

30/12/2024

NN-ICB/24-1014

Dear Requestor

**Re: Freedom of Information Request**

Thank you for your request for information, received on 3 December 2024, regarding translation and interpretation services 2023/2024. We have processed your request in accordance with the Freedom of Information Act 2000 (FOIA).

Under the FOIA, public authorities like ours are required to respond to requests for information within 20 working days. In response to your request, I can confirm that we partially hold the information requested.

Please find below our response to your request:

Please note that the ICB is only able to provide information in relation to Primary Care in General Practice, if you wish to obtain the information in relation to our provider Trusts please contact them directly.

Nottingham University Hospitals NHS Trust - <https://www.nuh.nhs.uk/freedom-of-information>

Sherwood Forest Hospitals NHS Foundation Trust - <https://www.sfh-tr.nhs.uk/about-us/contact-us/freedom-of-information-act-access-information-from-a-public-body/>

Doncaster and Bassetlaw Teaching Hospitals NHS Foundation Trust - <https://www.dbth.nhs.uk/contact/freedom-of-information/>

Nottinghamshire Healthcare NHS Foundation Trust - <https://www.nottinghamshirehealthcare.nhs.uk/c-freedom-of-information>

- 1) *The number of written translation requests and how many were met (e.g. January 2023 – 2 requests / 2 met)*

The ICB does not hold a record of the number of requests made, however there were 10 document translations provided between December 2023 and August 2024.

- 2) *The number of pre-booked telephone interpretation requests and how many were met?*

The ICB does not hold a record of the number of requests made, however there were 2,367 pre-booked telephone interpretations provided between December 2023 and August 2024.

- 3) *The number of on-demand telephone interpretation requests and how many were met?*

The ICB does not hold a record of the number of requests made, however there were 12073 on-demand telephone interpretations provided between December 2023 and August 2024.

- 4) *The number of face-to-face interpretation requests and how many were met?*

The ICB does not hold a record of the number of requests made, however there were 3760 face-to-face interpretations provided between December 2023 and August 2024.

- 5) *A breakdown of the number of Face to Face Interpreter requests by language (e.g. January 2023: Polish 80 / Romanian 62 / Bulgarian 50 / Urdu 22 etc for each language each moth)*

Please see attached.

- 6) *What % of Face to Face Interpreter requests were met?*

The ICB does not hold a record of the number of requests made, however there were 3760 face-to-face interpretations provided between December 2023 and August 2024.

- 7) *How many Interpreters Did Not Attend their appointments?*

The ICB does not hold this information.

- 8) *How many patients did not attend their appointment?*

The ICB does not hold this information.

- 9) *How many patients who did not attend appointments needed an interpreter?*

The ICB does not hold this information.

- 10) *How many bookings were cancelled by patients last minute?*

The ICB does not hold this information.

- 11) *What was the total spending for the year across all interpretation and translation services?*

The spend on the interpretation and translation contract that sits within Primary Care Medical Services was £326,469 in 2023/24.

- 12) *Who is the incumbent provider for the Trust?*

Word360.

- 13) *When did the current contract come into effect?*

1 August 2023.

If you are unhappy with the way in which your request has been handled, NHS Nottingham and Nottinghamshire Integrated Care Board (ICB) has an internal review procedure through which you can raise any concerns you might have. Further details of this procedure can be obtained by contacting Lucy Branson, Director Corporate Affairs via [lucy.branson@nhs.net](mailto:lucy.branson@nhs.net) or by writing to FOI Team at NHS Nottingham and Nottinghamshire ICB, Sir John Robinson House, Sir John Robinson Way, Arnold, Daybrook, Nottingham NG5 6DA.

If you remain dissatisfied with the outcome of the internal review, you can apply to the Information Commissioner's Office (ICO), who will consider whether the organisation has complied with its obligations under the Act and can require the organisation to remedy any problems. Generally, the ICO cannot make a decision unless you have exhausted the complaints procedure provided by NHS Nottingham and Nottinghamshire ICB. 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/for-the-public/>

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 123 1113 or report a concern via <https://ico.org.uk/concerns/>

Yours sincerely

Freedom of Information (FOI) Officer on behalf of *NHS Nottingham and Nottinghamshire Integrated Care Board*

[nnicb-nn.foi@nhs.net](mailto:nnicb-nn.foi@nhs.net)

*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 license conditions must be met. You must not re-use any previously unreleased information without having the consent of NHS Nottingham and Nottinghamshire Integrated Care Board. Should you wish to re-use previously unreleased information then you must make your request in writing (email will suffice) to the FOI Lead via [nnicb-nn.foi@nhs.net](mailto:nnicb-nn.foi@nhs.net). All requests for re-use will be responded to within 20 working days of receipt.*