

Dear

Thank you for your Freedom of Information request concerning pest control & translation services.

The Trust can provide the following information:

- The amount of money spent on pest control in your trust over the past five years. Please could you break this down year by year. In each case of spending please you provide details of what pest control service was provided and name the company used if possible. For example, dealing with mice, removal of bird droppings etc.

Please see attachment –pest control

I would also like to know:

- The amount of money spent on translating documents and providing interpreters in your trust over the past five years. Please could you break this down year by year. I would like a total spend each year - broken down into translation and interpreting services. For each year please could you also say how many languages are being translated from English.

Please see attachment- translation services

If you have any queries about this response please contact the information governance manager at foi@homerton.nhs.uk, in the first instance. If, following that, you still have any concerns, you may contact the Information Commissioner either by letter, FOI/EIR Complaints resolution, Wycliffe House, Water Lane, Wilmslow, Cheshire SM9 5AF, or by email www.informationcommissioner.gov.uk to take them further.

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Yours sincerely

Matthew

Matthew Hall
Information Governance Manager (Deputy Caldicott Guardian)

F.O.I. Request - 928
Homerton Hospital Pest Control - April 2009 to September 2013

Environmental & Building Services LTD. for the provision of 52 routine inspections per annum plus below call outs

Vermin Type	Area	Date of Reuquest	Total Annual Spend
Insects	X-Ray	April 21st 2009	
Insects	RNRU	April 24th 2009	
Insects	Templar	May 01st 2009	
Insects	Templar	May 08th 2009	
Insects	ARU	May 2st 2009	
Insects	Pharmacy	June 10th 2009	
Insects	Patients Offices?	June 06th 2009	
Insects	62 Clifden Road	June 16th 2009	
Bird	RNRU	July 03rd 2009	
Rodents	A&E	July 20th 2013	
Insects	44 Clifden Road	July 23rd 2009	
Bird	Templar	August 06th 2009	
Insects	RNRU	August 06th 2009	
Insects	Pharmacy	August 14th 2009	
Insects	Delivery Suite	August 21st 2009	
Bird	Education Centre	September 03rd 2009	
Insects	Radiology	Septmber 08th 2009	
Rodents	SCBU	October 14th 2009	
Insects	X-Ray	October 02nd 2009	
Insects	Delivery Suite	November 05th 2009	
Rodents	Obs & Gynae Offices	February 09th 2010	
Total Number of Call Outs 2009/10	21		£34,380

Rodents	Pharmacy	April 26th 2010	
Insects	Pharmacy	May 14th 2010	
Insects	Halley	May 21st 2010	
Insects	Defoe	June 21st 2010	
Insects	X-Ray	June 28th 2010	
Insects	Dermatology Office	July 09th 2010	
Insects	RNRU	July 12th 2010	
Bird / Rodent / Insects	Therapy at Home / 62 Clifden Road / Sexual Health Clinic	July 16th 2010	
Insects	Sexual Health Clinic	July 09th 2010	
Odour	Therapy Office	August 03rd 2010	
Rodents	Cardiology	August 03rd 2013	
Rodents	Procurement	August 16th 2010	
Rodents	Cardiology	August 19th 2010	
Rodents	Procurement	August 23rd 2010	
Insects	Fracture Clinic	August 28th 2010	
Insects	Nurse Specialists Offices	August 31st 2010	
Insects	Female Changing Room	September 06th 2010	
Rodents	Procurement	September 21st 2013	
Rodents	Main Kitchen	September 22nd 2013	
Rodents	Procurement	September 29th 2013	
Insects	Starlight	October 12th 2010	
Insects	ITU	December 07th 2010	
Rodents	Urology	January 27th 2011	
Rodents	WH Smith Store Room	March 29th 2011	
Total Number of Call Outs 2010/11	24		£18,395

Bird	East Wing Corridor	April 15th 2011	
Insects	ITU Staff Room	May 05th 2011	
Insects	Admin Offices 50 - 52 Clifden Road	May 24th 2011	
Insects	Post Room	May 26th 2011	
Insects & Mice	Surgical Centre Departure Office	May 27th 2011	
Insects	Admin Offices 50 - 52 Clifden Road	May 27th 2011	
Insects	RNRU Gym	June 13th 2011	
Insects	Yellow Corridor Roof Offices	June 20th 2011	
Insects	Pathology Kitchen	June 28th 2011	
Insects	External to Pathology	July 05th 2011	
Insects	Pathology Kitchen	July 08th 2012	
Insects	?	July 08th 2011	
Rodents	Admin Offices 46/48 Clifden Road	July 19th 2011	
Insects	Halley Ward	August 02nd 2012	

Rodents	Admin Offices 44 - 46 Clifden Road	September 15th 2012
Insects	Neo Natal Doctors Office	November 03rd 2012
Rodents	Neonatal Unit Staff Kitchen	January 05th 2012
Bird	External Area to Rheumatology	January 10th 2012
Insects	Starlight Ward	January 16th 2012
Rodent	Admin Offices 60 - 62 Clifden Road	February 17th 2012
Rodent	Admin Offices 46 - 48 Clifden Road	March 13th 2012
Rodent	Locker Room?	March 15th 2012
Rodent	Admin Offices 60 - 62 Clifden Road	March 26th 2012
Odour	Admin Offices 46 - 48 Clifden Road	March 27th 2012

Total Number of Call Outs 2011/12	24	£18,484
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Insects	Graham Ward	June 08th 2012
Birds	PUCC	June 12th 2012
Odour	Trust Offices Plant Room	June 14th 2012
Insects	Admin Offices 50 - 52 Clifden Road	June 22nd 2012
Rodent	Education Centre	June 22nd 2012
Bird	Front Entrance	August 02nd 2012
Rodent	Day Stay Unit Reception	August 10th 2012
Insects	Pharmacy	August 16th 2012
Rodent	Observation Room A&E	August 28th 2012
Bird	Education Centre	September 03rd 2012
Insects	Templar Ward	September 17th 2012
Insects	Therapy Offices	September 29th 2012
Rodent	Admin Offices 44 Clifden Road	October 11th 2012
Insects	IT Offices	November 01st 2012
Rodent	Graham Ward	November 12th 2012
Insects & Rodent	?	January 11th 2013
Insects	NICU	January 18th 2013
Rodent	?	January 24th 2013
Rodent	Fertility	January 28th 2013
Rodent	Costa Coffee	February 04th 2013
Rodent	Fertility	March 21st 2013
Bird	Procurement	March 22nd 2013
Bird	Nuerology	March 07th 2013
Bird	E&F Buildings	March 18th 2013
Rodent	Cardiology	March 19th 2013
Insects & Rodent	?	27th March 2013

Total Number of Call Outs 2012/13	26	£10,887
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Bird	External Area	April 05th 2013
Insects	Lloyd	April 08th 2013
Insects	Lamb	April 15th 2013
Insects	Fracture Clinic	April 22nd 2013
Insects	Cardiology	April 24th 2013
Insects	Main Theatres	26th April 2013
Rodent	X-Ray	May 10th 2013
Insects	ACU	July 04th 2013
Insects	ACU	July 05th 2013
Bird	Linen Store	July 12th 2013
Insects	Education Centre	July 23rd 2013
Insects	ITU	July 31st 2013
Insects	SCBU	August 05th 2013
Insects	Lamb	August 08th 2013
Insects	Lloyd	August 16th 2013
Insects	62 Clifden Road	September 03rd 2013
Insects	Day Stay Unit	September 30th 2013

Total Number of Call Outs 2013/14 to date	17	£9,559
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Total Spend	£91,705
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FOI 928

The amount of money spent on translation and interpreting over the past five years.

<u>Year</u>	<u>Community</u>	<u>Acute</u>
2008/9	£942,000	£289,996
2009/10	£1.2m	£400,248
2010/11	£952,000	£443,386
2011/12	£862,926	£326,117
2012/13	£824,172	£297,953

The following is a summary of the advocacy service provided by the Trust to explain the figures above

Homerton University Hospital NHS Foundation Trust (HUHFT) has an in-house bi-lingual health advocacy service divided into two teams working across the acute setting and community health services. The advocacy model of support assist users of health services who are in an unequal power relationship in their dealings with service providers, and health service staff. This is particularly so for people who come from a different ethnic and cultural background and who cannot communicate fluently in English, or those who have a physical, and, or sensory disability. The fundamental emphasis and focus of advocacy is that it sees things from the user's perspective and aims to support the user through their NHS journey and improve the user's health and well-being.

Bi-lingual health advocacy is primarily an advocacy service but there are occasions when it is appropriate for an advocate to act solely as an interpreter. For example, when just passing information or when the service provider and or service user require only interpreting.

Bi-lingual health advocacy aims to supply any language requested Including BSL and meet the needs of services and users as much as is reasonably possible. Where the in-house teams cannot provide the language either because they do not have this language in-house or staff who speak that language are not available then interpreters will be booked from external suppliers.

In addition HUHFT commissions and monitors telephone interpreting services used by hospital staff and community staff to support them in emergencies or out of hours. Also there is a small amount of translation of documents carried out or arranged by the service.

HUHFT also has service level agreements (SLAs) with three local voluntary community organisations that provide both bi-lingual advocacy in Turkish and Kurdish, Cantonese and Mandarin as well as advocacy for the physically and sensory disabled on its behalf.

For each year how many languages are being translated from English

Over 100 different languages are spoken in the London borough of Hackney. The bi-lingual health advocacy service aims to support patients with no or limited English to access and use NHS services appropriately. The service also and importantly assists health care providers to fully communicate with patients enabling them to provide a full range of care. Provision of a bi-lingual advocacy service helps to reduce inappropriate use of services, patients failing to attend appointments (DNAs) and patients failing to follow treatment plans.

The number of languages provided each year over the last five years can be found below. These numbers include the provision of BSL (British Sign Language).

2008-2009	42 languages
2009-2010	51 languages
2010-2011	51 languages
2011-2012	48 languages
2012-2013	47 languages