

Meeting the general equality duty

Title: Interpretation and Translation services

Which of the three aims is this information relevant to?

Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act.

Advance equality of opportunity between people who share a protected characteristic and those who do not.

Foster good relations between people who share a protected characteristic and those who do not.

How does this information help us to show we are paying due regards to advancing equality?

Interpretation and translation services

A request is made for patients for whom English is not their first language, who are in need of help to translate or interpret communications relating to their healthcare. In total, during this period we have translated over 30 different languages for patients; ensuring that they received full access to our services and clarity of understanding of their healthcare.

When viewing this data consideration should be given to possible anomalies that may arise as a result of our long stay patients with language needs. For example, some of our national spinal centre inpatients can result in multiple requests for the same language, which can accumulate within one period. This may present as an increased need overall, but it may be a single patient in for a longer length of stay.

The pie chart below demonstrates that in 2015/16:-

1. **Urdu** - remains the most commonly requested individual language for interpretation making up 24% of requests in 2014/15 to 20.9% in 2015/16. This is a consistent year on year position.
2. **Polish** - is the second most requested language at 15.4% of requests.
3. **Punjabi** - accounts for 10.8% of requests in 2015/16
4. **Romanian** – now equates to 6.6% of our requests for interpretation which shows an increase in the number of requests for this language

Equality Objectives 2014/15

In line with one of our equality objectives developed with patients and staff we have been giving some focus this year to raising awareness with staff in response to feedback from patients who have communication needs in particular those who have a hearing impairment or who are deaf. We have done this in a number of ways as described below. The timeline is September of this year so we hope to see an increased use by this date.

Objective	Measure & Timescale	Lead Director
To demonstrate an increased use of British Sign Language (BSL interpreters across the Trust by raising awareness with staff.	Increased use of BSL interpreters demonstrated via statement of use for all translation and interpretation services – published as part of our PSED information. September 2016	Chief Nurse

In 2015/16 our interpreting service and in particular our BSL service has been promoted via

- Inclusion in our regular complaints, PALS and in house training to ensure that awareness of our interpreting and translation services is high. BSL service remains accessible to anyone requesting it. However, at the time of publishing which is ahead of timescale for the objective, we are currently reporting a decrease by 1% on last year for using BSL interpreters but we are reporting a 12% increase in requests and use of the interpretation and translation services.
- Promoted through our screens in our waiting areas
- A pilot is being planned but not yet realised to utilise restaurant areas to help promote

Interpreting performance 2015/16

Key considerations this year are:

- 2015/16 saw a 12% increase in the number of requests for the use of our interpreting services over the same period in 2014/15. This is a positive improvement.
- Romanian is now our fourth most requested language this has increased from being outside our top 15 last year.
- Total number of requests for BSL interpretation services were 68 in 2014/15 and 65 in 2015/16, a decrease of 1% year on year.
- Requests for Bulgarian interpretation have increased significantly from 27 requests in 2014/15 (2%) to 77 requests in 2015/16, which equate to nearly 5% of the requests this year. We would need to review whether this is a single patient with multiple requests or whether it is a genuine representation of a change in our current population demographics.

When viewing this data consideration should be given to possible anomalies that may arise as a result of our long stay patients with language needs. For example, some of our national spinal centre

inpatients, multiple requests for the same language can accumulate within one period which may look like an increased need overall, but it may be a single patient in for a longer length of stay.

The attached pie chart shows the breakdown of the 15 most requested languages and British Sign Language during 2015/2016.

Interpretation Requests April 2015 – March 2016

Breakdown of Jobs by Language

