

**Reference Number:** FOI202324/364  
**From:** Other  
**Date:** 08 November 2023  
**Subject:** Translation Services and Technologies

Q1 What is the size of the resident population that your organisation serves?

A1 Information exempt under Section 21 of the Freedom of Information Act 2000 - 'Information reasonably accessible to the applicant by other means'.

Give details of where available e.g.

This information is available on our website, it can be found under the About Us section - <https://www.lhch.nhs.uk/about-us>

Q2 What percentage of the resident population in the area that your organisation serves are non-native English speakers?

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

Q3 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?

A3 The Freedom of Information Act 2000 (FOIA) gives rights of public access to information held by public authorities; this information is not held in recorded format.

Q4 Does your organisation hire any professional written translation or spoken interpreting services to aid communication with people who may have difficulties understanding English?

A4 Yes, the trust holds a contract with DA Languages who provide us with spoken interpretation and translation.

Q5 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?)

A5 Translation of clinic letters and patient information leaflets.

Q6 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?  
Financial year,  
Translation & interpreting expenditure, % of total expenditure  
2018/19: £ %

2019/20: £ %  
2020/21: £ %  
2021/22: £ %

- A6 2018/19 - Expenditure £36,512.25 - Percentage of Total Revenue 0.03%  
2019/20 - Expenditure £55,729.15 - Percentage of Total Revenue 0.04%  
2020/21 - Expenditure £30,844.53 - Percentage of Total Revenue 0.02%  
2021/22 - Expenditure £41,855.85 - Percentage of Total Revenue 0.02%
- Q7 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?
- A7 The Freedom of Information Act 2000 (FOIA) gives rights of public access to information held by public authorities; this information is not held in recorded format.
- Q8 Is machine translation (e.g. a translation app such as Google Translate) used in any way in your organisation?
- A8 No, not used by Liverpool Heart and Chest Hospital NHS Foundation Trust.
- Q9 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.)
- A9 Not applicable as per A8
- Q10 Does your organisation follow a formal policy approving, prohibiting or regulating the use of machine translation tools in your organisation?
- A10 Not applicable as per A8
- Q11 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?
- A11 Not applicable as per A8
- Q12 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?
- A12 Not applicable as per A8
- Q13 If your organisation has carried out a risk assessment of the use of machine translation, please can you specify the risks your organisation identified?
- A13 Not applicable as per A8
- Q14 Do you have an established line of accountability in the event of negative outcomes that may arise from the use of machine translation?  
(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.)

A14 Not applicable as per A8

Q15 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?

A15 Not applicable as per A8

Q16 Is any training provided on the use of machine translation in your organisation?

A16 Not applicable as per A8

Q17 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.

A17 No

Q18 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?

A18 Laura Allwood - Patient and Family Support Manager, [laura.allwood@lhch.nhs.uk](mailto:laura.allwood@lhch.nhs.uk)