

Trust Headquarters  
Russells Hall Hospital  
Dudley  
West Midlands  
DY1 2HQ

**Ref:** FOI-082025-0001871

**Date:** 29<sup>th</sup> August 2025

**Address / Email:**

Dear

**Request Under Freedom of Information Act 2000**

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

**Request**

This is an information request relating to NHS translators

Please include the following information for the following financial years 2022/23, 2023/24 and 2024/25:

- Trust's overall spending on Translation and Interpreting Services
- Total translators employed by the Trust
- The hourly pay for in-house interpreters
- What languages do they cover
- Total number of in-person/face to face interpreting sessions booked (break down by language and clinical area)
- How many appointments or procedures have had to be rescheduled/cancelled due to interpreter

**Response**

The Trust has received a number of requests regarding translators and interpretation, and we therefore ask in the first instance, you check our disclosure log of previous FOI requests for the information you have requested.

Our disclosure log can be found [Disclosure log - The Dudley Group NHS Foundation Trust](#) and use the search box to enter key words such as 'language, translators, translation, interpretation'.

The Trust therefore considers the information you have requested is reasonably accessible by other means as per section 21 of the Freedom of Information Act.

[Disclosure log - The Dudley Group NHS Foundation Trust \(dgft.nhs.uk\)](#)

If, after looking at previous responses you feel these do not answer your request, could you please refine your request and advise what other information you require which you have not been able to locate.

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](mailto: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](http://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**