

Freedom of Information Response

Date: 30 January 2017
Log no: 828

1. How much your trust has spent on the translation of written information for patients or carers? (This has been interpreted as including the translation of written information provided by the Trust contracted language provider)

2013/14: Unfortunately due to reporting information available at the time we are unable to provide this data

2014/15: £1,300

2015/16: £2,600

2016/17: £1,600 (April – Dec)

2. How much your trust has spent on translation/interpreter services? (This has been interpreted as including both Face to Face and Telephone services provided by the Trust contracted language provider)

2013/14: Unfortunately due to reporting information available at the time we are unable to provide this data

2014/15: £89,000

2015/16: £133,000

2016/17: £76,000 (April – Dec)

3. How much your trust has been spent on the employment of translators/interpreters? (This has been interpreted as the Trust directly employing translators/interpreters as opposed to using the Trust contracted language provider)

2013/14: £0

2014/15: £0

2015/16: £0

2016/17: £0

4. How much your trust has spent on employing advocates for non-English speakers? (This has been interpreted as the Trust directly employing advocates for non-English speakers as opposed to using the Trust contracted language provider)

2013/14: £0

2014/15: £0

2015/16: £0

2016/17: £0

5. Which languages did your interpreters/translators work from or to? (This has been interpreted as those provided by the Trust contracted language provider for Face to Face, Telephone and translation of written information)

a) Please list each language

2013/14: Unfortunately due to reporting information available at the time we are unable to provide this data



2014/15:

Albanian
Amharic
Arabic
Arabic (Classical/North African)
Arabic (Modern Standard)
Armenian
Bengali
British Sign
Bulgarian
Cantonese
Czech
Dari
Deafblind (BSL Hands on/hand-under-hand)
Dutch
English
Farsi
French
Greek
Gujarati
Hausa
Hindi
Hungarian
Indonesian
Italian
Japanese
Kurdish
Kurdish (Kurmanji)
Kurdish (Sorani)
Latvian

Lipspeak (English)
Lithuanian
Mandarin
Mirpuri
Pashto
Pashto (Afghanistan)
Polish
Polish,Latvian,Lithuanian
Portuguese
Punjabi
Punjabi, Eastern (India)
Punjabi, Western (Pakistan)
Romanian
Russian
Sign Supported English
Sindhi
Slovak
Somali
Sorani
Spanish
Swahili
Sylheti
Tamil
Telugu
Tigrinya
Turkish
Urdu
Vietnamese

2015/16:

Albanian	Lithuanian
Amharic	Malayalam
Arabic	Mandarin
Arabic (Classical/North African)	Moldovan
Arabic (Modern Standard)	Nepalese
Bengali	Nepali
Bosnian	Pashto
British Sign	Pashto (Afghanistan)
Bulgarian	Pashto (Pakistan)
Cantonese	Polish
Croatian	Portuguese
Czech	Potowari (Pahari)
Dari	Punjabi
Dari (Afghan)	Punjabi, Eastern (India)
Deafblind (BSL Hands on/hand-under-hand)	Punjabi, Western (Pakistan)
Deafblind Manual	Romanian
Dutch	Russian
EN	Sign Supported English
English	Slovak
Farsi	Somali
French	Sorani
German	Spanish
Greek	Swahili
Gujarati	Swahili (Congo)
Hindi	Tamil
Hungarian	Thai
Indonesian	Tigrinya
Italian	Turkish
Karen	Twi
Kurdish	Urdu
Kurdish (Kurmanji)	Uzbek
Kurdish (Sorani)	VA
Latvian	Vietnamese
Latvian,Lithuanian,Polish	

2016/17: (April – Dec)

Albanian
Amharic
Arabic
Arabic (Modern Standard)
Bengali
British Sign
British Sign Language
Bulgarian
Cantonese
Cape Verdean Creole
Czech
Dari
Deafblind Manual
Dutch
English
Farsi (Persian)
French
Greek
Hausa
Hindi
Hungarian
Indonesian
Italian
Kurdish
Kurdish / Kurdish Sorani
Kurdish Badini
Latvian
Lithuanian
Mandarin

Nepali
Oromo
Pahari
Pashto (Afghanistan)
Pashtu
Polish
Portuguese
Punjabi
Punjabi, Western (Pakistan)
Rahavin (Somalian dialect)
Roma
Romanian
Romany
Russian
Sign Support English
Sinhalese
Slovak
Somali
Spanish
Sudanese Arabic
Sylheti
Tagalog
Tamil
Tetun
Thai
Tigrinya
Turkish
Urdu
Vietnamese

b) Please list the number of interpreters/translators who worked for you in each language

2013/14 - Unfortunately due to reporting information available at the time we are unable to provide this data

2014/15:

Polish	904	Deafblind (BSL Hands on/hand-under-hand)	9
Lithuanian	527	Cantonese	8
Romanian	242	Japanese	7
Russian	234	Greek	7
Portuguese	196	Pashto	7
British Sign	101	Gujarati	6
Latvian	95	Vietnamese	6
Spanish	85	Amharic	6
Hungarian	75	Mirpuri	6
Urdu	73	Tigrinya	5
Albanian	72	Arabic (Classical/North African)	5
Bengali	69	Indonesian	4
French	49	English	3
Slovak	45	Swahili	3
Bulgarian	44	Punjabi, Eastern (India)	3
Czech	40	Sindhi	2
Mandarin	36	Hausa	2
Tamil	34	Sylheti	2
Turkish	32	Sign Supported English	2
Italian	30	Dari	2
Arabic (Modern Standard)	20	Dutch	2
Somali	19	Pashto (Afghanistan)	2
Arabic	18	Sorani	2
Punjabi, Western (Pakistan)	16	Kurdish (Kurmanji)	2
Farsi	14	Polish,Latvian,Lithuanian	2
Punjabi	13	Armenian	1
Kurdish (Sorani)	12	Lipspeak (English)	1
Kurdish	12	Telugu	1
Hindi	11		

2015/16:

Polish	1124	Deafblind (BSL Hands on/hand-under-hand)	6
Lithuanian	859	Hindi	5
Romanian	759	Indonesian	5
Portuguese	391	Pashto (Afghanistan)	5
Russian	332	English	5
British Sign	146	Nepali	4
Albanian	127	Deafblind Manual	4
Bengali	126	Twi	3
Urdu	115	Dari	3
Hungarian	98	VA	3
Slovak	95	Sorani	3
Spanish	85	Punjabi, Eastern (India)	3
Tamil	79	Nepalese	2
Mandarin	77	German	2
Latvian	77	Croatian	2
Bulgarian	68	Kurdish (Kurmanji)	2
Turkish	56	Greek	2
Arabic	55	Potowari (Pahari)	2
Czech	34	Malayalam	2
Arabic (Modern Standard)	34	Moldovan	2
Italian	34	Swahili (Congo)	2
French	26	Dutch	2
Kurdish	21	Pashto (Pakistan)	1
Sign Supported English	20	EN	1
Somali	20	Amharic	1
Punjabi, Western (Pakistan)	18	Gujarati	1
Farsi	17	Bosnian	1
Cantonese	16	Dari (Afghan)	1
Arabic (Classical/North African)	15	Uzbek	1
Punjabi	15	Karen	1
Kurdish (Sorani)	10	Swahili	1
Tigrinya	10	Vietnamese	1
Thai	10	Latvian,Lithuanian,Polish	1
Pashto	7		

2016/17: (April – Dec)

Polish	810	Hindi	9
Lithuanian	683	Dari	9
Romanian	464	Deafblind Manual	7
Portuguese	298	Pahari	6
Russian	223	Hausa	6
Bengali	124	Dutch	6
Urdu	88	Sylheti	5
British Sign Language	78	Punjabi, Western (Pakistan)	5
Albanian	77	Arabic (Modern Standard)	5
Turkish	74	Greek	4
Hungarian	73	Indonesian	4
Mandarin	69	Tagalog	3
Slovak	59	Sign Support English	3
Bulgarian	55	Kurdish	3
Arabic	52	Sudanese Arabic	2
Latvian	43	English	2
Tamil	36	Oromo	2
Spanish	35	Tetun	2
Italian	31	Cape Verdean Creole	2
Punjabi	27	Nepali	2
Various	26	Romany	1
Kurdish / Kurdish Sorani	25	Roma	1
Czech	20	Kurdish Badini	1
French	16	Sinhalese	1
Pashtu	15	Pashto (Afghanistan)	1
Cantonese	13	Rahavin (Somalian dialect)	1
Farsi (Persian)	11	Amharic	1
Somali	9	Thai	1
Vietnamese	9	Tigrinya	1
British Sign	9		

c) Please list how many times the interpreters/translators worked for you in each language.

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Urdu	73	Mirpuri	6
Albanian	72	Tigrinya	5
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Farsi	14	Kurdish (Kurmanji)	2
Punjabi	13	Polish,Latvian,Lithuanian	2
Kurdish (Sorani)	12	Armenian	1
Kurdish	12	Lipspeak (English)	1
		Telugu	1

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Tamil	79	Punjabi, Eastern (India)	3
Mandarin	77	Nepalese	2
Latvian	77	German	2
Bulgarian	68	Croatian	2
Turkish	56	Kurdish (Kurmanji)	2
Arabic	55	Greek	2
Czech	34	Potowari (Pahari)	2
Arabic (Modern Standard)	34	Malayalam	2
Italian	34	Moldovan	2
French	26	Swahili (Congo)	2
Kurdish	21	Dutch	2
Sign Supported English	20	Pashto (Pakistan)	1
Somali	20	EN	1
Punjabi, Western (Pakistan)	18	Amharic	1
Farsi	17	Gujarati	1
Cantonese	16	Bosnian	1
Arabic (Classical/North African)	15	Dari (Afghan)	1
Punjabi	15	Uzbek	1
Kurdish (Sorani)	10	Karen	1
Tigrinya	10	Swahili	1
Thai	10	Vietnamese	1
Pashto	7	Latvian,Lithuanian,Polish	1

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Somali	9	Thai	1
Vietnamese	9	Tigrinya	1
British Sign	9		