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King's Mill Hospital
Mansfield Road
Sutton in Ashfield
Nottinghamshire
NG17 4JL

RE: Freedom of Information Request

Tel: 01623 622515
Join today: www.sfh-tr.nhs.uk

18th December 2023

Dear Sir/Madam

With reference to your request for information received on 8th November 2023, I can confirm in accordance with Section 1 (1) of the Freedom of Information Act 2000 that we do hold the information you have requested. A response to each part of your request is provided below.

In your request you asked:

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: Section 21 exempts information that is reasonably accessible to you by other means. The information you require is available here: <https://www.sfh-tr.nhs.uk/about-us/>

1.1 What percentage of the resident population in the area that your organisation serves are non-native English speakers?

Response: Information not held.

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: Under the terms of the Act, we do not need to provide an answer as this would mean creating new information and giving an opinion. This information is not held.

Taken from the ICO - The Act does not cover information that is in someone's head. If a member of the public asks for information, you only have to provide information you already have in recorded form. You do not have to create new information or find the answer to a question from staff who may happen to know it.

Home, Community, Hospital.

Patient Experience Team
01623 672222
sfh-tr.pet@nhs.net



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Chair Claire Ward
Chief Executive Paul Robinson

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															
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: We outsource our interpreting services to an external company which provides document translations and face to face, videocall and telephone interpretations for patient appointments.															
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?															
	Response:															
	<table border="1"> <thead> <tr> <th data-bbox="280 860 496 898">Financial year</th> <th data-bbox="512 860 879 936">Translation & interpreting expenditure</th> <th data-bbox="967 860 1278 898">% of total expenditure</th> </tr> </thead> <tbody> <tr> <td data-bbox="320 943 440 976">2018/19:</td> <td data-bbox="639 943 791 976">£65,391.00</td> <td data-bbox="951 943 1214 976">Information not held</td> </tr> <tr> <td data-bbox="320 983 440 1016">2019/20:</td> <td data-bbox="639 983 791 1016">£82,566.00</td> <td data-bbox="951 983 1214 1016">Information not held</td> </tr> <tr> <td data-bbox="320 1023 440 1057">2020/21:</td> <td data-bbox="639 1023 791 1057">£34,420.00</td> <td data-bbox="951 1023 1214 1057">Information not held</td> </tr> <tr> <td data-bbox="320 1064 440 1097">2021/22:</td> <td data-bbox="639 1064 791 1097">£42,085.00</td> <td data-bbox="951 1064 1214 1097">Information not held</td> </tr> </tbody> </table>	Financial year	Translation & interpreting expenditure	% of total expenditure	2018/19:	£65,391.00	Information not held	2019/20:	£82,566.00	Information not held	2020/21:	£34,420.00	Information not held	2021/22:	£42,085.00	Information not held
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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: Our service forecasts a yearly increase in activity which will affect the costing.															
3	Is machine translation (e.g. a translation app such as Google Translate) used in any way in your organisation?															
	Response: Not for official use.															
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: N/A															
4	Does your organisation follow a formal policy approving, prohibiting or regulating the use of machine translation tools in your organisation?															
	Response: 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: N/A															

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: N/A
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: N/A
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: N/A
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: N/A
7	Is any training provided on the use of machine translation in your organisation?
	Response: N/A
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: N/A
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: Yes, via our interpretation provider we translate documentation required to communicate accordingly with patients.
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: Interpreting.Services@nhs.net

I trust this information answers your request. Should you have any further enquiries or queries about this response please do not hesitate to contact me. However, if you are unhappy with the way in which your request has been handled, you have the right to ask for an internal review. 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: Sally Brook Shanahan, Director of Corporate Affairs, King's Mill Hospital, Mansfield Road, Sutton in Ashfield, Nottinghamshire, NG17 4JL or email sally.brookshanahan@nhs.net.

If you are dissatisfied with the outcome of the internal review, you can apply to the Information Commissioner's Office, who will consider whether we have complied with our obligations under the Act and can require us to remedy any problems. Generally, the

Information Commissioner's Office cannot decide unless you have exhausted the internal review procedure. You can find out more about how to do this, and about the Act in general, on the Information Commissioner's Office website at: <https://ico.org.uk/your-data-matters/official-information/>.

Complaints to the Information Commissioner's Office should be sent to FOI/EIR Complaints Resolution, Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Telephone 0303 1231113, email casework@ico.org.uk.

If you would like this letter or information in an alternative format, for example large print or easy read, or if you need help with communicating with us, for example because you use British Sign Language, please let us know. You can call us on 01623 672232 or email sfh-tr.foi.requests@nhs.net.

Yours faithfully

Information Governance Team

All information we have provided is subject to the provisions of the Re-use of Public Sector Information Regulations 2015. Accordingly, if the information has been made available for re-use under the [Open Government Licence](#) (OGL) a request to re-use is not required, but the licence conditions must be met. You must not re-use any previously unreleased information without having the consent from Sherwood Forest Hospitals NHS Foundation Trust. Should you wish to re-use previously unreleased information then you must make your request in writing. All requests for re-use will be responded to within 20 working days of receipt.