

**Freedom of Information Request**

**Ref: 23-849**

14 November 2023

By Email

Dear Sir/Madam

Thank you for your request for information under the Freedom of Information Act 2000. The Trust's response is as follows:

- We can confirm that we do hold the information you are requesting

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

Approximately 500,000 (not including the wider South West region which we serve as a tertiary acute Trust).

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

Please see census information from Bristol City Council: <https://www.bristol.gov.uk/council-and-mayor/statistics-census-information/population-of-bristol> and census information from North Somerset Council: [Census and mid-year population estimates | North Somerset Council \(n-somerset.gov.uk\)](https://www.n-somerset.gov.uk/census-and-mid-year-population-estimates/)

**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?**

Increase

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

Yes

**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?)

The Trust uses contracted translation services to translate written information such as patient information leaflets, patient letters, promotional materials. Contracted interpreting services are

used for clinical settings i.e. outpatient appointments, surgery, inpatients and in our emergency departments.

**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?**

**Financial year Translation & interpreting expenditure % of total expenditure**

**2018/19: £ %**

**2019/20: £ %**

**2020/21: £ %**

**2021/22: £ %**

We are now in the process of moving to an official tender for the future delivery of this service and associated contract and we are currently unable to release any information regarding this until after the award has been approved. By releasing any information during this period will unduly bias a potential bidder over the rest of the supplier pool and would be in conflict with the Public Contract Regulations 2015. This is commercially sensitive information and will not be shared at an organisational level. Section 43 of the FOI Act provides that information is exempt if its disclosure would, or would be likely to prejudice the commercial interests of any person. Therefore we are withholding this information at this time.

**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?**

Increase

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

No

**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.)**

Not applicable

**4 Does your organisation follow a formal policy approving, prohibiting or regulating the use of machine translation tools in your organisation?**

Not applicable

**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?**

Not applicable

**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?**

Not applicable

**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?**

Not applicable

**6 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.)**

Not applicable

**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?**

Not applicable

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

Not applicable

**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?**

Not applicable

**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.**

We have a Translating and Interpreting policy that is in place and available for staff to use and details what provision the Trust will put in place to meet patients identified communication needs. Information is available on intranet pages on how to access translating and interpreting services.

**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?**

[experience@uhbw.nhs.uk](mailto:experience@uhbw.nhs.uk)

This concludes our response. We trust that you find this helpful, but please do not hesitate to contact us directly if we can be of any further assistance.

If, after that, you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to:

Data Protection Officer  
University Hospitals Bristol and Weston NHS Foundation Trust  
Trust Headquarters  
Marlborough Street  
Bristol  
BS1 3NU

Please remember to quote the reference number above in any future communications.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

#### Publication

Please note that this letter and the information included/attached will be published on our website as part of the Trust's Freedom of Information Publication Log. This is because information disclosed in accordance with the Freedom of Information Act is disclosed to the public, not just to the individual making the request. We will remove any personal information (such as your name, email and so on) from any information we make public to protect your personal information.

To view the Freedom of Information Act in full please click [here](#).

Yours sincerely

**Freedom of Information Team**  
**University Hospitals Bristol and Weston NHS Foundation Trust**