

FOI REF: 24/909

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8th January 2025

Tel: 0300 131 4500
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FREEDOM OF INFORMATION ACT

I am responding to your request for information under the Freedom of Information Act. The answers to your specific questions are as follows:

1) Does the Trust have guidelines on translation and interpreting?

Yes.

2) If so, please could you share the guidelines/policy?

Please see attached document <Accessible Information Policy>.

Please note that it is the Trust's FOI policy to only provide the names of staff that are grade 8a or above, therefore staff that are below that grade have been redacted from the attached policy.

3) Does the Trust offer (separate) guidance for multilingual members of staff in regard to translation and interpreting?

All staff, regardless of the language they speak, can access information on the Extranet regarding how to access interpreting (foreign language and BSL) and document translation services as part of clinical work with patients.

4) If so, please could you share the guidelines/ policy?

Not applicable, please see 3 above.

5) Does the Trust hold a database or record of languages spoken by staff?

Yes.

6) Does the Trust employ in-house interpreters?

No, we do not employ in-house interpreters; all interpreting services are provided by external interpreting specialists.

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If I can be of any further assistance, please do not hesitate to contact me.

Should you be dissatisfied with the Trust's response to your request, you have the right to request an internal review. Please write to the Freedom of Information Department (esh-tr.foi@nhs.net), quoting the above reference, within 40 working days. The Trust is not obliged to accept an internal review after this date.

Should you still be dissatisfied with your FOI request, you have the right of complaint to the Information Commissioner at the following address:

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF

Telephone: 0303 123 1113

Yours sincerely

Freedom of Information Department
esh-tr.foi@nhs.net