

Date: Monday, 17th August 2020
Our Ref: MB/SS FOI 4419

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Re: Freedom of Information Request FOI 4419

We are writing in response to your request submitted under the Freedom of Information Act, received in this office on 12th August 2020.

Your request was as follows:

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)?

2014-15 £23,687.82
2015-16 £31,904.92
2016-17 £28,815.10
2017-18 £45,661.00
2018-19 £50,847.86
2019-20 £74,286.65

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

We do not hold the figure for written information or translation services split. Therefore the information included in Question 1 will include any written information costs.

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

£0 - Here at The Walton Centre Foundation Trust (WCFT) we do not employ translators.

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

£0 - Here at The WCFT we do not employ advocates for non-English speaking people.

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)?

There is no wait. We currently arrange an outpatient appointment first and once this date is agreed with the patient we then arrange with the interpreter services. On the rare occasion that a interpreter is not available we explore other

options such as using a different interpreter services or using language line on the day of clinic before cancelling and rearranging the appointment.

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

In the financial year 19-20 the trust used the following translation suppliers:

Absolute Translations Ltd

Action on Hearing Loss

Beacon Languages

Language Line

Prestige Network Ltd

Please see our response above in [blue](#).

Re-Use of Public Sector Information

All information supplied by the Trust in answering a request for information (RFI) under the Freedom of Information Act 2000 will be subject to the terms of the Re-use of Public Sector Information Regulations 2005, Statutory Instrument 2005 No. 1515 which came into effect on 1st July 2005.

Under the terms of the Regulations, the Trust will licence the re-use of any or all information supplied if being used in a form and for the purpose other than which it was originally supplied. This license for re-use will be in line with the requirements of the Regulations and the licensing terms and fees as laid down by the Office of Public Sector Information (OPSI). Most licenses will be free; however the Trust reserves the right, in certain circumstances, to charge a fee for the re-use of some information which it deems to be of commercial value.

Further information can be found at www.opsi.gov.uk where a sample license terms and fees can be found with guidance on copyright and publishing notes and a Guide to Best Practice and regulated advice and case studies, at www.opsi.gov.uk/advice/psi-regulations/index.htm

If 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 the Freedom of Information Office at the address above.

Please remember to quote the reference number, FOI 4419 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 Commissioners Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Yours sincerely

Mike Burns

Mr. Mike Burns, Executive Lead for Freedom of Information