

Our Reference North East and North Cumbria ICB\
FOI ICB 24–340

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By Email

10 December 2024

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 2 December 2024 for information held by NHS North East and North Cumbria Integrated Care Board (the ICB) under the provisions of the Freedom of Information Act 2000.

The ICB covers the areas of County Durham, Gateshead, Newcastle, North Cumbria, North Tyneside, Northumberland, South Tyneside, Sunderland, and Tees Valley (which covers the five local authorities of Darlington, Hartlepool, Middlesbrough, Redcar and Cleveland and Stockton-on-Tees).

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

Your Request

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 moth)
6. What % of face-to-face interpreter requests were met?
7. How many interpreters did not attend their appointments?
8. How many patients did not attend their appointment?
9. How many patients who did not attend appointments needed an interpreter?
10. How many bookings were cancelled by patients last minute?
11. What was the total spending for the year across all interpretation and translation services?
12. Who is the incumbent provider for the Trust?
13. When did the current contract come into effect?

Can we please ask that the above information is not exempt from FOI as we are not asking for pricing or business sensitive information but general information that should be made publicly available to identify where the public money is spent.

Our Response

We can confirm, as per Section 1(1) of the Freedom of Information Act 2000, the ICB does hold the information requested.

1. Written translation bookings and those met:

MONTH	BOOKINGS	BOOKINGS MET
December 2023	33	33
January 2024	33	33
February 2024	55	55
March 2024	54	54
April 2024	57	57
May 2024	52	51
June 2024	61	60
July 2024	53	53
August 2024	55	55
September 2024	66	66
October 2024	35	35
November 2024	49	49

2. Pre-booked telephone interpretation bookings and those met:

MONTH	BOOKINGS	BOOKINGS MET
December 2023	1083	1074
January 2024	1440	1431
February 2024	1153	1141
March 2024	1151	1135
April 2024	1259	1243
May 2024	1245	1237
June 2024	1158	1149
July 2024	1388	1378
August 2024	1145	1136
September 2024	1232	1229
October 2024	1475	1469
November 2024	1501	1496

3. On-demand telephone interpretation bookings and those met:

MONTH	BOOKINGS	BOOKINGS MET
December 2023	No data	No Data
January 2024	10	2
February 2024	194	136
March 2024	476	347
April 2024	734	546

May 2024	2281	1791
June 2024	2385	2015
July 2024	2783	2314
August 2024	2213	1887
September 2024	2467	2167
October 2024	2913	2546
November 2024	2813	2368

4. Face-to-face interpreter requested = 43538. Face-to-face interpreter bookings met = 40083.
5. Information held by NENC ICB is held in the attached spreadsheet.
6. 92.06% of face-to-face interpreter requests were met.
7. 98 interpreters did not attend their appointments.
8. No patients did not attend their appointments.
9. 0 patients who did not attend appointments needed an interpreter.
10. 974 bookings were cancelled by patients last minute.
11. The total spend was £1,261,434, for the period December 2023 to November 2024.
12. NENC ICB commissions a translation service for primary care services and this is delivered by Language Empire Ltd.
13. The current contract came into effect on 1 April 2021.

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

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 . This will not affect your initial information request.

Yours sincerely

S Davies

S Davies
Information Governance Officer