

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.

1	What is the size of the resident population that your organisation serves?
	Response: This information is already in the public domain ¹ . Please follow this link to our Annual Reports where you can find this information under “About the Trust” on page 16
1.1	What percentage of the resident population in the area that your organisation serves are non-native English speakers?
	Response: This information is not held ² .
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?
	Response: This information is not held ² . The right of access created by the Freedom of Information Act only applies to recorded information. This does not include requests asking for a person’s wishes, opinions, predictions or general advice.
2	Does your organisation hire any professional written translation or spoken interpreting services to aid communication with people who may have difficulties understanding English?
	Response: [Yes/No] Yes
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?)
	Response: face to face and telephone interpreting services; dedicated British Sign Language interpreters and other modes of communication for deaf people such as STTR and Lipspeaking; translation of text documents and information leaflets
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?

¹ Section 21 – Information is available through other means

² Section 1(1) Any person making a request for information to a public authority is entitled

(a) to be informed in writing by the public authority whether it holds information of the description specified in the request, and
(b) if that is the case, to have that information communicated to him.

Response:

Financial year	Translation & interpreting expenditure	% of total expenditure
2018/19:	£ 54,348	0.02 %
2019/20:	£ 56,821	0.02 %
2020/21:	£ 62,545	0.02 %
2021/22:	£ 77,948	0.02 %

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?

Response: Please see the answer to question 1.2.

3 Is machine translation (e.g. a translation app such as Google Translate) used in any way in your organisation?

Response: [Yes/No] 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.)

Response: Not applicable

4 Does your organisation follow a formal policy approving, prohibiting or regulating the use of machine translation tools in your organisation?

Response: [Yes/No] 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?

Response: Not applicable

5 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?

Response: [Yes/No] 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?

Response: Not applicable

6 Do you have an established line of accountability in the event of negative outcomes that may arise from the use of machine translation?

(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.)

Response: [Yes/No] No

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?

Response: Not applicable

7	Is any training provided on the use of machine translation in your organisation?
	Response: [Yes/No] 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?
	Response: Not applicable
8	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.
	Response: Accessibility initiatives, e.g. ReachDeck plugin on website
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: The purpose of the Freedom of Information is to provide public access to information held by public authorities, not to be a directory enquiry service. However, under Section 16 – Duty to provide advice and assistance we can confirm that our Head of Involvement and Experience is responsible for translation and interpreting.