

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

**Ref:** FOI-012024-000567

**Date:** 02/07/2024

**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 years: 2020/21, 2021/22, 2022/23:**

**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 lack of an interpreter?**

**Response**

<p><b>1. Trust's overall spending on Translation and Interpreting Services?</b></p>	<table border="1"> <tr> <td data-bbox="826 1605 1062 1670">2020/21:</td> <td data-bbox="1070 1605 1431 1670">£89,931</td> </tr> <tr> <td data-bbox="826 1675 1062 1740">2021/22:</td> <td data-bbox="1070 1675 1431 1740">£138,995</td> </tr> <tr> <td data-bbox="826 1745 1062 1810">2022/23:</td> <td data-bbox="1070 1745 1431 1810">£170,451.71</td> </tr> </table>	2020/21:	£89,931	2021/22:	£138,995	2022/23:	£170,451.71
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2021/22:	£138,995						
2022/23:	£170,451.71						
<p><b>2. Total translators employed by the Trust? -</b></p>	<p><b>No, we do not hire any dedicated translators we use a language interpreting service only.</b></p>						
<p><b>3. The hourly pay for in-house interpreters?</b></p>	<p><b>N/A</b></p>						

4. What languages do they cover?	N/A
5. Total number of in-person/face to face interpreting sessions booked (break down by language and clinical area)?	we do not have this broken down by language as data is not collated in this way.
6. How many appointments or procedures have had to be rescheduled/cancelled due to lack of an interpreter?	<p>We are unable to answer this as we do not hold the information you have requested in a reportable format.</p> <p>When information is not in a reportable format</p> <p><i>The ICO guidance clearly states “FOIA only applies to information that a public authority already holds in recorded form at the time of a request. If you don’t hold a particular piece of information that someone has asked for, you don’t have to create it.”</i></p>

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**