

Our Reference      North East and North Cumbria  
ICB\FOI ICB814

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20 March 2024

By Email

Dear Applicant

**Freedom of Information Act 2000 – Request for Information – NHS North East and North Cumbria Integrated Care Board (NENC ICB)**

Thank you for your request received by North of England Commissioning Support (NECS) on 11 March 2024 for information held by NHS North East and North Cumbria Integrated Care Board (NENC ICB) under the provisions of the Freedom of Information Act 2000.

NENC ICB covers the areas of County Durham, Gateshead, Newcastle, North Cumbria, North Tyneside, Northumberland, South Tyneside, Sunderland, and Tees Valley (which covers the 5 councils that make it up – Darlington, Hartlepool, Middlesbrough, Redcar & Cleveland and Stockton-on-Tees).

Please find the information you requested on behalf of the ICB as follows.

**Your Request**

Under the FOI Act, can we please ask for the following information at your earliest convenience to enable us conclude our project:

In the past 12 months, please confirm

- 1) The number of written translation requests and how many were met (e.g. January 2023 – 2 requests / 2 met)
- 2) The number of pre-booked telephone interpretation requests and how many were met?
- 3) The number of on-demand telephone interpretation requests and how many were met?
- 4) The number of face-to-face interpretation requests and how many were met?
- 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 month)
- 6) The number of bookings made when an interpreter was arranged and the patient did not attend?
- 7) What % of Face to Face Interpreter requests were met?

- 8) How many Interpreters Did Not Attend their appointments?
- 9) How many patients did not attend their appointment?
- 10) What was the total spending for the year across all interpretation and translation services?  
Additionally:
- 11) Does the trust meet interpreting/translation demand in-house, or does it use commissioned language services?
- 12) If commissioned interpreting/translation are used:
  - a. Who is the incumbent provider for the Trust?
  - b. For what duration were the current services contracted (e.g. 2yrs+1yr+1yr)?
  - c. When did the current contract come into effect?

## **Our Response**

*On this occasion it is not possible to provide the requested information. In line with your rights under section 1(1)(a) of the Act to be informed whether information is held, we confirm the ICB does not hold any of the information requested.*

*We could only provide the total amount spent but not by language and type of translation etc.*

In accordance with the Information Commissioner's directive on the disclosure of information under the Freedom of Information Act 2000 your request will form part of our disclosure log. Therefore, a version of our response which will protect your anonymity will be posted on the NHS ICB website <https://northeastnorthcumbria.nhs.uk/>.

If you have any queries or wish to discuss the information supplied, please do not hesitate to contact me on the above telephone number or at the above address.

If you are unhappy with the service you have received in relation to your request and wish to request a review of our decision, you should write to the Senior Governance Manager using the contact details at the top of this letter quoting the appropriate reference number.

If you are not content with the outcome your review, you do have the right of complaint to the Information Commissioner as established by section 50 of the Freedom of Information Act 2000. Generally, the Information Commissioner cannot make a decision unless you have exhausted the complaints procedure provided by the North of England Commissioning Support Unit.

The Information Commissioner can be contacted at:

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

[www.ico.org.uk](http://www.ico.org.uk)

Any information we provide following your request under the Freedom of Information Act will not confer an automatic right for you to re-use that information, for example to publish it. If you wish to re-use the information that we provide and you do not specify this in your initial application for information then you must make a further request for its re-use as per the Re-Use of Public Sector

Information Regulations 2015 [www.legislation.gov.uk](http://www.legislation.gov.uk) . This will not affect your initial information request.

Yours sincerely

*Pamela Coxon*

**Pamela Coxon**  
**Information Governance Officer**