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Request for Information Reference: 09.20.38

Email: cdda-tr.cddftfoi@nhs.net

Email only

21 October 2020

Freedom of Information Act 2000 – Request for Information

Thank you for submitting a request for information which we received on 23 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 language services and I am providing the following information in response to your specific questions:

1. What types of language services are currently used by the Trust? spoken interpreting, non-spoken interpreting (BSL), document translation, telephone interpreting, video interpreting?

The Trust uses spoken interpreting, non-spoken interpreting (BSL), document translation, telephone interpreting. In addition during the Covid-19 pandemic some interpretation sessions have been taking place via Microsoft Teams.

2. How many appointments require a face to face interpreter annually?

In the financial year of 2019/20 there were a total of 2036.

3. How many instances of a telephone interpreter being used are there annually?

In the financial year of 2019/20 there were a total of 169

4. Are you currently engaged in a contract with a language service agency/multiple agencies?

Yes

5. What date does the contract end on?

The contract ends on 3 June 2021 however there is a clause in the contract for a two year extension.

6. What is the trust's total spend annually on language services?

In the financial year of 2019/20 there were a total spend of £143,158.35

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.cddftfoi@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