

Executive Corridor
Darlington Memorial Hospital
Hollyhurst Road
Darlington
DL3 6HX
Switchboard Tel: 01325 38 0100
Foundation Trust Office: 01325 74 3625
Corporate Records Office: 01325 74 3700

Request for Information Reference: 06.19.11

Direct line: 01325 743700
Email: cdda-tr.cddffoi@nhs.net

Email only

4th July 2019

Freedom of Information Act 2000 – Request for Information

Thank you for your request for information received on 7 June 2019 in relation to the County Durham and Darlington NHS Foundation Trust (Trust). We are dealing with your request under the provisions of the Freedom of Information Act 2000.

You requested information regarding interpreting and translation services. Specifically you requested information as follows:

1. Please can you provide financial information relating to the:

a) total cost of interpreting services in the last 2 years and the number of requests made?

Answer: £118,560 from 2018 to date.

b) total cost of translation services in the last 2 years and the number of requests made?

Answer: £445.00 from 2018 to date.

c) total cost of BSL interpreting in the last 2 years and the number of requests made?

Answer: £29,266 from 2018 to date.

2. I would also be grateful if you could provide us with information that includes:

a) Hourly cost of face to face interpreting services

- Normal Hourly rate (8am to 8pm): £29.80
- Out of hours rate inc. weekends: £29.80
- Bank Holiday rate: £29.80
- Emergency call out rate (+ relevant hourly rate): £40.00

b) Cost per minute of telephone interpreting services - 66p per minute

c) Breakdown of the top 10 most popular languages

Answer:

Polish
Arabic
British Sign Language
Mandarin
Cantonese
Kurdish
Bengali
Romanian
Albanian
Farsi

3. How many video interpreting sessions were made last year for all languages, including British Sign Language?

Answer: None.

4. Can you please provide details of your current provider(s) (company name, date contract was awarded)?

Answer: Everyday Language Solutions (ELS), contract awarded -1st July 2018.

5. When are your current language service contracts with your incumbent(s) due to end?

Answer: It is a three year contract with the potential for a two year extension. Due to end in 2021 with a 24 month extension available therefore potentially 2023

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

Pat Winter Workforce Experience Officer, pat.winter@nhs.net, & Fiona Day Patient Experience Officer, fday@nhs.net, Tel: 0191 3728649

b) For managing the day to day running of the services

Pat Winter is responsible for the collation of the data and production of costings/ reports relating to this contract.

Fiona Day deals with any complaints or issues raised in connection with the contract Service user's book and pay for the services of ELS directly via Cardea

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. Therefore, a version of our response which will protect your anonymity will be posted on the County Durham and Darlington NHS Foundation Trust website.

If you have any queries or wish to discuss the information supplied, please do not hesitate to contact me on the above telephone number or at the above address.

If you are unhappy with the way your request for information has been handled, you can request a review by writing to:

The Chief Executive
County Durham & Darlington NHS Foundation Trust
Darlington Memorial Hospital
Hollyhurst Road
Darlington
DL3 6HX

If, you remain dissatisfied with the handling of your request or complaint, you have a right to appeal to the Information Commissioner at:

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Telephone: 0303 123 1113

Website: www.ico.gov.uk.

There is no charge for making an appeal.

Yours sincerely

Joanna Tyrrell
Freedom of Information Officer