Spanish | 30 |
| Slovak | 41 |
| Turkish | 41 |
| Tigrinian | 65 |
| Lithuanian | 68 |
| Ukrainian | 68 |
| Arabic | 73 |
| BSL | 73 |
| Albanian | 74 |
| Mandarin | 82 |
| Bengali | 90 |
| Pushtu | 94 |
| Cantonese | 97 |
| Kurdish Sorani | 107 |
| Dari | 111 |
| Nepali | 133 |
| Romanian | 151 |
| Bulgarian | 161 |
| Polish | 197 |
| Russian | 217 |

11.

- a. 100%
- b. 100%
- c. 100%
- d. Not applicable
- e. Not applicable

12. None

13. None

14. Reduction in face to face visits

15. We do not have this information. This contract was awarded by Kent and Medway ICB.

16. We do not have this information. This contract was awarded by Kent and Medway ICB.

17. No

18. Via a framework, collaboratively with the ICB.