

Ref: FOI/GS/ID 8636

**Please reply to:**  
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29 December 2023

## **Freedom of Information Act 2000**

I am writing in response to your request for information made under the Freedom of Information Act 2000 in relation to translation or interpreting services

*You asked:*

- 1 *What is the size of the resident population that your organisation serves?*
  - 1.1 *What percentage of the resident population in the area that your organisation serves are non-native English speakers?*
  - 1.2 *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?*
- 2 *Does your organisation hire any professional written translation or spoken interpreting services to aid communication with people who may have difficulties understanding English?*
  - 2.1 *If your organisation hires professional translation or interpreting services, for what type of material do you use these services?*
  - 2.2 *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?*
  - 2.3 *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?*
- 3 *Is machine translation (e.g. a translation app such as Google Translate) used in any way in your organisation?*
  - 3.1 *If machine translation is used in your organisation, under what circumstances is it used?*
- 4 *Does your organisation follow a formal policy approving, prohibiting or regulating the use of machine translation tools in your organisation?*

*4.1 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?*

*5 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?*

*5.1 If your organisation has carried out a risk assessment of the use of machine translation, please can you specify the risks your organisation identified?*

*6 Do you have an established line of accountability in the event of negative outcomes that may arise from the use of machine translation?*

*6.1 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?*

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

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

*8 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.*

*9 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?*

**Trust response:**

The completed questionnaire is also attached to this email.

1. Maidstone and Tunbridge Wells NHS Trust provides care to around 760,000 people living in the south of West Kent and the north of East Sussex. It also provides specialist care to a wider population. This includes ophthalmology, stroke and sexual health services. The Trust provides specialist cancer services to around 1.9 million people in Kent, Medway and East Sussex, via the Kent Oncology Centre at Maidstone Hospital, and at Kent and Canterbury Hospital in Canterbury. The Trust also provides outpatient clinics across a wide range of locations in Kent and East Sussex.

1.1 Not known

1.2 This question does not fall under the remit of the FOI Act as it asks for an opinion rather than recorded information.

2 Yes

2.1 The Trust Hires Interpreters to translate at appointments and other such times that this is deemed necessary while they attend hospital. The Trust sometimes needs to request letters and documents to be translated and this is done by a fully accredited supplier.

2.2

Financial year	Translation & interpreting expenditure	% of total expenditure
2018/19:	£76,000	%
2019/20:	£162,000	%
2020/21:	£152,000	%
2021/22:	£266,000	%

2.3 This question does not fall under the remit of the FOI Act as it asks for an opinion rather than recorded information.

3 No

3.1 Not applicable

4 Not applicable

4.1 Not applicable

5 No

5.1 Not applicable

6 Not applicable

6.1 Not applicable

7 Not applicable

7.1 Not Applicable

8 Where appropriate we utilise other methods of communication such as communication books and live transcribe as per the policies attached to the email.

9 Please contact the FOI Admin Team for any further requests for information