

Request under Freedom of Information Act 2000

Request Ref: NGFOI 19/20: 192

Thank you for your request for information received at Northampton General Hospital NHS Trust (NGH) on 08/07/2019.

Please can you provide financial information relating to the:

- *total cost of interpreting services in the last 2 years and the number of requests made*
- *total cost of translation services in the last 2 years and the number of requests made*
- *total cost of BSL interpreting in the last 2 years and the number of requests made*

Your request for this information has been given careful consideration. However, the Trust is not able to give you the information because it is exempt from disclosure under Section 43(2) Commercial Interests. To provide the information as requested, would be disclosing information which is commercially sensitive and could endanger the commercial interests of the Trust.

I can confirm on behalf of the Trust and in accordance with S.1 (1) of the Freedom of Information Act 2000 (FOIA) that we do not collate the number of requests made for Interpreting and Translation services in a centralised system.

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

- *Hourly cost of face to face interpreting services*
- *Cost per minute of telephone interpreting services*

Your request for this information has been given careful consideration. However, the Trust is not able to give you the information because it is exempt from disclosure under Section 43(2) Commercial Interests. To provide the information as requested, would be disclosing information which is commercially sensitive and could endanger the commercial interests of the Trust.

- *Breakdown of the top 10 most popular languages*

Top 10 most popular languages for Telephone Interpreting:

Romanian
Polish
Lithuanian
Russian
Bengali
Albanian
Latvian
Hungarian
Vietnamese
Tamil

Top 10 most popular languages for face-to-face Interpreting:

Polish
Romanian
Russian
British Sign Language

**Bengali
Lithuanian
Cantonese
Latvian
Somali
Urdu**

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

Video interpreting sessions are not in place at Northampton General Hospital.

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

The Big Word – contract awarded via SBS Framework from 1st Oct 2016

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

The contract will expire 30th Sept 2019

Please can you provide the name, job title, email address and contact number for the person(s) responsible

- . for awarding any contracts relating to these services*
- . For managing the day to day running of the services*

It is not Trust practice to divulge the details for staff members below board level, however, we would be happy to forward on correspondence on your behalf.