

Request for information under the Freedom of Information Act – 2021.899
Released – 3 August 2021

Thank you for your email dated 15 July 2021 requesting information regarding interpreting services.

Please find detailed below a summary of your original request together with our response.

Original request

1. Please confirm your Trust's overall spending on Translation and Interpreting Services, for each of the financial years:

- a. 2018-19
- b. 2019-2020
- c. 2020-2021

Sum of 2018/19	Sum of 2019/20	Sum of 2020/21
270,367	258,863	143,564

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

- a. Total spend on written translation
- b. Total spend on telephone interpreting
- c. Total spend on video interpreting
- d. Total spend on in-person/face to face interpreting (i.e. pre-booked consultations)
- e. Breakdown of spending between inpatient vs outpatient services

The below provides costs detailed by year and by type. In order to separate these costs exactly we would need to look at each individual invoice (nearly 700) which would take us over the allowed time limit and engage the section 12 exemption where cost of compliance exceeds appropriate limit.

We are also not able to provide information for part e as to ascertain if these were inpatient or outpatient services would require manually reviewing each invoice, again this would engage the section 12 exemption. However due to the nature of the services provided by the Trust most of these would be attributable to outpatients services.

Sum of 2018/19	Sum of 2019/20	Sum of 2020/21
183		120
33,366	41,270	14,918
	84,912	127,554
201,370	106,633	
28,009	22,522	660
7,438	3,526	313
270,367	258,863	143,564

Chairman John Goulston Chief Executive Paul Bentley

Trust HQ The Oast, Unit D, Hermitage Court, Hermitage Lane, Barming, near Maidstone, Kent ME16 9NT

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)

June 2020 to June 2021	
Total F2F bookings: 614	
Top 3 languages	Top 3 services
British Sign Language	Health Visiting
Slovak	Children's Therapies
Polish	Dental

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

- 1. An in-person / face to face interpreting consultation**
- 2. A telephone interpreting session**
- 3. A video interpreting session**

Phone booking officers or book on portal (web-link).

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

- a. How many interpreters do you have on payroll (breakdown by substantive and bank)?**
- b. What languages do they cover?**
- c. What is the hourly pay for in-house interpreters**

No

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

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

OnCall

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

- i. In-person/face to face interpreting**
- ii. Telephone interpreting**
- iii. Video interpreting**

No, this is against procurement/contracting rules.

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?**

LLP, number is LPP/2015/018

b. When does the current contract expire?

September 2022

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?

Yes, if the service is already contracted by the supplier

7. From which budget within your organisation are interpreting services funded?

Foreign language interpreting is paid within a central interpreting budget. External services (East Sussex, London and Medway) pay for foreign language F2F through individual service budgets. All services pay for BSL and written translation through individual budgets.

Which staff member/role is responsible for signing off that budget?

Head of Equality, Diversity and Inclusion

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)

The Trust lead for interpreting the Head of Equality, Diversity & Inclusion (Patients) and key service users.

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)

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 are unable to provide information for part a and b as to compile this information would exceed the appropriate cost limit as set out in Section 12 (1) of the Freedom of Information Act 2000 and is therefore exempt.

I have detailed below the relevant excerpt:

Section 12

12. — (1) Section 1(1) does not oblige a public authority to comply with a request for information if the authority estimates that the cost of complying with the request would exceed the appropriate limit.

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

26 from 2018 to 2019

44 from 2019 to 2020
28 from 2020 to 2021

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

0 from 2018 to 2019
2 from 2019 to 2020
0 from 2020 to 2021

9. What is your hospital's policy on allowing multilingual clinicians or administrative staff to perform ad-hoc interpreting for patients?

This is not officially allowed.

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?

Head of Equality, Diversity and Inclusion.