

Dear

Thank you for your Freedom of Information request concerning translation and interpretation services.

The Trust can provide the following information:

For each of the calendar years 2011, 2012 and 2013, please provide the following information:

a) the total sum spent on translation and interpretation services by your trust

note: The figures highlighted in green are what was spent on the bi-lingual advocacy service i.e. in-house staff, agency, SLAs and telephone interpreting.

We have completed a very tiny amount of written translation but I'm not able to confirm the amount or spend.

	Community	Hospital
2010/11	£952,000	£443,386
2011/12	£862,926	£326,117
2012/13	£824,172	£297,953

b) the list of languages for which such services were obtained

2012/13

1. Albanian
2. Amharic
3. Arabic
4. Ashanti
5. Bengali
6. Bosnian
7. BSL (British Sign Language)
8. Bulgarian
9. Burmese
10. Cantonese
11. Creole
12. Croatian
13. Czech
14. Dari
15. Deaf/Blind (touch sign language)
16. Dutch
17. Farsi
18. French
19. Georgian
20. German
21. Greek
22. Gujarati
23. Hebrew
24. Hindi
25. Hungarian
26. Italian
27. Japanese
28. Korean
29. Kurdish Bahdini
30. Kurdish Kurmanji
31. Kurdish Sorani
32. Latvian
33. Lingala
34. Lithuanian
35. Makaton (simplified BSL)
36. Malayalam
37. Mandarin
38. Mende
39. Mongolian
40. Pashtu
41. Persian
42. Portuguese
43. Punjabi
44. Romanian
45. Russian
46. Serbian

47. Slovak
48. Somali
49. Soninke
50. Spanish
51. Swahili
52. Tamil
53. Thai
54. Tigrinya
55. Turkish
56. Twi
57. Ukranian
58. Urdu
59. Vietnamese
60. Wolof
61. Yiddish
62. Yoruba

c) for each of the languages listed in b) , the sum spent on translation and interpretation services for that language

note: The Trust is not able to break down the spend by language other than to say that Turkish accounts for over 50% of our activity so it is likely that it also accounts for approximately 50% of the spend

The following is a summary of the advocacy service provided by the Trust
Homerton University Hospital NHS Foundation Trust (HUHFT) has an in-house bi-lingual health advocacy service divided into two teams working across the acute setting and community health services. The advocacy model of support assist users of health services who are in an unequal power relationship in their dealings with service providers, and health service staff. This is particularly so for people who come from a different ethnic and cultural backgrounds and who cannot communicate fluently in English, or those who have a physical, and, or sensory disability. The fundamental emphasis and focus of advocacy is that it sees things from the user's perspective and aims to support the user through their NHS journey and improve the user's health and well-being. 2

Bi-lingual health advocacy is primarily an advocacy service but there are occasions when it is appropriate for an advocate to act solely as an interpreter. For example, when just passing information or when the service provider and or service user require only interpreting.

Bi-lingual health advocacy aims to supply any language requested including BSL and meet the needs of services and users as much as is reasonably possible.

Where the in-house teams cannot provide the language either because they do not have this language in-house or staff who speak that language are not available then interpreters will be booked from external suppliers.

In addition HUHFT commissions and monitors telephone interpreting services used by hospital staff and community staff to support them in emergencies or out of hours.

HUHFT also has service level agreements (SLAs) with three local voluntary community organisations that provide both bi-lingual advocacy in Turkish and Kurdish, Cantonese and Mandarin as well as advocacy for the physically and sensory disabled on its behalf.

If you have any queries about this response please contact the information governance manager at foi@homerton.nhs.uk , in the first instance. If, following that, you still have any concerns, you may contact the Information Commissioner either by letter, FOI/EIR Complaints resolution, Wycliffe House, Water Lane, Wilmslow, Cheshire SM9 5AF, or by email www.informationcommissioner.gov.uk to take them further.

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Yours sincerely

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