

Ref. No: 533170222  
 From: Public  
 Date: 17/02/2022  
 Subject: The Trust's overall spending on Translation and Interpreting Services

### REQUEST & RESPONSE

1. Please confirm your Trust's overall spending on Translation and Interpreting Services, for each of the financial years:
  - a. 2018-19 £235,700.06
  - b. 2019-2020 £224,977.51
  - c. 2020-2021 £97,780.21

	2018/19	2019/20	2020/21	Grand Total
Face to Face	227,732.96	219,822.16	79,066.20	
Translation	258.00	752.00	645.31	
Video & Telephone	7,708.30	4,403.35		17,819.30
<b>Grand Total</b>				

**2.** If available, for the financial years specified in Question 1, please provide a breakdown of:

**a.** Total spend on written translation

£1,655.21

**b.** Total spend on telephone interpreting

£16,201.90

**c.** Total spend on video interpreting

£1,617.40

**d.** Total spend on in-person/face to face interpreting (i.e. pre-booked consultations)

£526,621.32

**d.** Breakdown of spending between inpatient vs outpatient services

We do not collect this information

**3.** 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)

Under section 12 of the Freedom of Information Act St Helens & Knowsley Teaching Hospitals Trust does not have to comply with a request if we estimate that the cost of complying with your request would exceed the appropriate limit of £450. The appropriate limit has been specified in regulations. This represents the estimated cost of one person spending 2½ working days in answering the remainder of your questions. Under section 12 of the Freedom of Information Act the Department is not obliged to comply with your request and we will not be processing your request further.

**b.** Please confirm what is the current process for clinical or administrative staff to book:

**i.** An in-person / face to face interpreting consultation

Provider portal booking system

**ii.** A telephone interpreting session

direct dial with PIN numbers for language and billing

**iii.** A video interpreting session

WhatsApp/teams, App or can book in advance through portal

**4.** Do you employ your own in-house / face-face interpreters? If yes:

No

**a.** How many interpreters do you have on payroll (breakdown by substantive and bank)?

n/a

**b.** What languages do they cover?

n/a

**c.** What is the hourly pay for in-house interpreters

n/a

**5.** Do you outsource interpreting services to an external provider? If yes:

Yes

**a.** Which provider(s) do you currently use?

**DA languages**

**b.** Are you able to provide approximate fee / interpreting session for:

**i.** In-person/face to face interpreting – no commercially sensitive information

**ii.** Telephone interpreting – no commercially sensitive information

**iii.** Video interpreting – no commercially sensitive information

\*\*The Trust considers your request to be exempt from disclosure in accordance with section 43.2 of the Freedom of Information Act as to release this information would, or would be likely to, prejudice the commercial interests of the Trust. The trust has applied the public interest test to this request and feels that the public interest in maintaining the exemption outweighs the public interest in disclosure.

**6.** 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?

Health Trust Europe

**b.** When does the current contract expire?

Rolling contract

**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?

No

**7.** From which budget within your organisation are interpreting services funded? Which staff member/role is responsible for signing off that budget?

No central budgets, All areas are charged individually for their usage

**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)

Head of Patient Inclusion and Experience, Patient Experience Manager, Head of procurement, Deputy Director of quality and risk

**8.** 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)

We do not collect this data

**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)

We do not collect this data

- c.** Total number of incidents where one of the contributing factors was language barrier

<b>2018/19</b>	none
<b>2019/20</b>	none
<b>2020/21</b>	none

- d.** Total number of complaints where one of the contributing factors was language barrier

<b>2018/19</b>	none
<b>2019/20</b>	none
<b>2020/21</b>	none

- 9.** 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 - not officially allowed
- 2)** allowed in exceptional circumstances – only in very exceptional services
- 3)** encouraged (alternatively please attach any relevant policies and we will review these ourselves) – not encouraged

- 10.** 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?

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