

FoI Request Questionnaire

Some of the questions in this questionnaire allow for a quick answer, simply by deleting **Yes** or **No** as appropriate, but others require more detailed answers. We thank you in advance for doing your best to answer the questionnaire in the most complete way you can.

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

1.2 Does your organisation predict that the number of non-native English speakers living in the area that you serve will increase, reduce or stay the same in the next 5 years?

Response:

The Trust is unable to provide a response to your query.
This is because the question is opinion based and therefore does not fall into the remit or spirit of an FOI request, which is to provide factual information

2 Does your organisation hire any professional written translation or spoken interpreting services to aid communication with people who may have difficulties understanding English?

Response:

Yes, the Trust uses the following:

- Word 360 Interpreting and Translation service

- B.I.D British Sign Language Interpreting within our speciality Deaf Service.

2.1 If your organisation hires professional translation or interpreting services, for what type of material do you use these services?

(E.g., do you hire professional translation services to translate website content, correspondence, legal documents? Do you hire interpreting services for meetings, interviews, anything else?)

Response:

The Trust uses the aforementioned translation/interpreting services to assist with patients care, inhouse meetings and interviews. Please note that the Trust will also use these services where the need arises.

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2.2 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 and what percentage of your total expenditure this amounted to for the last 4 financial years?

Response:

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.

Financial year	Translation & interpreting expenditure	% of total expenditure
2018/19:	£583,945.90	0.23%
2019/20:	£583,305.79	0.21%
2020/21:	£677,174.00	0.21%
2021/22:	£725,396.00	0.19%
2022/23:	£754,716.54	0.17%

2.3 Does your organisation predict that the percentage of spending on translation and interpreting services will increase, reduce or stay the same in the next 5 years?

Response:

The Trust is unable to provide a response to your query.

This is because the question is opinion based and therefore does not fall into the remit or spirit of an FOI request, which is to provide factual information.

3 Is machine translation (e.g. a translation app such as Google Translate) used in any way in your organisation?

Response: [Yes/No]

Not Recorded

3.1	If machine translation is used in your organisation, under what circumstances is it used? (Please specify by whom, in which context, using which tools, and the reason of use.)
	<p>Response:</p> <p>Not Recorded</p>
4	Does your organisation follow a formal policy approving, prohibiting or regulating the use of machine translation tools in your organisation?
	<p>Response: [Yes/No]</p> <p>N/A please refer to question 3.</p>
4.1	If your organisation follows a formal policy for the use of machine translation, can you attach a copy of such policy to your response and/or provide a link to where it can be accessed?
	<p>Response:</p> <p>Not Recorded</p>
5	Has your organisation carried out a risk assessment of possible consequences, for your organisation and/or for the people the organisation serves, from the use of machine translation?
	<p>Response: [Yes/No]</p> <p>Not Recorded</p>
5.1	If your organisation has carried out a risk assessment of the use of machine translation, please can you specify the risks your organisation identified?
	<p>Response:</p> <p>Not Recorded</p>
6	Do you have an established line of accountability in the event of negative outcomes that may arise from the use of machine translation?
	<p>(E.g., an incident caused by misinformation in an important document, or by miscommunication between staff and member of the public using a phone app.)</p> <p>N/A – please refer to question 3.</p> <p>However, please note that any incidents that occur within the Trust is reported via our incident reporting system Eclipse.</p>
	<p>Response: [Yes/No]</p> <p>Not Recorded</p>
6.1	If you have an established line of accountability, can you explain how this guides response procedures to a possible negative outcome from the use of machine translation?
	<p>Response:</p> <p>Not Recorded</p>

7	Is any training provided on the use of machine translation in your organisation?
	Response: [Yes/No] Not Recorded
7.1	If training is provided on the use of machine translation in your organisation, can you please provide an overview of the training offered?
	Response: Not Recorded
8	Does your organisation have any other procedures in place to adjust your communication strategy for people who may have difficulties understanding English? If so, please explain.
	Response:
9	If we would like to follow up with your organisation for the purpose of further research relating to translation and/or interpreting in your organisation, could you please provide the most suitable email address to contact?
	Response: Not Recorded