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Request for Information Reference: 09.20.01

Email: cdda-tr.cddftfoi@nhs.net

Email only

25 September 2020

Freedom of Information Act 2000 – Request for Information

Thank you for submitting a request for information which we received on 1st September 2020 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 interpreting and translation services and I am providing the following information in response to your specific questions:

1. Please can you complete the information below regarding your interpretation, translation and British sign language services being used at your organisation?

Please note, the Trust can supply the information requested however we collate and report on the information by the financial year so the figures supplied will be from 1st April 2019 to 31st March 2020 and so we currently only have the figures for 1st April 2020 to 30th June 2020.

a. How many requests for interpreting you have had for 2019 and 2020 to date?

During 2019/20 there were 2,484 requests for interpreting services.

From 1st April 2020 to 30th June 2020 there were 276 requests for interpreting services.

b. How many requests for translations you have had for 2019 and 2020 to date?

During 2019/20 there were 8 requests for translation services.

From 1st April 2020 to 30th June 2020 there was 1 request for translation services.

c. How much the annual cost for interpreting was for 2019?

During 2019/20 the annual cost for interpreting services at the Trust was £143,158.35.

d. How much the annual cost for interpreting was for 2020 to date?

From 1st April 2020 to 30th June 2020 the annual cost for interpreting services was £15,381.38.

e. How much the annual cost for translating was for 2019?

During 2019/20 the annual cost for translating was £3,089.40.

f. How much the annual cost for translations was for 2020 to date?

From 1st April 2020 to 30th June 2020 the annual cost for translations was £73.08.

2. Can you please tell me who your current supplier(s) is and provide a breakdown of the cost of the services?

Everyday Language Solutions

Costs for 2019/20 financial year:

Breakdown of format of the interpretation and translation services provided to CDDFT	Number of Sessions	Cost
British Sign Language Sessions	279	£26,065.44
Face to Face Interpretation Session	2036	£112,308.00
Telephone Interpretation Session	169	£4,784.91
Translation of Documents	8	£3,089.40
Total	2492	£146,247.75

3. Please list your top ten most popular languages for the last 2 years?

2019/20:

CDDFT Language Breakdown	Number of Sessions
Polish	522
Arabic	507
BSL	310

Mandarin	241
Kurdish	139
Romanian	128
Bengali	115
Farsi	58
Albanian	52
Punjabi	52

2018/19:

CDDFT Language Breakdown	Number of Sessions
Polish	421
Arabic	417
British Sign Language	276
Mandarin	160
Cantonese	79
Kurdish	78
Bengali	73
Romanian	47
Albanian	21
Farsi	21

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

Everyday Language Solutions, contract started on the 4 June 2018, it is a three year contract with a proviso of a further 2 years extension.

5. What language services have you provided during the COVID19 pandemic?

As mentioned above please note we only have information from 1st April 2020 up to 30th June 2020:

Breakdown of format of the interpretation and translation services provided to CDDFT	Number of Sessions
British Sign Language Sessions	23
Face to Face Interpretation Session	152
Telephone Interpretation Session	101
Translation of Documents	1
Total	277

6. How many interpreting requests have not been filled during the COVID 19 pandemic and what languages were they?

All interpreting requests have been filled during the Covid-19 pandemic.

7. Are you providing video interpreting services? How this being provided and what is are the costs per minute?

Some consultations during COVID 19 have been carried out via MS Teams where interpreters have been needed this has been charged at the same rate as a telephone session. The Trust does not usually provide video interpreting services.

8. Can you please provide the name and contact details of the person responsible for the set up and implementation for Interpreting and Translation services.

The monthly managing of the contract is Ms Pat Winter Workforce Experience Officer pat.winter@nhs.net

The contact for the renewal and extension of the contract is the Director of Nursing, Noel Scanlon who can be contacted via his Personal Assistant Mrs Joanne Grimble joanne.grimble@nhs.net

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. 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

Joanna Tyrrell
Freedom of Information Officer