

FOI 0101/2021

Dear Madam/Sir,

We are NHS England Clinical Entrepreneurs undertaking research on the provision of interpreting services for patients with limited English proficiency.

We would be very grateful if you could help by providing the following information, under the provisions of the Freedom of Information Act (2000):

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
  
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
  
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)
  - a. Please confirm what is the current process for clinical or administrative staff to book:
    - i. An in-person / face to face interpreting consultation
    - ii. A telephone interpreting session
    - iii. A video interpreting session

(for example, via Intranet, digital / app based, phone call)
  
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
  
5. **Do you outsource interpreting services to an external provider? If yes:**
  - a. Which provider(s) do you currently use?
  - b. Are you able to provide approximate fee / interpreting session for:
    - i. In-person/face to face interpreting
    - ii. Telephone interpreting
    - iii. Video interpreting
  
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?
  - b. When does the current contract expire?

- 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?
7. **From which budget within your organisation are interpreting services funded? Which staff member/role is responsible for signing off that budget?**
- 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)
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)
  - c. **Total number of incidents where one of the contributing factors was language barrier**
  - d. **Total number of complaints where one of the contributing factors was language barrier**
9. **What is your hospital's policy on allowing multilingual clinicians or administrative staff to perform ad-hoc interpreting for patients?**
- a. Is this 1) not officially allowed 2) allowed in exceptional circumstances 3) encouraged (alternatively please attach any relevant policies and we will review these ourselves)
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?**

## Response

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

Please see table below.

Financial Year	Spend
2020/2021	£677,174
2019/2020	£583,305.79
2018/2019	£583,945.90

2. If available, for the financial years specified in Question 1, please provide a breakdown of:
  - f. Total spend on written translation
  - g. Total spend on telephone interpreting
  - h. Total spend on video interpreting
  - i. Total spend on in-person/face to face interpreting (i.e., pre-booked consultations)
  - j. Breakdown of spending between inpatient vs outpatient services

The Trust is unable to provide a breakdown of the total spend for written, telephone, video, and face to face interpreting / translation. This is because our system does not capture the information at the level of detail requested.

Obtaining the requested information will require exhaustive and manual measures that exceed the threshold of carrying out this task.

The Trust therefore, rely on the exemption Section 12 of the Freedom of Information Act 2000 to refuse this part of your request.

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)
  - b. Please confirm what is the current process for clinical or administrative staff to book:
    - i. An in-person / face to face interpreting consultation
    - ii. A telephone interpreting session
    - iii. A video interpreting session

The Trust is unable to provide a breakdown of the number of interpreting / translation session booked by language, specialty, and clinical area. This is because our system does not capture the information at the level of detail requested.

Obtaining the requested information will require exhaustive and manual measures that exceed the threshold of carrying out this task.

The Trust therefore, rely on the exemption Section 12 of the Freedom of Information Act 2000 to refuse this part of your request.

**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**

The Trust do not employ in house interpreters.

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

- a. Which provider(s) do you currently use?**
- b. Are you able to provide approximate fee / interpreting session for:**
  - i. In-person/face to face interpreting**
  - ii. Telephone interpreting**
  - iii. Video interpreting**

The Trust is currently using Word 360 Interpreting and Translation service to fulfil all Trust wide interpreting and translation requests, such as face to face, telephone, and video interpreting.

The Trust also using B.I.D British Sign Language Interpreting within our speciality Deaf Service.

The Trust is unable to provide an approximate fee / interpreting session for telephone, video, and face to face interpreting / translation. This is because our system does not capture the information at the level of detail requested.

Obtaining the requested information will require exhaustive and manual measures that exceed the threshold of carrying out this task.

The Trust therefore, rely on the exemption Section 12 of the Freedom of Information Act 2000 to refuse this part of your request.

**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?**
- b. When does the current contract expire?**
- 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?**

The contract expiry date for Word 360 Interpreting and Translation service is September 2022.

Please note that the Trust has not been able to procure / renew the contract for B.I.D British Sign Language Interpreting services. This is due to financial and contracting arrangements imposed by NHS England as a result of Covid-19.

The Trust currently have an implied contract for the financial year 20/21, and this will be the same for quarter 1 and 2 of the financial year 2021/2022.

- 7. From which budget within your organisation are interpreting services funded? Which staff member/role is responsible for signing off that budget?**
- b. 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)**

Please note that each service area has their own allocated budget, and the respective Budget Manager or Budget Holder signs off as appropriate.

- 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)**

Please note that Birmingham and Solihull Mental Health Foundation Trust explicitly provide mental health services and do not provide physical health care services like an acute Trust.

With this in mind, the Trust is unable to provide a response to this question as it is not applicable to the Trust.

- 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)**

Please refer to the response provided in 8a.

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

Please see the table below and note the following

- The Trust do not categorise incidents using the term 'language barrier' and therefore unable to report on incidents directly relating to this.
- The data provided below is in relation to incidents that occurred due to "Unavailability Or Lack Of Interpreter(S)"

- Data has been provided from April 2018 – March 2021 where the Unavailability Or Lack Of Interpreter(S) was stated.

Financial Year	Incidents
2018-19	8
2019-20	13
2020-21	8

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

Nil (0)

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

- b. **Is this 1) not officially allowed 2) allowed in exceptional circumstances 3) encouraged (alternatively please attach any relevant policies and we will review these ourselves)**

Currently we do not have any policies in relation to allowing multilingual clinicians or administrative staff to perform ad-hoc interpreting for patients.

However, Trust staff members are allowed to act as interpreters in exceptional circumstances, as they are bound by NHS/Trust Confidentiality, Policy, and Information Governance.

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?**

Please contact the Trust's Procurement Team on the following email:

[bsmhft.trustprocurement@nhs.net](mailto:bsmhft.trustprocurement@nhs.net)