

FOI104 Response

Request

For the financial years 2015-16, 2016-17, 2017-18, 2018-19, and 2019-20, please provide the following information:

1. How much your trust has spent on translation/interpreter services (on both telephone and face-to-face and including British Sign Language)?
2. How much your trust has spent on the translation of written information for patients or carers?
3. How much your trust has spent on the employment of translators/interpreters, and which languages these employees covered?
4. How much your trust has spent on employing advocates for non-English speakers?
5. What was the average waiting time for a consultation with an interpreter after initial request for interpreter services (for both telephone and face-to-face appointments)?
6. Which company does the trust use for interpretation services?

Response

The Trust is unable to provide a response for questions 1-5, this is because the Trust's system does not capture the information at the level of detail requested.

To obtain the requested information will require the Trust to manually search and collate the data which the Trust is unable to facilitate. With this in mind, note that an exemption, Section 12 has been applied as the Trust does not have the capacity to fulfil questions 1-5.

Please note that the Trust can provide the overall spend on translation/interpreting services for each of the stated financial year, please see the table below.

Also note that for question 6 "Which company does the trust use for interpretation services?" The Trust can confirm that from November 2019, translation/interpreting service is obtained via Word 360 Interpreting and Translation services. This however excludes the Trust's Deaf Services which is a specialist service that use B.I.D translation/interpreting service.

Financial Year	Spend
2019-2020	£583,305.79
2018-2019	£536,945.90
2017-2018	£438,652.23
2016-2017	£386,103.66
2015-2016	£499,014