

Freedom of Information Request

Ref: 20-368

21 August 2020

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 some of the information you are requesting.

For the financial years 2015-16, 2016-17, 2017-18, 2018-19, and 2019-20, please provide the following information:

1. How much your trust has spent on translation/interpreter services (on both telephone and face-to-face and including British Sign Language)?

Financial Year	Face to face spoken language interpreting	Telephone interpreting	Face to face non-spoken language interpreting (British Sign Language)
2019/20	£319,422	£21,728	£59,466
2018/19	£292,755	£16,070	£62,407
2017/18	£233,247	£20,570	£59,512
2016/17	£119,213	£13,836	£53,851
2015/16	£150,919	£13,856	£10,466

2. How much your trust has spent on the translation of written information for patients or carers?

Financial Year	Written translation
2019/20	£11,523
2018/19	£18,515
2017/18	£533
2016/17	£2,099
2015/16	£6,111

3. How much your trust has spent on the employment of translators/interpreters, and which languages these employees covered?

We have an in-house Temporary Staffing Bureau who can supply face-to-face spoken language interpreting. Below is a breakdown of spend for the requested period:

Financial Year	Temporary Staffing Bureau spend
2019/20	£45,383
2018/19	£54,193
2017/18	£53,505
2016/17	£55,052
2015/16	£63,466

We are unable to provide a breakdown of the languages provided per year as this would require a manual search though each request which would take more than 18 hours and is therefore exempt from disclosure under section 12 of the Freedom of Information Act 2000.

We are able to confirm that the current languages which are supported by the Temporary Staffing Bureau as at August 2020 are:

Arabic, Belaruse, Bengali, Bulgarian, Cantonese, Czech, French, German, Hindi, Hungarian, Italian, Kurdish, Latvian, Lithuanian, Mandarin, Polish, Portuguese, Punjabi, Romanian, Russian, Serbian, Slovak, Spanish, Tamil, Turkish, Ukranian, and Urdu.

4. How much your trust has spent on employing advocates for non-English speakers?

The Trust does not hold this information and to provide it would require a manual search though each request which would take more than 18 hours and is therefore exempt from disclosure under section 12 of the Freedom of Information Act 2000.

5. What was the average waiting time for a consultation with an interpreter after initial request for interpreter services (for both telephone and face-to-face appointments)?

The Trust does not hold this information and to provide it would require a manual search though each request which would take more than 18 hours and is therefore exempt from disclosure under section 12 of the Freedom of Information Act 2000.

6. Which company does the trust use for interpretation services?

The Trust has an internal Temporary Staffing Bureau who can supply face-to-face spoken language interpreting.

DA Languages provide our written translation, telephone interpreting and face-to-face spoken language interpreting.

Sign Solutions provide our non-spoken interpreting services.

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:

Director of Corporate Governance
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