

27 February 2015

Dear Sir/Madam

Thank you for your recent Freedom of Information request regarding translation services.

The Trust can provide the following information:

1. The name of the designated person responsible for the managing of interpreting and translation services on behalf of Homerton University Hospital NHS Foundation Trust?
Jane Welch
2. Who are your current providers of Translation and Interpreting services? **We have an in-house bilingual advocacy service but where we need to purchase a language we don't have available we use Medic Interpreters or Newham Language Shop**
3. Is the service contracted? **No**
4. If the service is contracted, when did the contract commence and when is it due to expire? **n/a**
5. Was the contract awarded after using an OJEU tendering process or was the service accessed through a framework, if so which one? **n/a**
6. How many face-to-face interpreting (not BSL) bookings have you had during 2013/2014 financial year? **Across the hospital and community services (including GP practices) there were 46,865 requests for language support and the majority of these will have been provided with a face-to-face interpreter**
 - a. How much did this cost during this time period for face-to-face interpreting services? **Including the costs of telephone interpreting and BSL interpreters the amount spent in Acute services was 271,212 and in the Community 953,618. See the summary below for more information about the bilingual advocacy service**
7. How many telephone interpreting bookings were made during 2014? **The telephone interpreting service was used 3,979 times**
8. How many BSL (British Sign Language) bookings were made during 2014? **There were 456 requests for BSL**

Incorporating hospital and community health services, teaching and research

9. How many written Translation bookings were made during 2014? **Cannot answer this as the advocacy service is not responsible for written translation and many services arrange translation of documents independently**
 - a. How much did this cost during this time period for Translations services? **n/a**

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.

Copyright Statement

The material provided is subject to the HUHFT's copyright unless otherwise indicated. Unless expressly indicated on the material to the contrary, it may be reproduced free of charge in any format or medium, provided it is reproduced accurately and not used in a misleading manner. Where any of the copyright items are being re-published or copied to others, you must identify the source of the material and acknowledge the copyright status. Permission to reproduce material does not extend to any material accessed through the Publication Scheme that is the copyright of third parties. You must obtain authorisation to reproduce such material from the copyright holders concerned.

Yours sincerely

Laura Evans
Information Governance Administrator

Mike Dunne
Information Governance Manager/Deputy Calidcott Guardian