



FOI REF: 22/221

15th June 2022

FREEDOM OF INFORMATION ACT

I am responding to your request for information under the Freedom of Information Act. The answers to your specific questions are as follows:

1. Total number of onsite face-to-face interpreting assignments in 2020, 2021 and year-to-date.

East Sussex Healthcare NHS Trust does not centrally record the number of face-to-face interpreting assignments as requested. To enable the Trust to provide this information would require a manual review of invoices which is estimated to take longer than 18 hours, we are therefore applying Section 12(1) to this part of your request.

Section 12(1) of the Act allows a public authority to refuse to comply with a request for information if the authority estimates that the cost of compliance would exceed the 'appropriate limit', as defined by the Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004 (the Regulations). These state that this cost limit is £450 for public authorities which are not part of central government or the armed forces. The costs are calculated at £25 per hour per person regardless of the rate of pay, which means that the limit will be exceeded if the work involved would exceed 18 hours.

However, we can confirm that there was a total of 834 across all 3 periods.

a. Please provide a breakdown by language for 2021 and year-to-date.

BSL	183
Arabic	129
Kurdish	42
Turkish	35
Polish	32
Bengali	28
Mandarin	27
Portuguese	23

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Romanian	21
Farsi	20
Russian	14
Spanish	13
Bulgarian	13
Hungarian	12
Vietnamese	12
Tamil	9
Albanian	8
Thai	8
Czech	7
Latvian	7
Cantonese	7
BSL-Sign Language	5
Italian	5
Dari	4
French	3
Tigrinya	3
Slovak	3
Lithuanian	2
Luganda	2
Indonesian	1
Oromo	1
Hindi	1
Greek	1
Dutch	1
Chinese	1
Creole	1
Hausa	1
Pushto	1
Gujarati	1
Twi	1
Punjabi	1

2. Total number of onsite face-to-face interpreting hours in 2020, 2021 and year-to-date.

The total number for all languages is 648. We do not hold this data broken down by year.

3. What are the minimum qualifications of the onsite face-to-face interpreters you use (if you access a government framework (i.e., the CCS Languages Service framework) and it is easier to advise the interpreter qualification band (i.e., band 1, 2 or 3 etc) this would be acceptable?

- a) NRPSI Full Status (registrant in appropriate sector)
- b) NRPSI Rare Language Registrant
- c) Institute of Translation and Interpreting member
- d) DPSI qualified
- e) NRPSI Interim category (listed in appropriate category)
- f) Member of the Institute of Linguists

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- g) AIT Assessment (formerly IAA assessment)
- h) IND Assessment i) DPSI Oral only
- j) NVQ Level 3
- k) OCN
- l) LOCN
- m) Association of Police & Court Interpreters

4. Have you undertaken a physical audit on interpreter banding in line with the contract in the last 12 month?

No.

a. If yes, please share the findings

Not Applicable.

5. Do you pay your supplier travel payments for face-to-face interpreting or is it an all-inclusive rate?

All – inclusive.

a. If you pay travel. Please advise how much travel you paid in 2020, 2021 year-to-date

Not Applicable.

6. Total number of onsite BSL interpreting assignments in 2020, 2021 and year-to-date.

2020/2021	43
2021/2022	161
2022 to date	22

7. Total number of remote video interpreting assignments in 2020, 2021 and year-to-date.

2020	202
2021	676
2022	251

8. Total number of remote video interpreting hours in 2020, 2021 and year-to-date.

2020	50
2021	160
2022	63

9. Total number of remote telephone interpreting assignments in 2020, 2021 and year-to-date.

2022	11,257
2021	34,009
2020	11,255

10. Total number of remote telephone interpreting minutes in 2020, 2021 and year-to-date.

2020	657
2021	1,921
2022	649

11. Total number of remote telephone interpreting assignments in 2020, 2021 and year-to-date.

Please see question 9 above.

12. Are the services access via a government framework?

a. If so, what is the name of the framework.

LLP

13. Are there KPI's in place with attached service credit penalties/liquidated damages?

KPI's in place, service credits no.

a. If so, how much has the supplier paid in service credit penalties?

Not Applicable.

14. Does the current contract have a provision to increase rates within the contract period?

No.

a. Have any rates been increased within the contract period?

Not Applicable.

b. What services have had a rate increase?

Not Applicable.

c. What was the percentage increase?

Not Applicable.

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15. When does your current contract expire?

30th November 2022.

If I can be of any further assistance, please do not hesitate to contact me.

Should you be dissatisfied with the Trust's response to your request, you have the right to request an internal review. Please write to the Freedom of Information Department (esh-tr.foi@nhs.net), quoting the above reference, within 40 working days. The Trust is not obliged to accept an internal review after this date.

Should you still be dissatisfied with your FOI request, you have the right of complaint to the Information Commissioner at the following address:

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF

Telephone: 0303 123 1113

Yours sincerely

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Corporate Governance Manager
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