

## FOI\_0978\_2022-23 – FOI Request Concerning – Suppliers of Languages and Translations

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**Please note:** The information provided in Q1 – 6 and Q8, have been provided by the Trust's Access to Communication Team, who provide translation services for patients. However, the Trust recognises that local translation arrangements are also in place within other services, but the information relating to this is not held centrally, and therefore is being exempt under S12 of the FOI Act 2000.

**1. Please can you tell me who are the all the suppliers for interpreting and translation services including British Sign Language**

Prestige, Language Line, Bigword and Sonus

**2. What were all the languages requested in 2022?**

Punjabi, Urdu, Hindi, Chinese, Bengali, Thai, Russian, Polish, Farsi, Phusto, Portuguese, Arabic, Turkish, French, Spanish, Hungarian, Kurdish, Romanian, Nepalese, Vietnamese, Albanian, Bulgarian, Latvian, Italian, Tigrean, Ukrainian, Slovak, Czech, Oromo, Amharic, Fulla, Lingala, Lithuanian and Tamil

**3. What was the spend for all interpreting and translation services provided financial year 21/22?**

£56,459

**4. How many requests were made per service for the same period?**

The information being requested is not centrally recorded by the Trust and would require a manual trawl of our records. As a result of this, this part of your FOI Request is exempt under S12 of the FOI Act 2000 and therefore we are unable to provide this information

**5. What proportion of your services were delivered by telephone interpreting and video interpreting respectively?**

The information being requested is not centrally recorded by the Trust and would require a manual trawl of our records. As a result of this, this part of your FOI Request is exempt under S12 of the FOI Act 2000 and therefore we are unable to provide this information

**6. What languages were your suppliers not able to supply in 2022?**

None

**7. What steps has your organisation taken to meet the Accessible Information Standard?**

Solent NHS Trust has been and remains committed to implementing and complying with the AIS DCB1605 through a stepwise approach and on-going commitment for Trust-wide leadership. We have had a part-time accessible information lead role in the Trust since

2016 but following recent review it has been agreed to recruit to a substantive Inclusive Communication lead which is anticipated to be recruited to by Spring 2023.

Identification of communication and information needs sit within the wider equality agenda and aligns to national initiatives such as Communication Access UK. As an organisation Solent has signed up to through accreditation with CAUK and has committed to embedding this eLearning training to all new employees at part of induction.

- AI screening is available on all of Solent's electronic patient's records, including the recording of carers AI needs as well as service users / patients. The screening tool then flags when an AI need has been identified and recorded so that this is shared.
- Discussions have started with Power Bi and SystmOne to support the embedding of protected characteristics into our systems to provide us with more information about the people who use our services so we can better meet their AI needs. This includes the identification and recording of English as a second language. Although this is not a specification of the AIS we within Solent view it as important to record details of individuals' need for foreign language interpretation or translation alongside recording of information and communication support needs.
- Carried out a review including a survey monkey in 2022 to help us identify gaps and have planned a six-month review to look at the delivery of the AI agenda.
- Work to understand the needs of our communities communication and or Information needs has commenced following NHS England's Approach to reducing health inequalities CORE20PLUS5. We are looking to ensure that seldom heard groups are proactively included increasing our understanding of what their AI needs are and how we can improve them. We shall be using a co-production approach that will include focus groups Mental health, LD & Autism, Sensory Services (deaf/blind), Aphasia and Dementia.
- Meeting the accessible information and communication support needs of the people we serve is a priority. An example of embedding this within practice is through the Inclusive Communication forum as an integral part of Solent's Learning Disability Strategy.
- Reviewing interpreting services (BSL and other languages) currently scoping our Interpreting and Translation services across systems.

**8. What is the start and end date for either the framework or direct contracts you have with interpreting and translation supplier(s)?**

Translation services are provided and paid through a Purchase Order and therefore the answer to this question is N/A

**9. If we would like to engage in conversation with a member of staff in your organisation about this information, who would be the most suitable person to approach?**

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