

Trust Headquarters
 Russell's Hall Hospital
 Dudley
 West Midlands
 DY1 2HQ

Ref: FOI-112023-000476

Date: 4th January 2024

Address / Email:

Dear

Request Under Freedom of Information Act 2000

Thank you for requesting information under the Freedom of Information Act 2000.

Request

For the last financial year, what was the total amount spent on translation costs?

Can you provide a breakdown of these costs by language translated.

Do you hire any dedicated translators? If so, provide details of how many, total salary cost and for what language.

Response

For the last financial year, what was the total amount spent on translation costs?

Can you provide a breakdown of these costs by language translated.

2022-2023		
Service	Total Charge (EXC VAT)	Count of Bookings
Face to Face Interpreting	£101,504.47	1886
Urdu	£19,286.78	360
Punjabi	£20,863.58	356
Polish	£11,345.90	233
Arabic	£7,116.07	156
Romanian	£4,537.04	95
Mandarin	£5,695.21	91
Farsi	£2,987.50	62
Cantonese	£2,574.28	57
Russian	£2,841.26	48
Kurdish - Sorani	£2,256.02	47
Bengali	£2,767.44	40
Kurdish	£2,110.16	38
Mirpuri	£1,651.40	34

Persian	£1,096.86	24
Gujarati	£1,546.62	21
French	£912.84	21
Czech	£1,111.72	20
Hindi	£1,167.48	17
Tamil	£661.84	16
Portuguese	£952.42	16
Albanian	£1,068.97	16
Lithuanian	£658.91	13
Spanish	£519.39	13
Turkish	£478.65	10
Bulgarian	£715.22	10
Hungarian	£405.26	8
Ukrainian	£238.00	8
Yemeni Arabic	£622.17	8
Latvian	£569.82	7
Slovak	£279.86	6
Pashto	£256.10	5
Italian	£234.20	5
Vietnamese	£153.85	4
German	£416.35	3
Sylheti	£101.00	2
Greek	£149.33	2
Twi	£146.45	2
Dari	£94.10	2
Patwari	£80.43	2
Tagalog	£427.00	1
Portuguese - Brazilian	£23.80	1
Somali	£95.20	1
Tigrigna	£48.15	1
Kurdish - Kurmanji	£45.00	1
Amharic	£113.20	1
Bosnian	£44.04	1
Gorani	£37.60	1
Non-Spoken	£32,364.70	317
British Sign Language (BSL)	£32,364.70	317
Telephone	£29,081.83	1502
Romanian	£5,638.71	304
Urdu	£3,390.45	166
Arabic	£2,976.64	158
Polish	£2,467.07	147
Kurdish - Sorani	£1,630.88	87
Kurdish	£1,427.76	87
Punjabi	£1,608.32	81
Albanian	£1,731.92	72
Spanish	£1,261.11	53
Mandarin	£752.44	44
Dari	£569.13	30

Russian	£330.50	24
Farsi	£503.38	22
Cantonese	£532.00	21
Czech	£354.41	19
Bengali	£236.43	18
French	£256.69	16
Ukrainian	£287.31	14
Pashto	£313.54	14
Tigrigna	£311.10	12
Amharic	£130.54	12
Persian	£160.19	10
Italian	£161.41	9
Vietnamese	£202.52	8
Latvian	£300.73	7
Portuguese	£92.23	7
Lithuanian	£102.48	6
German	£113.46	6
Gujarati	£106.75	5
Greek	£81.61	5
Hindi	£98.21	5
Turkish	£90.89	4
Mirpuri	£114.68	4
Slovak	£88.45	4
Bulgarian	£69.54	3
Tamil	£29.89	2
Portuguese - Brazilian	£109.80	2
Yoruba	£109.80	2
Nepalese	£109.80	2
Thai	£41.48	2
Yemeni Arabic	£61.20	2
Twi	£61.11	2
Patwari	£12.20	1
Telugu	£7.32	1
Wolof	£36.60	1
Somali	£9.15	1
Translation	£3,055.65	16
Other	£3,055.65	16
Video	£2,938.75	23
Arabic	£671.25	6
Polish	£697.50	5
Romanian	£337.50	3
Urdu	£103.75	2
Albanian	£378.75	2
Czech	£300.00	1
Portuguese	£150.00	1
Pashto	£150.00	1
Dari	£75.00	1
Greek	£75.00	1

Do you hire any dedicated translators? If so, provide details of how many, total salary cost and for what language.

We do not hire any dedicated translators we use a language interpreting service only.

If you are dissatisfied with our response, you have the right to appeal in line with guidance from the Information Commissioner. In the first instance you may contact the Information Governance Manager of the Trust.

Information Governance Manager
Trust Headquarters
Russell's Hall Hospital
Dudley
West Midlands
DY1 2HQ
Email: dgft.dpo@nhs.net

Should you disagree with the contents of our response to your appeal, you have the right to appeal to the Information Commissioners Office at.

Information Commissioners Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Tel: 0303 123 1113
www.ico.org.uk

If you require further clarification, please do not hesitate to contact us.

Yours sincerely

**Freedom of Information Team
The Dudley Group NHS Foundation Trust**