



**The Clatterbridge
Cancer Centre**
NHS Foundation Trust

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Date: 12th August 2021

Re: Freedom of Information Request Ref: 207-2021

Thank you for your email dated the 16th July 2021, requesting information in relation to interpreting services.

The information that you require is as follows:

1. Please confirm your Trust's overall spending on Translation and Interpreting Services, for each of the financial years:
 - a. 2018-19
 - b. 2019-2020
 - c. 2020-2021

Year	2018/19	2019/20	2020/21
Total Spend (£)	73,856	62,847	79,385

2. If available, for the financial years specified in Question 1, please provide a breakdown of:
 - a. Total spend on written translation
 - b. Total spend on telephone interpreting
 - c. Total spend on video interpreting
 - d. Total spend on in-person/face to face interpreting (i.e. pre-booked consultations)
 - e. Breakdown of spending between inpatient vs outpatient services

Year	2018/19	2019/20	2020/21
Written Translation	10,384	4,223	6,782
Telephone Interpreting	1,007	1,722	13,103

Video Interpreting	We do not undertake this at our Trust	We do not undertake this at our Trust	We do not undertake this at our Trust
Face to Face interpreting	62,465	56,902	59,500
Inpatient vs Outpatient	Information not held*	Information not held*	Information not held*

* Unfortunately, our information is not split in such a way that we can differentiate between whether the cost was for an inpatient or outpatient.

3. If available, please provide a breakdown of the:
- Total number of in-person/face to face interpreting sessions booked (break down by language, specialty, and clinical area)

We do not record this data by speciality and clinical area. The breakdown by language is as follows:

Language	2018	2019	2020	2021
Bulgarian/Greed	<p>Section 12: Appropriate Limit</p> <p>Following a scoping exercise, 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</p>	26	42	62
Cantonese		205	202	271
Lithuanian		32	23	13
Polish		125	277	173
Afghan Pashto		0	4	1
Albanian		34	0	2
Arabic		67	79	59
Asian		0	0	1
Bangladeshi		0	2	3
Bengali		5	10	26
Chinese		0	3	4
Cypriot		3	0	0
Czech Slovakian		109	64	14
Farsi		2	18	8
French		2	6	32
Germany		0	0	12
Gujrati		0	0	1
Hungarian		27	22	9
Iranian		1	0	0
Italian		18	4	1
Kurdish		6	38	25
Latvian/Russian		21	14	18
Mandarin		7	26	36
Pashto	0	7	0	

Persian	'appropriate limit', which for local authorities is £450, or 18 hours (at £25 per hour). This represents the estimated cost of one person spending 2.5 working days	15	6	1
Punjabi		0	6	4
Portuguese		21	19	17
Romanian		52	100	72
Somalian		2	1	2
Spanish		15	3	1
Sri Lankan		2	2	0
Tamil		33	3	9
Thai		3	0	0
Tigrinya		0	0	9
Turkish		21	4	14
Urdu		3	2	2
Vietnamese		locating the documents that contain the information and extracting the relevant information containing it. This would take considerable time and cost which we estimate will exceed the "appropriate limit".	6	13
Welsh	4		0	0
RNID – Louder Than Words	0		18	1
British Sign language	57		21	23

b. Please confirm what is the current process for clinical or administrative staff to book:

- 1. An in-person / face to face interpreting consultation - Please see below**
- 2. A telephone interpreting session – Please see below**
- 3. A video interpreting session – N/A**
(for example, via Intranet, digital / app based, phone call)

Face to face –

- **Face to face interpreters request form to be completed by staff member requesting interpreter (including patient and appointment details).**
- **Email request form to the interpreters generic email.**
- **Admin team to forward request on to either Beacon Languages, Prestige or RNID – Louder Than Words**
- **Beacon, Prestige or RNID – Louder Than Words to email with confirmation of booking**

Telephone –

- **Language line interpreter request form to be completed by staff member**
- **Email request form to generic interpreter email**

- Clinician to call language line number on the day/time of appointment, confirm language required and quote account/ID number.

4. Do you employ your own in-house / face-face interpreters? If yes:

No

- a. How many interpreters do you have on payroll (breakdown by substantive and bank)?
- b. What languages do they cover?
- c. What is the hourly pay for in-house interpreters

5. Do you outsource interpreting services to an external provider? If yes:

a. Which provider(s) do you currently use?

Beacon Languages is the main interpreting service used, we use Prestige if Beacon cannot provide interpreter. We also use RNID – Louder Than Words and Language Line.

b. Are you able to provide approximate fee / interpreting session for:

i. In-person/face to face interpreting

ii. Telephone interpreting iii.

Video interpreting

Information not held - The rate for face to face and telephone interpreting would vary depending on the details of each individual request and the translation service used. We are therefore unable to provide an approximate fee.

6. If you outsource the provision of interpreting services to an external provider, could you please confirm:

a. Whether the provider was contracted via a national framework? If so, which one?

No the provider was not contracted via a national framework, although CCC are currently involved in a CCG led collaborative to position all interpreter services centrally following a tender process.

b. When does the current contract expire?

We have one contract with RNID – Louder Than Words, contract runs until 30th September 2021. All other services are provided on an ad hoc basis.

c. Is there is an exclusivity clause, which would prevent the trust from piloting additional / complementary interpreting services during the duration of your contract with your existing provider? No, there is not an exclusivity clause.

7. From which budget within your organisation are interpreting services funded? Which staff member/role is responsible for signing off that budget? This currently sits within our Acute Services budget. The staff member responsible is:

Pauline Drane - General Manager Acute Care Division

- a. Which stakeholders are involved in the decision concerning contracting of interpreting services (no need to provide actual names – please only provide role and/or job titles)

Richard Lacey - General Manager – Networked Services

8. If available, could you please provide the following information for the financial years 2018-19, 2019-20, 2020-21:

- a. Anonymised list of procedures cancelled due to lack of interpreter for key stages (for example Consent process), including date when procedure was due and date when it was rescheduled (alternatively, if unable to adequately anonymise, would you be able to provide us with the 1) total count of procedures that had to be cancelled 2) average delay until procedure rescheduled 3) break down by specialty (if possible)

Information not held – There is not a specific option for staff to cancel procedures due to a lack of interpreter within our patient information system. Unfortunately, we are therefore unable to supply the information requested.

- b. Anonymised list of outpatient appointments cancelled due to lack of interpreter, including date when procedure was due and date when it was rescheduled (alternatively, if unable to adequately anonymise, would you be able to provide us with the 1) total count of procedures that had to be cancelled 2) average delay until procedure rescheduled 3) break down by specialty (if possible)

Information not held – There is not a specific option for staff to cancel outpatient appointments due to a lack of interpreter within our patient information system. Unfortunately, we are therefore unable to supply the information requested.

- c. Total number of incidents where one of the contributing factors was language barrier –

2018/19	2
2019/20	7
2020/21	6

- d. Total number of complaints where one of the contributing factors was language barrier –

2018/19	0
2019/20	0
2020/21	0

9. What is your hospital's policy on allowing multilingual clinicians or administrative staff to perform ad-hoc interpreting for patients?

- a. **Is this 1) not officially allowed 2) allowed in exceptional circumstances 3) encouraged (alternatively please attach any relevant policies and we will review these ourselves)**

Option 2 - We would adopt this approach if service providers were unable to meet our needs, and we had an appropriate staff member who could support.

10. If we would like to engage in conversation with a member of staff in your organisation to discuss the innovation we propose to develop, who would be the most suitable person to approach?

Richard Lacey - General Manager – Networked Services

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>