

Freedom of Information Request

Reference Number: EPUT.FOI.20.1619
Date Received: 12th August 2020

Information Requested:

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)?
Please note that the data provided is the annual cost for all interpreter services as the costs of face to face interpreting services, telephone interpreting services and written translation services is not broken down to that detail:
 - 2015-16 – £201k
 - 2016-17 – £270k
 - 2017-18 – £148k
 - 2018-19 – £114k
 - 2019-20 – £93k

2. How much your trust has spent on the translation of written information for patients or carers?
Please see response to Question 1

3. How much your trust has spent on the employment of translators/interpreters, and which languages these employees covered?
The Trust is unable to provide this information as the cost of employment of translators/interpreters and the languages they covered is not broken down in that detail within finance system

4. How much your trust has spent on employing advocates for non-English speakers?
Please see response to Question 3

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)?
Waiting times are not usually recorded as a service is requested for a specific appointment time booked in the future

6. Which company does the trust use for interpretation services?
 - 2015-16 – Essex Interpreting in South Essex and Tongue Tied, Cintra and TIP in North Essex
 - 2016-17 – 1st April 2016- 30th September Essex Interpreting , from 1st October 2016 – The Big Word in South Essex and Tongue Tied, Cintra and TIP in North Essex

- 2017-18 – The Big Word in South Essex and Tongue Tied, Cintra and TIP in North Essex
 - 2018-19 – From 1st August 2018 Language Empire Trust Wide. From 1st April 2018-31st July 2018 Big Word in South Essex and Tongue Tied, Cintra and TIP in North Essex
 - 2019-20 – Language Empire
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Publication Scheme:

As part of the Freedom of Information Act all public organisations are required to proactively publish certain classes of information on a Publication Scheme. A publication scheme is a guide to the information that is held by the organisation. EPUT's Publication Scheme is located on its Website at the following link <https://eput.nhs.uk>