



**The Clatterbridge  
Cancer Centre**  
NHS Foundation Trust

Clatterbridge Road  
Bebington  
Wirral  
CH63 4JY

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Date: 7 September 2020

**Re: Freedom of Information Request**  
**Ref: 182-2020**

Thank you for your email dated the 12th August 2020, requesting information in relation to translation services.

The information that you require is as follows:

**For the financial years 2015-16, 2016-17, 2017-18, 2018-19, and 2019-20, please provide the following information:**

- 1. How much your trust has spent on translation/interpreter services (on both telephone and face-to-face and including British Sign Language)?**
- 2. How much your trust has spent on the translation of written information for patients or carers?**
- 3. How much your trust has spent on the employment of translators/interpreters, and which languages these employees covered?**
- 4. How much your trust has spent on employing advocates for non-English speakers?**
- 5. What was the average waiting time for a consultation with an interpreter after initial request for interpreter services (for both telephone and face-to-face appointments)?**
- 6. Which company does the trust use for interpretation services?**

**Please enter all of your responses into the attached response spreadsheet.**

**Please see Appendix 1.**

Should you require any further information please do not hesitate to contact me on the email address provided below.

Please remember to quote the reference number above in any future communications.

If you are dissatisfied with the handling of your request, you have the right to ask for this to be investigated internally.

If you are dissatisfied with the information you have received, you have the right to ask for an internal review.

Both processes will be handled in accordance with our Trust's Freedom of Information Policy and the Freedom of Information Act 2000.

Internal investigation and internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to: Freedom of Information Review, The Clatterbridge Cancer Centre NHS Foundation Trust, Clatterbridge Road, Bebington, Wirral, CH63 4JY

If you are not satisfied with the outcome of the internal investigation/review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

**In order for us to ensure customer satisfaction and to monitor compliance with the Freedom of Information Act 2000, we would be grateful if you could take a couple of minutes to complete a short feedback form via the link below:**

**<https://www.surveymonkey.co.uk/r/H39RFMM>**

Appendix 1

1. How much your trust has spent on translation/interpreter services (on both telephone and face-to-face and including British Sign Language)?	2. How much your trust has spent on the translation of written information for patients or carers?	3. How much your trust has spent on the employment of translators/interpreters, and which languages these employees covered?	4. How much your trust has spent on employing advocates for non-English speakers?	5. What was the average waiting time for a consultation with an interpreter after initial request for interpreter services (for both telephone and face-to-face appointments)?	6. Which company does the trust use for interpretation services?
<p>£67,767</p>	<p><b>Section 12: Appropriate Limit</b></p> <p>Following a scoping exercise completed by our Finance Department, it has become evident that in order to meet the full requirements of this request, there would be a significant impact on both time and workload within the Trust. This information is not held centrally and would therefore require a member of staff to search through a large number of invoices, and manually extract the information required. It is estimated that this would take in excess of 18 hours.</p> <p>Section 12 of the Act makes provision for public authorities to refuse requests for information where the cost of dealing with them would exceed the ‘appropriate limit’, which for local authorities is £450, or 18 hours.</p>	<p><b>Section 12: Appropriate Limit</b></p> <p>Following a scoping exercise completed by our Finance Department, it has become evident that in order to meet the full requirements of this request, there would be a significant impact on both time and workload within the Trust. This information is not held centrally and would therefore require a member of staff to search through a large number of invoices, and manually extract the information required. It is estimated that this would take in excess of 18 hours.</p> <p>Section 12 of the Act makes provision for public authorities to refuse requests for information where the cost of dealing with them would exceed the ‘appropriate limit’, which for local authorities is £450, or 18 hours.</p>	<p><b>Section 12: Appropriate Limit</b></p> <p>Following a scoping exercise completed by our Finance Department, it has become evident that in order to meet the full requirements of this request, there would be a significant impact on both time and workload within the Trust. This information is not held centrally and would therefore require a member of staff to search through a large number of invoices, and manually extract the information required. It is estimated that this would take in excess of 18 hours.</p> <p>Section 12 of the Act makes provision for public authorities to refuse requests for information where the cost of dealing with them would exceed the ‘appropriate limit’, which for local authorities is £450, or 18 hours.</p>	<p>We do not have an average waiting time for a consultation with an interpreter. As a tertiary specialist cancer treatment centre, in most cases requests are sent in advance of contact with the patient. If any emergency admissions have required this service, these have also been booked on the day without delay or issue.</p>	<p>The 5 Interpreter services we use are:</p> <ul style="list-style-type: none"> <li>• Beacon</li> <li>• AOHL (Action on hearing loss)</li> <li>• Language Line</li> <li>• Prestige</li> <li>• BSL</li> </ul>