

## Freedom of Information Act 2000 disclosure log entry

### Reference

20-21087

### Date sent

02/11/2020

### Subject

Translation and Interpreter Services

### Details of enquiry

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

<b>Service</b>	<b>2015/16</b>	<b>2016/17</b>	<b>2017/18</b>	<b>2018/19</b>	<b>2019/20</b>
Face to Face Spoken					
Face to face non-spoken (BSL)					
Telephone					
Written translation					
<b>Total</b>					

3. How much your trust has spent on the employment of translators/interpreters, and which languages these employees covered?
4. How much your trust has spent on employing advocates for non-English speakers?
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)?
6. Which company does the trust use for interpretation services?
7. During COVID-19 pandemic some NHS Trust have confirmed to be in between contracts due to this, is this your case? If so, for which services? If not, until when is your contract expected to last?

## Response Sent

Your request for information has been handled under the Freedom of Information Act.

Please find below our response.

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)?

We can confirm that we may hold information that falls within the scope of your request, however, are unable to provide it. Where held, the broken down amount spent is only held in individual invoices and is not electronically recorded. The only way for us to locate the information requested would be to review each invoice held to check whether it related to translation/interpreter services and to identify whether it held a further breakdown of the work carried out. We are therefore unable to provide the information requested within the time and cost limit set out in section 12 of the FOI Act. Section 12 of the FOI Act allows a public authority to refuse to deal with a request where it estimates that it would exceed the appropriate limit to locate, extract, and/or retrieve the information requested. The appropriate limit for the Trust is 18 hours or £450 and the estimate must be reasonable in the circumstances of the case. We conservatively estimate that it would take at least five minutes to review each invoice to see whether it contained the information requested. Between 1 January 2015 and 31 December 2019, we received approximately 400 invoices. We therefore estimate it would take 33 hours to locate the information requested which would exceed the total provided by the Act.

You can find details of the Trust's annual expenditure on translation and interpreting services within the below published responses.

[FOI 16-17289 Translation and Interpretation Service](#)  
[FOI 19-20193 Translation Services Spend 2015-19](#)  
[FOI 18-19070 Translator Costs](#)

We can confirm that the Trust's annual expenditure on translation and interpreting services for 2019 to 2020 was £92,022.72.

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

Service	2015/16	2016/17	2017/18	2018/19	2019/20
Face to Face Spoken					
Face to face non-spoken (BSL)					
Telephone					
Written translation					
<b>Total</b>					

We can confirm that we may hold information that falls within the scope of your request, however, are unable to provide it. Where held, the broken down amount spent is only held in individual invoices and is not electronically recorded. The only way for us to locate the information requested would be to review each invoice held to check whether it related to translation services and to identify whether it held a further breakdown of the work carried out. We are therefore unable to provide the information requested within the time and cost limit set out in section 12 of the FOI Act. Section 12 of the FOI Act allows a public authority to refuse to deal with a request where it estimates that it would exceed the appropriate limit to locate, extract, and/or retrieve the information requested. The appropriate limit for the Trust is 18 hours or £450 and the estimate must be reasonable in the circumstances of the case. We conservatively estimate that it would take at least five minutes to review each invoice to see whether it contained the information requested. Between 1 January 2015 and 31 December 2019, we received approximately 400 invoices. We therefore estimate it would take 33 hours to locate the information requested which would exceed the total provided by the Act.

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

The Trust does not directly employ translators or interpreters. We therefore do not hold the information requested.

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

The Trust does not directly employ advocates. We therefore do not hold the information requested.

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)?

We do not hold this data.

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

We use different agencies for these services. The agencies that we use are as follows: KL Communications Ltd, Leeds City Council, Language serve Ltd, Word Source Ltd, D Languages Limited, Transcription Centre Ltd

7. During COVID-19 pandemic some NHS Trust have confirmed to be in between contracts due to this, is this your case? If so, for which services? If not, until when is your contract expected to last?

We can confirm this is not the case.