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.

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| **1** | **What is the size of the resident population that your organisation serves?** |
|  | **Response: SECAmb does not hold this data as it not required for the healthcare work that the Trust provides.**  **SECAmb covers a wide geographic footprint covering the Surrey, North Hampshire, Kent, Medway, and Sussex localities.** |
| 1.1 | What percentage of the resident population in the area that your organisation serves are non-native English speakers? |
|  | **Response: SECAmb does not hold this data as it not required for the healthcare work that the Trust provides.** |
| 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 is a subjective question which the Trust cannot answer** |
| **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 use Language Line for translation services for patients and carers. The service is outsourced.** |
| 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:**   |  |  |  | | --- | --- | --- | | **Financial year** | **Translation & interpreting expenditure** | **% of total expenditure** | | 2018/19: | £ 16,538 | 0.01 % | | 2019/20: | £ 31,127 | 0.01 % | | 2020/21: | £ 60,096 | 0.02 % | | 2021/22: | £ 85,084 | 0.03 % | | 2022/23: | £ 99,299 | 0.03 % | |
| 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: We expect the percentage of spending on translation services to remain the same as it is a relative low value of our total expenditure, the increase in 2020/21 is reflective of the new 111 service that started in October 2020.** |
| **3** | **Is machine translation (e.g. a translation app such as Google Translate) used in any way in your organisation?** |
|  | **Response: 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: We do not use machine translation services** |
| **4** | **Does your organisation follow a formal policy approving, prohibiting or regulating the use of machine translation tools in your organisation?** |
|  | **Response: All software would need to go through a Data Protection Impact Assessment process** |
| 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: We do not use machine translation services** |
| **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: We do not use machine translation services** |
| 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: We do not use machine translation services** |
| **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: We do not use machine translation services** |
| 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: We do not use machine translation services** |
| **7** | **Is any training provided on the use of machine translation in your organisation?** |
|  | **Response: We do not use machine translation services** |
| 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: We do not use machine translation services** |
| **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: No** |
| **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: Personal email addresses cannot be disclosed due to data protection legislation. Details of how to contact us can be found on our website:** [Welcome to South East Coast Ambulance Service | NHS (secamb.nhs.uk)](https://www.secamb.nhs.uk/) |