

Request title: Translation Services

Date of Response: 21st October 2015

Further to your Freedom of Information request, the Trust has answered your questions in the order they appear in your request.

Request

Am enquiring about your translation/interpretation services...

Do you run an in house provision or do you contract this out?

Either way what are your yearly costs...

2012/13

2013/14

2014/15

Budgeted for 2015/16

Reply:

Further to your Freedom of Information request, the Trust can confirm that it uses Deafinite, Multilingua and the Language Line.

The total spend on Translation / Interpretation Services for patients who were unable to speak English / communicate with medical staff for the years requested are provided in the table below. Please note that these figures incorporate all services, such as face to face Interpreters, signers, Translations (incl RNIB) and telephone translations.

Financial Year	Total Spend
2012/13	£91,267.36
2013/14	£107,293.28
2014/15	£84,932.87
Budgeted for 2015/16	£73,313

Please note: The process of recording translation services spend was recently devolved from a central process and moved to a divisional process and therefore this may have resulted in some different form of coding practice which could account for the reduction in spend from for 2014/15.