

Ref. No: 0590
Date: 15/01/24
Subject: Translation and Interpreting Services

REQUEST

This is an information request relating to NHS Translators. 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.
2. Total translators employed by the Trust.
3. The hourly pay for in-house interpreters.
4. What languages do they cover.
5. Total number of in-person / face to face interpreting sessions booked (break down by language and clinical area).
6. How many appointments or procedures have had to be rescheduled / cancelled due to lack of an interpreter.

RESPONSE

St Helens and Knowsley Teaching Hospitals NHS Trust and Southport and Ormskirk Hospital NHS Trust became a single legal entity known as Mersey and West Lancashire Teaching Hospitals NHS Trust on 1st July 2023, as such parts of the response may be provided in two sections relating to the hospital sites of each of the legacy organisations.

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

Please find information attached.

2. **Total translators employed by the Trust.**

None

3. The hourly pay for in-house interpreters.

N/A

4. What languages do they cover.

Please find information attached – languages provided in the past 12 months.

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

St Helens and Knowsley:

2020 – 2,116

2021 – 3,011

2022 – 4,146

2023 – 4,628

Section 12: cost of compliance exceeds the appropriate limit

The Trust is unable to provide figures broken down by language / clinical area, as this would require a manual review of booking requests which would far exceed the appropriate time limits.

Under Section 12 of the Freedom of Information Act, Mersey and West Lancashire Teaching Hospitals NHS Trust does not have to comply with a request where it is estimated that the cost of compliance would exceed the appropriate limit of £450. The appropriate limit is specified within the regulations and represents the estimated cost of one person spending 2½ working days answering the request, either wholly or partially.

Southport and Ormskirk:

Section 12: cost of compliance exceeds the appropriate limit

The Trust is unable to provide figures broken down by language / clinical area, as this would require a manual review of booking requests which would far exceed the appropriate time limits.

Under Section 12 of the Freedom of Information Act, Mersey and West Lancashire Teaching Hospitals NHS Trust does not have to comply with a request where it is estimated that the cost of compliance would exceed the appropriate limit of £450. The appropriate limit is specified within the regulations and represents the estimated cost of one person spending 2½ working days answering the request, either wholly or partially.

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

St Helens and Knowsley:

This information is not recorded.

Southport and Ormskirk:

Cancellation	2020/21	2021/22	2022/23
Interpreter not Booked	10	14	12