

Reference Number: FOIAH2324/437
From: Other
Date: 08 November 2023
Subject: The use, training and policies regarding translation services and technology

Q1 What is the size of the resident population that your organisation serves?

A1 Information exempt under Section 21 of the Freedom of Information Act 2000 - 'Information reasonably accessible to the applicant by other means'.

This information is available on our website
<https://www.alderhey.nhs.uk/about/trust/about-alder-hey/>

Q2 What percentage of the resident population in the area that your organisation serves are non-native English speakers?

A2 The Freedom of Information Act 2000 (FOIA) gives rights of public access to information held by public authorities; this information is not held in recorded format.

Q3 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?

A3 The Freedom of Information Act 2000 (FOIA) gives rights of public access to information held by public authorities; this information is not held in recorded format.

Q4 Does your organisation hire any professional written translation or spoken interpreting services to aid communication with people who may have difficulties understanding English?

A4 Yes

Q5 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?)

A5 Interpreting services are accessed to support patients and families at clinic appointments or during admission as required.

Q6 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?

A6 2018-2019 - Information not held – this is no longer held as the information is beyond the retention period.
2019- 2020 - £192,893.86

2020-2021 - £135,984
2022-2023 - £235,530.05

- Q7 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?
- A7 The Freedom of Information Act 2000 (FOIA) gives rights of public access to information held by public authorities; this information is not held in recorded format.
- Q8 Is machine translation (e.g. a translation app such as Google Translate) used in any way in your organisation?
- A8 Yes, Google Translate. However, the Google Translation widget on our website is free to certain NHS organisations.
- Q9 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.)
- A9 Any individual accessing the Trust website can select a language as required.
- Q10 Does your organisation follow a formal policy approving, prohibiting or regulating the use of machine translation tools in your organisation?
- A10 No
- Q11 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?
- A11 Not applicable as per A10
- Q12 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?
- A12 No
- Q13 If your organisation has carried out a risk assessment of the use of machine translation, please can you specify the risks your organisation identified?
- A13 Not applicable as per A12
- Q14 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 app.)
- A14 Any concern raised would be managed in line with the Trust incident policy
- Q15 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?
- A15 Any concern raised would be managed in line with the Trust incident policy which would

look to identify contributory factors

Q16 Is any training provided on the use of machine translation in your organisation?

A16 No.

Q17 If training is provided on the use of machine translation in your organisation, can you please provide an overview of the training offered?

A17 Information not held – as per A16

Q18 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.

A18 Face to face translation services, and digitally enabled remote translation for urgent requirements.

Q19 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?

A19 Valerie.Shannon@alderhey.nhs.uk