

**Request for information under the Freedom of Information Act – 2022.024
Released – 18 May 2022**

Thank you for your email received 29 April 2022 requesting information regarding interpreting services.

Please find detailed below a summary of your request, together with our response.

Summary of your original request:

Please can you provide financial information relating to the:

total cost in the last 2 years and the number of requests made for

• face to face interpreting (including BSL):

Cost: £135,792.25

Requests: 1781

• telephone interpreting:

Cost: £169,190.50

Requests: 11,184

• video interpreting:

Cost: £28,699.50

Requests: 769

• translation services:

Cost: £35,471.17

Requests: 247

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

Cost per minute of spoken video interpreting services

Cost per minute of non-spoken (BSL) video interpreting services

Unfortunately we are not able to provide this information as it is against procurement/contracting rules.

Please can you list the languages that your suppliers were unable to supply in the last 6 months?

None

Chair John Goulston Acting Chief Executive Gordon Flack

Trust HQ The Oast, Unit D, Hermitage Court, Hermitage Lane, Barming, near Maidstone, Kent ME16 9NT

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

Interpreting – OnCall interpreters, September 2019

Written language translation – Medway CIS, September 2019

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

September 2022

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**

Ali Carruth, Director of Participation, Experience and Patient Engagement, ali.carruth@nhs.net
Ali can be contacted using the telephone number on this letterhead.