

Freedom of Information Request

Reference Number: EPUT.FOI.23.3228
Date Received: 9th of November 2023

Information Requested:

- 1 What is the size of the resident population that your organisation serves?
The Trust believes that this information is publicly available on the [essex-partnership-university-nhs-foundation-trust-annual-report-and-accounts-2022-23.pdf \(eput.nhs.uk\)](#) website and therefore is applying a Section 21 exemption of the Act (Information accessible to applicant by other means):
- 2 What percentage of the resident population in the area that your organisation serves are non-native English speakers?
Currently, we do not hold any recorded information that can provide a response to the above question. The Trust works with system partners to meet the needs of our local populations
- 3 Does your organisation predict that the number of non-native English speakers living in the area that you serve will increase, reduce or stay the same in the next 5 years?
Currently, we do not have any studies to determine this, therefore we cannot provide a response.
- 4 Does your organisation hire any professional written translation or spoken interpreting services to aid communication with people who may have difficulties understanding English?
All services Trustwide have access to Language Empire who EPUT have a contract with for interpreting and translation services.
- 5 If your organisation hires professional translation or interpreting services, for what type of material do you use these services? (E.g., do you hire professional translation services to translate website content, correspondence, legal documents? Do you hire interpreting services for meetings, interviews, anything else?)
All services Trustwide have access to Language Empire who EPUT have a contract with for interpreting and translation services. Interpreting services are used for Face to Face, telephone or video appointments. Translation services are used for appointment letters, information posters etc.
- 6 If your organisation hires professional translation or interpreting services, can you please provide figures for how much was spent by your organisation on these services and what percentage of your total expenditure this amounted to for the last 4 financial years?

Financial year	Translation & interpreting expenditure	% of total expenditure
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Financial Year	EB920 Spend £	Percentage of Trusts Total Non- pay %	Percentage of Trusts Total Expenditure %
2018/19	41,088	0.058%	0.014%
2019/20	43,542	0.062%	0.015%
2020/21	42,864	0.052%	0.013%
2021/22	89,086	0.068%	0.020%

- 7 Does your organisation predict that the percentage of spending on translation and interpreting services will increase, reduce or stay the same in the next 5 years?
Unfortunately, we are unable to provide a response to the above question since we do not hold any relevant information.
- 8 Is machine translation (e.g. a translation app such as Google Translate) used in any way in your organisation?
No
- 9 If machine translation is used in your organisation, under what circumstances is it used?
(Please specify by whom, in which context, using which tools, and the reason of use.)
N/A
- 10 Does your organisation follow a formal policy approving, prohibiting or regulating the use of machine translation tools in your organisation?
Not specifically for machine translation tools.
- 11 If your organisation follows a formal policy for the use of machine translation, can you attach a copy of such policy to your response and/or provide a link to where it can be accessed?
N/A
- 12 Has your organisation carried out a risk assessment of possible consequences, for your organisation and/or for the people the organisation serves, from the use of machine translation?
No
- 13 If your organisation has carried out a risk assessment of the use of machine translation, please can you specify the risks your organisation identified?
N/A
- 14 Do you have an established line of accountability in the event of negative outcomes that may arise from the use of machine translation?
(E.g., an incident caused by misinformation in an important document, or by miscommunication between staff and member of the public using a phone apps
No
- 15 If you have an established line of accountability, can you explain how this guides response procedures to a possible negative outcome from the use of machine translation?

N/A

- 16 Is any training provided on the use of machine translation in your organisation?

No

- 17 If training is provided on the use of machine translation in your organisation, can you please provide an overview of the training offered?

N/A

- 18 Does your organisation have any other procedures in place to adjust your communication strategy for people who may have difficulties understanding English? If so, please explain.

We have an external resource available that can translate materials we use externally both printed and digitally.

- 19 If we would like to follow up with your organisation for the purpose of further research relating to translation and/or interpreting in your organisation, could you please provide the most suitable email address to contact?

epunft.marketing@nhs.net

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>