

FOI 0441/2024 Response

Provide data for 2020/21, 2021/22, 2022/23

1. Trust's overall spending on Translation and Interpreting Services

Please note the following:

- 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 use B.I.D for advanced level BSL interpreters (specifically experienced in mental ill health interpretation for our Deaf in-patients as part of nationally commissioned specialised services).

Financial Year	Spend
2022/2023	£754,717
2021/2022	£725,396
2020/2021	£677,174

2. Total translators employed by the Trust

The Trust do not employ translators.

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The Trust also use B.I.D for advanced level BSL interpreters (specifically experienced in mental ill health interpretation for our Deaf in-patients as part of nationally commissioned specialised services).

3. The hourly pay for in-house interpreters

N/A

4. What languages do they cover

N/A

5. Total number of in-person/face to face interpreting sessions booked (break down by language and clinical area)

Please see the table below and note the following:

- The data provided is in relation to the number of face to face contacts with an interpreter.
- The Trust is uncertain on how well this data is documented and as such, the data below may be an underestimation of the number of contacts for which an interpreter is required. Particularly, as there is a nil return for FY 2022/23.
- No contact booked as requiring an interpreter where subsequently cancelled.

	Adult CMHT	Older Adult CMHT	Total
FY 2020/21	31	0	31
<i>Bengali</i>	2	0	2
<i>Bulgarian</i>	1	0	1
<i>Chinese - Cantonese</i>	2	0	2
<i>Hindi</i>	2	0	2
<i>Mirpuri</i>	3	0	3
<i>Other Language</i>	2	0	2
<i>Pashto (Pushtoo/Pushto)</i>	1	0	1
<i>Persian (Includes Farsi and Dari)</i>	1	0	1
<i>Punjabi; Panjabi</i>	9	0	9
<i>Romanian; Moldavian; Moldovan</i>	1	0	1
<i>Russian</i>	1	0	1
<i>Somali</i>	2	0	2
<i>Tigrinya</i>	2	0	2
<i>Urdu</i>	2	0	2
FY 2021/22	40	10	50
<i>Arabic</i>	2	0	2
<i>Bengali</i>	4	2	6
<i>Gujarati</i>	0	1	1
<i>Hindi</i>	2	0	2
<i>Mirpuri</i>	2	0	2
<i>Other Language</i>	2	0	2
<i>Polish</i>	2	0	2
<i>Portuguese</i>	1	0	1
<i>Punjabi; Panjabi</i>	12	2	14
<i>Romanian; Moldavian; Moldovan</i>	1	1	2
<i>Russian</i>	0	1	1
<i>Slovak</i>	1	0	1
<i>Somali</i>	4	0	4
<i>Tigrinya</i>	2	0	2
<i>Urdu</i>	5	3	8
Total	71	10	81

6. How many appointments or procedures have had to be rescheduled/cancelled due to lack of an interpreter

The Trust is unable to provide a response to this query, this is because we do not capture if an appointment was cancelled/rescheduled due to the lack of a required interpreter.