

Request title:
Translation

Date of Response: 11th January 2017

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

Request

1. How much your trust has spent on the translation of written information for patients or carers?
2. How much your trust has spent on translation/interpreter services?
3. How much your trust has been spent on the employment of translators/interpreters?
4. How much your trust has spent on employing advocates for non-English speakers?
5. Which languages did your interpreters/translators work from or to?
 - a) Please list each language
 - b) Please list the number of interpreters/translators who worked for you in each language
 - c) Please list how many times the interpreters/translators worked for you in each language.

Reply

1.

Year	Total Amount Spent
2012/13	£519.00
2013/14	£137.75
2014/15	£198.06
2015/16	£979.50
2016/17	£415.00

2.

Year	Total Amount Spent
2012/13	£72,795.23
2013/14	£88,761.39
2014/15	£87,163.79
2015/16	£80,770.50
2016/17	£67,636.00

3. N/A all expenditure was on translators/interpreters from other companies, none was spent on employing our own.

4. N/A unable to give any accurate indication of spend on advocates for non-English speakers, each individual invoice would need to be pulled and inspected, would be too large a time commitment.
5. Please see list below
- a) Please see list below
- b) The Trust does not hold the amount of times the interpreter/translator was used, and is therefore unable to provide this breakdown, however we have provided below the languages used and the number of invoices raised for the years requested.
- c) The Trust does not hold the amount of times the interpreter/translator was used, and is therefore unable to provide this breakdown, however we have provided below the languages used and the number of invoices raised for the years requested.

Row Labels	2012/13	2013/14	2014/15	2015/16	2016/17
Arabic	49	56	45	27	23
Bengali		6	1	7	13
Bulgarian				10	7
Cantonese		6	1	9	9
Dari	85	59	68	35	29
Farsi	41	25	28	50	21
French	6	3	8	2	13
German	2	3	3		3
Hungarian				2	5
Italian		3	3	1	2
Kurdish	2	9	3	1	3
Latvian	15	5	25	7	20
Lithuanian	96	76	96	41	45
Mandarin		7	2	24	20
Pashto	3	1	3	4	8
Polish	269	364	374	325	257
Portuguese		6	1	7	4
Romanian	10	11	20	52	65
Russian	4	43	73	22	14
Spanish	4	18	4	7	10
Turkish	43	36	35	52	21
Ukranian				1	
Unknown	473	627	563	521	464
Grand Total	1,102	1,364	1,356	1,207	1,056