

Freedom of Information Request 20 139

Our Reference: FOI 20 139 / AA / LB / PB / SM
Name:
Date: 17th August 2020
Address:

Dear

Further to your Freedom of Information Request, please find the Trust's response below:

I am writing to request information under the Freedom of Information Act 2000. Please find my questions below and I would be grateful if you could acknowledge receipt of this email. I look forward to your full response within 20 working days, as stipulated by the act.

For the financial years 2015-16, 2016-17, 2017-18, 2018-19, and 2019-20, please provide the following information:

Humber Teaching NHS Foundation Trust ("the Trust") is a multi-specialty provider of mental health, primary care and community services.

1. How much your trust has spent on translation/interpreter services (on both telephone and face-to-face and including British Sign Language)?

The Trust spend on translation / interpreter services is recorded as follows:

2015/16	£47,000
2016/17	£41,000
2017/18	£41,000
2018/19	£42,000
2019/20	£49,000

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

The Trust is unable to provide the information requested, as we do not hold this information. The financial system does not breakdown spend into this level of detail.

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 / interpreters; this service is sourced external to the Trust.



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

The Trust does not directly employ advocates.

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)?

The Trust is unable to provide the information requested, as we do not hold this information. This information cannot be extracted from the electronic patient records as it is not a reportable field.

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

During 2019/20 the translation / interpretation providers used by the Trust are:

DA LANGUAGES LTD
FREEDOM OF SPEECH LTD
GLOBAL ACCENT LTD
HULL CITY COUNCIL
KEY LANGUAGES
KINGSTON UPON HULL CITY COUNCIL
LANGUAGELINE SOLUTIONS
ONGO RECRUITMENT LTD
THEBIGWORD INTERPRETING SERVICES LTD

Kind regards,

Freedom of Information Team

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<https://www.humber.nhs.uk/about-our-trust/freedom-of-information-enquiry-form.htm>



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