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Request for Information Reference: 03.24.34

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Email only

2nd April 2024

Dear

Freedom of Information Act 2000 – Request for Information

Thank you for submitting a request for information which we received on 11th March 2024 in relation to County Durham and Darlington NHS Foundation Trust (the Trust). Your request has been processed under the provisions of the Freedom of Information Act 2000 and I am now able to provide you with a response.

Your request was in relation to Language Service Spending Trends and I am providing the following information in response to your specific questions:

In the past 12 months, please confirm:

- 1. The number of written translation requests and how many were met (e.g. January 2023 – 2 requests / 2 met)**

16, all met

- 2. The number of pre-booked telephone interpretation requests and how many were met?**
- 3. The number of on-demand telephone interpretation requests and how many were met?**

As above 1533, all were met – the Trust does not differentiate between on demand and pre-booked.

4. **The number of face-to-face interpretation requests and how many were met?**

The Trust received 2,015 requests and 2,012 were met.

5. **A breakdown of the number of Face to Face Interpreter requests by language (e.g. January 2023: Polish 80 / Romanian 62 / Bulgarian 50 / Urdu 22 etc for each language each moth)**

Please see the attached spreadsheet, please note that the Trust cannot differentiate between all the different appointment types.

6. **The number of bookings made when an interpreter was arranged and the patient did not attend?**

6

7. **What % of Face to Face Interpreter requests were met?**

99.85%

8. **How many Interpreters Did Not Attend their appointments?**

Zero

9. **How many patients did not attend their appointment?**

6

10. **Who is the incumbent provider for the Trust?**

Everyday Language Solutions

11. **What was the total spending for the year across all interpretation and translation services?**

£178,716.10

12. **Does the trust meet interpreting/translation demand in-house, or does it use commissioned language services?**

Commissioned

13. **If commissioned interpreting/translation are used:
a) For what duration were the current services contracted, (e.g. 2yrs+1yr+1yr)?**

No contract currently in place

b) When did the current contract come into effect?

Not Applicable

In line with the Information Commissioner's directive on the disclosure of information under the Freedom of Information Act 2000 your request will form part of our disclosure log on the Trust's website. However please be assured that we anonymise all responses prior to adding them to the disclosure log.

I hope that this response has provided you with the information you had requested. If you have any queries or wish to discuss the information supplied, please do not hesitate to contact me by telephone or in writing. If however, you are dissatisfied with the way in which your request has been handled and would like an internal review, you will need to contact me in writing at the above address or via cdda-tr.cddffoi@nhs.

If you remain dissatisfied with our response following an internal review you have the right to appeal to The Information Commissioner at Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. More information is available on their website; www.ico.gov.uk.

Yours sincerely

Corporate Records and Freedom of Information Facilitator