

## FoI Request Questionnaire

Some of the questions in this questionnaire allow for a quick answer, simply by deleting **Yes** or **No** as appropriate, but others require more detailed answers. We thank you in advance for doing your best to answer the questionnaire in the most complete way you can.

<b>1</b>	<b>What is the size of the resident population that your organisation serves?</b>																		
	<b>Response: 225,000 across Wiltshire, Dorset and Hampshire</b>  <a href="http://salisbury.nhs.uk">Wards &amp; Departments (salisbury.nhs.uk)</a>																		
1.1	What percentage of the resident population in the area that your organisation serves are non-native English speakers?																		
	<b>Response: We recognise portions of our community do not use English as a first language and work to be as inclusive as possible in the design and delivery of our services. We are proud to have a diverse workforce that represents the communities we serve. For specific demographic information, and future projections, we recommend contacting Wiltshire Council and the Bath, Swindon, and Wiltshire Integrated Care Board teams.</b>																		
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?																		
	<b>Response: N/K - we recommend contacting Wiltshire Council and the Bath, Swindon, and Wiltshire Integrated Care Board teams.</b>																		
<b>2</b>	<b>Does your organisation hire any professional written translation or spoken interpreting services to aid communication with people who may have difficulties understanding English?</b>																		
	<b>Response: Yes</b>																		
2.1	If your organisation hires professional translation or interpreting services, for what type of material do you use these services?  (E.g., do you hire professional translation services to translate website content, correspondence, legal documents? Do you hire interpreting services for meetings, interviews, anything else?)																		
	<b>Response: We use interpreters for appointments and translating clinical letters or appointment letters</b>																		
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?																		
	<b>Response:</b> <table border="1" style="width: 100%; border-collapse: collapse;"><thead><tr><th style="text-align: left;">Financial year</th><th style="text-align: center;">Translation &amp; interpreting expenditure</th><th style="text-align: center;">% of total expenditure</th></tr></thead><tbody><tr><td>2018/19:</td><td style="text-align: center;">£ 30,714</td><td style="text-align: center;">0.01 %</td></tr><tr><td>2019/20:</td><td style="text-align: center;">£ 38,777</td><td style="text-align: center;">0.01 %</td></tr><tr><td>2020/21:</td><td style="text-align: center;">£ 17,249</td><td style="text-align: center;">0.01 %</td></tr><tr><td>2021/22:</td><td style="text-align: center;">£ 15,060</td><td style="text-align: center;">0.01 %</td></tr><tr><td>2022/23</td><td style="text-align: center;">£ 34,297</td><td style="text-align: center;">0.01 %</td></tr></tbody></table>	Financial year	Translation & interpreting expenditure	% of total expenditure	2018/19:	£ 30,714	0.01 %	2019/20:	£ 38,777	0.01 %	2020/21:	£ 17,249	0.01 %	2021/22:	£ 15,060	0.01 %	2022/23	£ 34,297	0.01 %
Financial year	Translation & interpreting expenditure	% of total expenditure																	
2018/19:	£ 30,714	0.01 %																	
2019/20:	£ 38,777	0.01 %																	
2020/21:	£ 17,249	0.01 %																	
2021/22:	£ 15,060	0.01 %																	
2022/23	£ 34,297	0.01 %																	
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?																		

	<b>Response:</b> Taking account of inflation the overall trend has not been on an increasing trajectory over the last 5 years. In the absence of other changes in the environment we do not see this changing.
<b>3</b>	<b>Is machine translation (e.g. a translation app such as Google Translate) used in any way in your organisation?</b>
	<b>Response:</b> No
3.1	If machine translation is used in your organisation, under what circumstances is it used? (Please specify by whom, in which context, using which tools, and the reason of use.)
	<b>Response:</b> N/A
<b>4</b>	<b>Does your organisation follow a formal policy approving, prohibiting or regulating the use of machine translation tools in your organisation?</b>
	<b>Response:</b> No
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?
	<b>Response:</b> N/A
<b>5</b>	<b>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?</b>
	<b>Response:</b> No
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?
	<b>Response:</b> N/A
<b>6</b>	<b>Do you have an established line of accountability in the event of negative outcomes that may arise from the use of machine translation?</b>  (E.g., an incident caused by misinformation in an important document, or by miscommunication between staff and member of the public using a phone app.)
	<b>Response:</b> We would follow normal incident reporting policy
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?
	<b>Response:</b> The Trust has a standard policy covering incident reporting and investigation that would also cover this area should we ever have it.
<b>7</b>	<b>Is any training provided on the use of machine translation in your organisation?</b>
	<b>Response:</b> No
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?
	<b>Response:</b> N/A
<b>8</b>	<b>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.</b>

---

**Response:** Use of contracted translation services are used where required/as appropriate. Easy read versions are also currently being created for key patient information (i.e. the Trusts complaints process etc.)

---

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?

---

**Response:** [sft.pals@nhs.net](mailto:sft.pals@nhs.net)

---