

Title

Translation and Interpreting Services

Reference Number: RDF2232-24

Date of Response: 05/02/24

Further to your Freedom of Information Act request, please find the Trust's response(s) below:

Please be aware that the Royal Devon University Healthcare NHS Foundation Trust (Royal Devon) has existed since 1st April 2022 following the integration of the Northern Devon Healthcare NHS Trust (known as Northern Services) and the Royal Devon and Exeter NHS Foundation Trust (known as Eastern Services).

This is an information request relating to NHS Translators.

Please include the following information for the following years: 2020/21, 2021/22, 2022/23:

1. *Trust's overall spending on Translation and Interpreting Services*

Answer: The Trust can confirm that it holds information that you have requested. This information is exempt under Section 21 of the Freedom of Information Act because it is reasonably accessible to you. The information you requested can be accessed via the following link:

- <https://www.royaldevon.nhs.uk/media/1oedvjsz/foi-rdf2042-23-translation-services-and-technologies.pdf>

All Trust responses to Freedom of Information requests can be found at the following link:

- <https://royaldevon.nhs.uk/about-us/information-governance/freedom-of-information-foi-and-environmental-information-regulations-eir/foi-disclosure-log/>

Section 21 of the Freedom of Information Act exempts disclosure of information that is reasonably accessible by other means. The terms of this exemption mean that the Trust does not have to consider whether or not it would be in the public interest for you to have the information.

2. *Total translators employed by the Trust.*

3. *The hourly pay for in-house interpreters*

4. *What languages do they cover?*

Answer: Section 21 of the Freedom of Information Act.

The Trust is unable to respond to questions 2,3 and 4. The information requested is not held by the Trust. Translation services are not delivered by Trust staff.

In a bid to assist under section 16 of the Freedom of information Act, and under Section 21 of the Freedom of information Act, please find the following link to Information available on the Trust Website, of which will assist you.

[foi-rdf1458-23-translation-interpretation-services.pdf \(royaldevon.nhs.uk\)](http://royaldevon.nhs.uk/foi-rdf1458-23-translation-interpretation-services.pdf)

5. *Total number of in-person/face to face interpreting sessions booked (break down by language and clinical area)*
6. *How many appointments or procedures have had to be rescheduled/cancelled due to lack of an interpreter*

Answer: Section 12 (1) - Freedom of Information Act 2000 Exemption applied to questions 5 and 6:

The Trust has considered your request, however, to provide you with the information requested would require the manual extraction and manipulation of information from various sources. The appropriate department keep a local document with the interpreters' orders; however, this information is not held in the Trust in a reportable format. The information is not held electronically or routinely stored in the Trust's EPIC system, and this is often held in Free text fields making it very difficult to report on. - To carry out this work would exceed the appropriate cost limit as set out in Section 12 (1) of the Freedom of Information Act 2000 and is therefore exempt.

Under the Freedom of Information Act 2000 Section 12 (1) and defined in the Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004, a public authority is not obliged to comply with a request for information if it estimates the cost of complying would exceed the appropriate limit. The limit of £450 represents the estimated cost of one person spending two and a half days in determining whether the Trust holds the information, locating, retrieving, and extracting that information.