

Reference Number: FOI2021/249
From: Other
Date: 15 July 2021
Subject: Spend and Suppliers for Translation and Interpreting Services

Q1 Please confirm your Trust's overall spending on Translation and Interpreting Services, for each of the financial years:
a. 2018-2019
b. 2019-2020
c. 2020-2021

A1 a. £28,303.65
b. £42,619.34
c. £26,878.52

Q2 If available, for the financial years specified in Question 1, please provide a breakdown of:
a. Total spend on written translation
b. Total spend on telephone interpreting
c. Total spend on video interpreting
d. Total spend on in-person/face to face interpreting (i.e. pre-booked consultations)
e. Breakdown of spending between inpatient vs outpatient services

A2 Information not held – the Trust does not routinely collate or hold this information centrally as part of its management or performance data.

Q3 If available, please provide a breakdown of the:
a. Total number of in-person/face to face interpreting sessions booked (break down by language, specialty, and clinical area)
b. Please confirm what is the current process for clinical or administrative staff to book:
i. An in-person / face to face interpreting consultation
ii. A telephone interpreting session
iii. A video interpreting session
(for example, via Intranet, digital / app based, phone call)

A3 a. Please see attached file – FOI2021249. Figures for 2018/19 are not available for the full financial year and run from October 2018 March 2019.
b. Bookings are made using the following means-
i. Email, telephone or fax
ii. Telephone
iii. Email, telephone or fax

Q4 Do you employ your own in-house / face-face interpreters? If yes:
a. How many interpreters do you have on payroll (breakdown by substantive and bank)?

- b. What languages do they cover?
- c. What is the hourly pay for in-house interpreters

A4 Information not held - the Trust does not directly employ translators/interpreters

- Q5 Do you outsource interpreting services to an external provider? If yes:
- a. Which provider(s) do you currently use?
 - b. Are you able to provide approximate fee / interpreting session for:
 - i. In-person/face to face interpreting
 - ii. Telephone interpreting
 - iii. Video interpreting

A5

- a. Beacon Languages and Language Line Limited
- b. Unique pricing has been exempted (Section 43) due to the potential damage to commercial interests of the current suppliers as this would allow other competitors a significant competitive advantage and thus harm the commercial interests of our current suppliers.

- Q6 If you outsource the provision of interpreting services to an external provider, could you please confirm:
- a. Whether the provider was contracted via a national framework? If so, which one?
 - b. When does the current contract expire?
 - c. Is there is an exclusivity clause, which would prevent the trust from piloting additional / complementary interpreting services during the duration of your contract with your existing provider?

A6

- a. Face to Face Interpreters was not contracted via a national framework. Telephone Interpreting was contracted via NHS SBS Interpretation and Translation Services (ITS). Reference: SBS/16/JS/ZWV/9005
- b. Beacon Languages 31 March 2022
Language Line Limited 05 March 2022
- c. No

- Q7 From which budget within your organisation are interpreting services funded? Which staff member/role is responsible for signing off that budget?
- a. Which stakeholders are involved in the decision concerning contracting of interpreting services (no need to provide actual names – please only provide role and/or job titles)

A7 Medical Secretariat / Patient Administration Budget – Head of Information Governance & Administration

- a. Head of Procurement, Patient and Family Support Manager, Head of Information Governance & Administration, Head of Nursing

- Q8 If available, could you please provide the following information for the financial years 2018-19, 2019-20, 2020-21:
- a. Anonymised list of procedures cancelled due to lack of interpreter for key stages (for example Consent process), including date when procedure was due and date when it was rescheduled (alternatively, if unable to adequately anonymise, would you be able to provide us with the 1) total count of procedures that had to be cancelled 2) average delay until procedure rescheduled 3) break down by specialty (if possible)

- b. Anonymised list of outpatient appointments cancelled due to lack of interpreter, including date when procedure was due and date when it was rescheduled (alternatively, if unable to adequately anonymise, would you be able to provide us with the 1) total count of procedures that had to be cancelled 2) average delay until procedure rescheduled 3) break down by specialty (if possible)
- c. Total number of incidents where one of the contributing factors was language barrier
- d. Total number of complaints where one of the contributing factors was language barrier

A8 a-b. Information not held - the Trust does not routinely collate or hold this information centrally as part of its management or performance data.
c. 2018-19 One; 2019-20 One; 2020-21 One
d. Zero

Q9 What is your hospital's policy on allowing multilingual clinicians or administrative staff to perform ad-hoc interpreting for patients?
a. Is this 1) not officially allowed 2) allowed in exceptional circumstances 3) encouraged (alternatively please attach any relevant policies and we will review these ourselves)

A9 2. Allowed in exceptional circumstances.

Q10 If we would like to engage in conversation with a member of staff in your organisation to discuss the innovation we propose to develop, who would be the most suitable person to approach?

A10 Laura Allwood; Patient & Family Support Manager

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