

Freedom of Information Request

Reference Number: EPUT.FOI.24.3316
Date Received: 15th of January 2024

Information Requested:

Please include the following information for the following years: 2020/21, 2021/22, 2022/23:

1. Trust's overall spending on Translation and Interpreting Services
 The Trust believes that this information is publicly available on the <https://eput.nhs.uk/media/yxcbnbd/eput-foi-23-3228.pdf> website and therefore is applying a Section 21 exemption of the Act (Information accessible to applicant by other means):
2. Total translators employed by the Trust
 See response to question 1
3. The hourly pay for in-house interpreters
 See response to question 1
4. What languages do they cover?
 Any language can be requested through the interpreting provider's portal.
5. Total number of in-person/face to face interpreting sessions booked (break down by language and clinical area)

2020/21	
Language	Total bookings
*BSL-British Sign Language	102
Polish	38
Bengali (Sylheti)	27
Romanian	26
Turkish	13
Farsi	12
Spanish	10
Russian	9
Urdu	9
Bengali (Dhaka)	6
Lithuanian	6
Albanian	5
Arabic - All or Any	5
Punjabi (Indian)	5
Portuguese (Portugal European)	4

Punjabi (Pakistani)	3
Tamil	3
Chinese (Cantonese)	2
Chinese (Mandarin)	1
Dari (Afghanistan)	1
Filipino (Tagalog)	1
Italian	1
Kurdish (Sorani)	1
Oromo	1
Tigrinya	1
Twi	1

2021/22	
Language	Total bookings
*BSL-British Sign Language	159
Bulgarian	62
Romanian	49
Polish	47
Farsi	30
Russian	29
Urdu	25
Bengali (Sylheti)	22
Chinese (Cantonese)	21
Portuguese (Portugal European)	18
Turkish	18
Chinese (Mandarin)	16
Spanish	16
Arabic - All or Any	12
Pashto	8
Punjabi (Indian)	8
Bengali (Dhaka)	7
Italian	7
Albanian	5
Lithuanian	5
Tamil	5
Punjabi (Pakistani)	4
Yoruba	4
Arabic - Sudan	3
Czech	3
Dari (Afghanistan)	3
Hindi	3
Kurdish (Sorani)	3
Arabic - Iraq	2
Slovak	2

Arabic - Egypt	1
Arabic - Kuwait	1
Arabic - Syria	1
Malay	1
Nepali	1
Oromo	1
Sinhalese	1
Ukrainian	1

2022/23	
Language	Total bookings
*BSL-British Sign Language	149
Polish	83
Arabic - All or Any	41
Turkish	35
Russian	29
Bengali (Sylheti)	24
Urdu	18
Chinese (Cantonese)	16
Romanian	16
Gujarati	13
Lithuanian	11
Farsi	11
Albanian	8
Tamil	8
Arabic - Egypt	7
Italian	7
Hindi	6
Bengali (Dhaka)	6
Pashto	5
Punjabi (Indian)	5
Czech	5
Chinese (Mandarin)	5
Bulgarian	5
Spanish	4
Indonesian	4
Arabic - Kuwait	4
Nepali	4
Portuguese (Portugal Euro)	4
Ukrainian	4
Arabic - Morocco	3
Punjabi (Pakistani)	3

Greek	2
Slovak	2
Dari (Afghanistan)	2
Slovene	2
Bosnian	2
Sinhalese	2
Yoruba	2
Kurdish (Sorani)	1

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

Providers nationally can offer face to face, video or phone appointments. Where face to face appointments are unable to take place, they may be rearranged as video or phone appointments.

2020/21 – 22

2021/22 – 17

2022/23 - 80

Section 21: Information accessible to applicant by other means.

(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.

(2) For the purposes of subsection (1)—

(a) information may be reasonably accessible to the applicant even though it is accessible only on payment, and

(b) information is to be taken to be reasonably accessible to the applicant if it is information which the public authority or any other person is obliged by or under any enactment to communicate (otherwise than by making the information available for inspection) to members of the public on request, whether free of charge or on payment.

(3) For the purposes of subsection (1), information which is held by a public authority and does not fall within subsection (2)(b) is not to be regarded as reasonably accessible to the applicant merely because the information is available from the public authority itself on request, unless the information is made available in accordance with the authority's publication scheme and any payment required is specified in, or determined in accordance with, the scheme.

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>