FOI 0205/2023 Request

1   **What is the size of the resident population that your organisation serves?**

Response:

Please see below.:
- Data is based off the 2021 census data.
- Wards have been grouped into the Solihull and Birmingham areas
- People in Birmingham in the 0-25 age range have been excluded as Birmingham Women's and Children's are commissioned to provide Mental Health support via the Forward Thinking Birmingham Service.
- Solihull has been grouped by those in the 0-19 age range and the 20+ age range. BSMHFT's Solar CAMHS Service provide MH support for the 0-19 age range.

Categories	People
Birmingham 26+ years	750,954
Solihull 20+ years	138,303
Solihull 0-19 years	40,502
Total	**929,759**

1.1   What percentage of the resident population in the area that your organisation serves are non-native English speakers?

Response:

Although the Trust denotes whether an individual requires a translator, we do not detail if English is or is not their first language

2   **Do you have any procedures in place in your organisation to adjust your communication strategy for people who may have difficulties understanding English?**

Response:

The Trust do not have a specific policy however, we do utilise Word 360 Interpreting and Translation, and B.I.D for advanced level BSL interpreters where needed.

2.1   If you have procedures to adjust your communication for people who may have difficulties understanding English, can you please describe such procedures?

Response:

N/A – please refer to the response in question 2

3   **Does your organisation hire any professional written translation or spoken interpreting services?**

Response:

- The Trust is currently using Word 360 Interpreting and Translation service to fulfil all Trust wide interpreting and translation requests, such as face to face, telephone, and video interpreting.

	- The Trust uses B.I.D for advanced level BSL interpreters (specifically experienced in mental ill health interpretation for our Deaf in-patients as part of nationally commissioned specialised services).
3.1	If your organisation hires professional translation or interpreting services, how do you select the information that is translated or interpreted using these services? (E.g., do you hire professional translation services to translate website content, correspondence, legal documents, or hire interpreting services for meetings, interviews, anything else?)
	Response: - Where the need arises, the Trust will book translators from Word 360 Interpreting and Translation service or B.I.D for advanced level BSL interpreters, for patients, inhouse meetings and interviews.
3.2	If your organisation hires professional translation or interpreting services, can you please provide figures for how much was spent by your organisation on these services in each one of the last 4 financial years (April 2018-April 2022)?
	Response: 2018/19: 2019/20: 2020/21: 2021/22: Please see the table below and note: - The data below relates to the use of Word 360 Interpreting and Translation service and B.I.D British Sign Language Interpreting within our speciality Deaf Service. - A breakdown of spend for each translation services cannot be provided. This is because our system does not capture the data at the level of detail requested. Obtaining the requested information will require exhaustive and manual measures that exceed the threshold of carrying out this task. The Trust therefore, rely on the exemption Section 12 of the Freedom of Information Act 2000, to refuse this part of your request.

Financial Year	Spend
2021/2022	£725,396
2020/2021	£677,174
2019/2020	£583,305.79
2018/2019	£583,945.90

4	**Is machine translation (e.g. online translation apps, such as Google Translate) used in your organisation?**
	Response: Not Recorded
4.1	Is the use of machine translation approved in some way by your organisation?
	Response: Not Recorded
4.2	Are you aware of any use of machine translation, with or without approval, by members of your staff as part of their activities interfacing with people who may have difficulties understanding English?
	Response: Not Recorded
4.3	If machine translation is used in your organisation, with or without approval, under what circumstances is it used? (Please specify which tools are used and what for, e.g., websites, correspondence, etc.)
	Response: Not Recorded
5	**Is any training provided on the use of machine translation in your organisation?**
	Response: Not Recorded
5.1	If training is provided on the use of machine translation in your organisation, can you please explain what that training involves?
	Response: Not Recorded
6	**Does your organisation have a formal policy which covers your organisation's use of machine translation tools?**
	Response: Not Recorded
6.1	If your organisation has a formal policy covering your use of machine translation tools, please can you provide a copy of any such policies?
	Response:

Not Recorded

7	**Has your organisation carried out a risk assessment of the consequences, for your organisation and/or for the people the organisation serves, of eventual problems arising from the use of machine translation, in the context of services provided by your organisation?**
	Response: Not Recorded
7.1	If your organisation has carried out a risk assessment of the use of machine translation, please can you provide an overview of that assessment?
	Response: Not Recorded
8	**Do you have an established line of accountability with regard to any eventual negative outcomes from using machine translation?**
	Response: Not Recorded
8.1	If you have an established line of accountability with regard to any eventual negative outcomes from using machine translation, can you please explain any such line of accountability?
	Response: Not Recorded
9	**If we would like to follow up with a member of staff for the purpose of further research relating to translation and/or interpreting in your organisation, who would be the most suitable person to approach?**
	Response: Not Recorded