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King's Mill Hospital
Mansfield Road
Sutton in Ashfield
Nottinghamshire
NG17 4JL

RE: Freedom of Information Request

Tel: 01623 622515
Join today: www.sfh-tr.nhs.uk

25th April 2024

Dear Sir/Madam

With reference to your request for information received on 4th March 2024, I can confirm in accordance with Section 1 (1) of the Freedom of Information Act 2000 that we do hold the information you have requested. A response to each part of your request is provided below.

In your request you asked:

1. Please confirm your overall spend on interpreting, translation and transcription services for the following financial years:

- **2021-22**
- **2022-23**

Section 21 exempts information that is reasonably accessible to you by other means.

The information you require is available here: <https://www.sfh-tr.nhs.uk/about-us/contact-us/freedom-of-information-act-access-information-from-a-public-body/freedom-of-information-disclosure-log/>

To locate the information, you require please input words relevant to your request into the search box located at the top of the disclosure log, this will provide you will several other freedom of information requests that relate to your query.

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?

The Big Word

3. If you have a separate British Sign Language/non-spoken supplier, who is this?

We use Nottinghamshire Deaf Society.

4. If you have a separate transcription supplier, who is this?

N/A

5. Do you have any in-house interpreters/translators?

This service is currently not in place.

6. When is your current language services contract(s) due to expire, a) without extensions and b) with all possible extensions?

July 2024

Home, Community, Hospital.

Patient Experience Team
01623 672222
sfh-tr.pet@nhs.net



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Chair Claire Ward
Chief Executive Paul Robinson

7. Could you please provide the name, phone number and email address of the contract manager responsible for language services?

interpreting.services@nhs.net

Names, job titles (other than that of our board of directors) and email addresses constitute personal data.

Section 40(2) provides that personal data is exempt information if one of the conditions set out in section 40(3) is satisfied. In our view, disclosure of this information would breach the data protection principles contained in the General Data Protection Regulations and Data Protection Act 2018

In reaching this decision, we have particularly considered:

- The reasonable expectations of the employees given their positions; Sherwood Forest Hospitals NHS Foundation Trust considered that none of the individuals would have a reasonable expectation that their personal data would be disclosed;
- The consequences of disclosure; and
- any legitimate public interest in disclosure.

Section 40(2) is an absolute exemption and therefore not subject to the public interest test.

8. Could you please provide the name, phone number and email address of the person responsible for your language services budget?

Section 40(2) as per Q7

9. Could you please provide the following data for 2023:

- **Total number of face-to-face interpreting assignments (spoken language) and hours completed.**
896 booking were complete and 1442 hours in total.
- **Total number of face-to-face interpreting assignments (non-spoken language) and hours completed.**
We use Notts Deaf for BSL
- **Total number of telephone interpreting calls and minutes completed.**
1848 telephone interpreting calls were placed, and 27135 minutes completed.
- **Total number of video interpreting calls (spoken language) and minutes completed.**
Video calls are indistinguishable from F2F request so unable to get a breakdown.
- **Total number of video interpreting calls (non-spoken language) and minutes completed.**
We use Notts Deaf for BSL
- **Total number of document translations and words translated.**
7 translation jobs were completed.
- **Total number of audio transcriptions and total audio duration**
None requested.

10. What were your top 20 highest-volume languages for interpreting/translation requests in 2023?

| F2F | T1 |
|-----------|-----------------|
| Polish | Romanian |
| Romanian | Polish |
| Russian | Kurdish (Sorani |
| Cantonese | Russian |
| Latvian | Bengali |

| | |
|------------|----------------|
| Lithuanian | Albanian |
| Mandarin | Lithuanian |
| Arabic | Arabic |
| Albanian | Turkish |
| Tamil | Greek |
| Slovak | Slovak |
| Punjabi | Ukrainian |
| Ukrainian | Vietnamese |
| Bengali | Cantonese |
| Portuguese | Mandarin |
| Spanish | Latvian |
| Bulgarian | Farsi(Persian) |
| Turkish | Spanish |
| Thai | Farsi (Afghan) |
| Malayalam | Tamil |

11. Can you please provide the fill rate % you received for the following services in 2023:

- **Face-to-face interpreting**
88.33%
- **Telephone interpreting**
97.67%
- **Video interpreting**
N/A
- **Document translation**
100%
- **Audio transcription**
N/A

12. What languages has your provider been unable to source in the last 12 months?

| | |
|-------------------|------------------|
| Filipino | Japanese |
| Burmese | Luo |
| Vietnamese | Malagasy |
| Greek | Kurdish (Sorani) |
| Kurdish (Bahdini) | Estonian |
| Sinhala | |

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?

Sherwood Forest Hospital are unaware of any credits.

14. What social value has been delivered as part of this contract in the last 12 months?

We have reduced our carbon footprint by encouraging use of the telephone service as much as possible.

15. If your contract was awarded through a tender process, can you please provide a copy of the winning bidder's tender?

Direct Award – Note Tender.

16. What are your contracted rates for each of the following services?

- **Spoken face-to-face interpreting: hourly rate.**
- **Non-spoken face-to-face interpreting: hourly rate.**
- **Telephone interpreting: per minute rate.**
- **Spoken video interpreting: per minute rate.**
- **Non-spoken video interpreting:**
- **Document translation: per word rate.**
- **Audio transcription: per audio minute rate.**

Section 43 - Commercial interests

It is our opinion that the information sought in relation to costs is exempt from disclosure pursuant to section 43(2) of the Freedom of Information Act 2000 (FOIA). S43(2) relates to information that is exempt from disclosure that could have a detrimental effect on the commercial interests of "...any person." The Trust considers that at this time the commercial interests of the Trust, third parties and overall the NHS could be detrimentally impacted upon. Please see the public interest test below.

Public Interest Test

We recognise that the disclosure of the information sought in relation to the costs involved would provide transparency in the use of public funds by the Trust and the NHS in general. It would also assist the general populous with transparency in decision making by the Trust and their transactions with third parties.

Conversely to the factors demonstrated above in favour of disclosure, it is felt that the Trust, third party suppliers and overall the NHS could be disadvantaged should the information sought in relation to costs being made available. Suppliers compete with one another in a competitive environment and to provide the value of the costs involved may allow rival companies to undercut the Trust current suppliers, lead to loss of confidence by suppliers and customers and could cause significant harm and disadvantage to the Trust and suppliers.

The disclosure could also adversely impact on any on-going or future procurement processes for the reasons outlined above. Any disclosure by the Trust could also in future discourage the provision of commercially sensitive information necessary to respond properly to the Trusts Invitation To Tender, and would be likely to affect and undermine the Trusts bargaining position in any future procurement process or negotiations. Ultimately civil action could be taken against the Trust should information be disclosed that adversely affects the commercial interests of current and/or future suppliers.

As a result, it is in the Trust's opinion that this sufficiently demonstrates the prejudice which could be caused through disclosure.

Balance Test

It is important to bear in mind that any disclosure under the FOI Act is a disclosure to the public at large and not just to the applicant. It is recognised that there is a general public interest in the Trust being open and transparent. However, it is not believed that this public interest is served in disclosure for damage that would be caused as outlined above.

Therefore, – the Trust considers that releasing this information would not be in the public interest, as the public interest does not outweigh the prejudice as set out above. Further guidance can be accessed from the Information Commissioner's Office <https://ico.org.uk/for-organisations/guidance-index/freedom-of-information-and-environmental-information-regulations/section-43-commercial-interests/>

17. Has your provider of language services increased their charge rate to you in the last 12 months?

No

18. What is the Authority's typical route to market?

Framework

19. Does the Authority currently have any interpreter on wheel devices as part of their current contract? If yes please advise how many and if these are provided free of charge or paid for by the Authority.

We do not currently have an interpreter on wheels.

20. Could you please provide the name, phone number and email address of the person responsible for the language services budget?

interpreting.services@nhs.net

Section 40(2) as per Q7

21. Could you please provide the name, phone number and email address of the person in charge of procurement for the Authority?

sfh-tr.procurement.helpdesk@nhs.net

Section 40(2) as per Q7

I trust this information answers your request. Should you have any further enquiries or queries about this response please do not hesitate to contact me. However, if you are unhappy with the way in which your request has been handled, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to: Sally Brook Shanahan, Director of Corporate Affairs, King's Mill Hospital, Mansfield Road, Sutton in Ashfield, Nottinghamshire, NG17 4JL or email sally.brookshanahan@nhs.net.

If you are dissatisfied with the outcome of the internal review, you can apply to the Information Commissioner's Office, who will consider whether we have complied with our obligations under the Act and can require us to remedy any problems. Generally, the Information Commissioner's Office cannot decide unless you have exhausted the internal review procedure. You can find out more about how to do this, and about the Act in general, on the Information Commissioner's Office website at: <https://ico.org.uk/your-data-matters/official-information/>.

Complaints to the Information Commissioner's Office should be sent to FOI/EIR Complaints Resolution, Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Telephone 0303 1231113, email casework@ico.org.uk.

If you would like this letter or information in an alternative format, for example large print or easy read, or if you need help with communicating with us, for example because you use British Sign Language, please let us know. You can call us on 01623 672232 or email sfh-tr.foi.requests@nhs.net.

Yours faithfully

Information Governance Team

All information we have provided is subject to the provisions of the Re-use of Public Sector Information Regulations 2015. Accordingly, if the information has been made available for re-use under the [Open Government Licence](#) (OGL) a request to re-use is not required, but the licence conditions must be met. You must not re-use any previously unreleased information without having the consent from Sherwood Forest Hospitals NHS Foundation Trust. Should you wish to re-use previously unreleased information then you must make your request in writing. All requests for re-use will be responded to within 20 working days of receipt.