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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

16th April 2024

Dear Sir/Madam

With reference to your request for information received on 5th April 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:

Interpretation and Translation Services				
Question	Notes	Response:		
What was your overall 2023 spend for interpretation and translation services? <i>Spend to include all service formats across all contracts held</i>	<i>Jan – Dec 2023</i>	£90,119		
Please confirm the following details for your provider(s) of interpretation services:		Response: <i>Please add additional columns if required</i>		
		Provider 1	Provider 2	Provider 3
Provider name	<i>e.g. inhouse / provider name)</i>	The Big Word	Nottinghamshire Deaf Society	Nottingham University Hospitals
Scope of contract				
a) Pre-booked face-to-face	a) <i>Yes/No</i>	Yes	Yes	Yes
b) Pre-booked video	b) <i>Yes/No</i>	Yes	Yes	No
c) Pre-booked telephone	c) <i>Yes/No</i>	Yes	N/A	No
d) On-demand video	d) <i>Yes/No</i>	No	No	No
e) On-demand telephone	e) <i>Yes/No</i>	Yes	N/A	No
f) British Sign Language	f) <i>Yes/No</i>	No	Yes	No
g) Interpreters on wheels	g) <i>Yes/No</i>	No	No	No

Home, Community, Hospital.

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



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Chair Claire Ward
Chief Executive Paul Robinson

Current contract start date	DD/MM/YY YY	01/12/2021	01/04/2024	01/09/2023
Current contract end date	DD/MM/YY YY	30/11/2024	31/03/2025	31/08/2024
Any extension options available under the existing contract	e.g. 2 x 12 months	1x 12 months	N/A	N/A
How was this contract awarded?	e.g. Tender / direct award	Direct award	N/A	N/A
Which procurement framework was used to award this contract?	e.g. NHS SBS / ESPO / No framework used	CCS RM6141 Framework	N/A	N/A
Have service credits been applied in the last 12 months? If yes, what performance failure was this linked to?	e.g. Yes - non-fulfilment of BSL	No	No	No
Is there is an exclusivity clause, which would prevent you from piloting additional or complementary interpreting services during the duration of your current contract?	Yes/No	N/A	N/A	N/A
From which budget within your organisation are interpreting services funded?	Budget/Department name	Patient Services		
Which staff member/job role is responsible for signing off that budget?	e.g. Equality, Diversity & Inclusion Lead	Speciality General Manager		
Which staff member/job role manages the interpretation services contract(s)?	e.g. Equality, Diversity & Inclusion Lead	Speciality General Manager		

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.