



Freedom of Information Request

Ref: UHB 19-690

26 November 2019

By Email

Dear Sir/Madam

Thank you for your request for information under the Freedom of Information Act 2000. The Trust's response is as follows:

For each of the last 3 financial years (2019/18, 2018/17, 2017/16) how much have you spent on the following:

1. Translation of written information for patients /carers.

2018/19: £18,515.

2017/18: £533.

2016/17: £2,099.

Please note that written translation activity for 2017/18 and part of 2016/17 was billed in 2018/19, hence the difference in the figures. As a result, it is advised that you take a mean cost across these three years to get a more accurate indication of our annual spending on these services.

2. Translation services for patients/carers.

Face-to-face spoken language interpreting, non-spoken language interpreting, telephone interpreting and written translation combined costs:

2018/19: £389,747.

2017/18: £313,862.

2016/17: £188,999.

3. Employment of translators

The Trust has an in-house temporary staffing bureau who can supply face-to-face spoken language interpreting.

2018/19: £54,193.

2017/18: £53,505.

2016/17: £55,052.

4. Employment of advocates for non-English speaking people.

Nil cost. University Hospitals Bristol NHS Foundation Trust does not directly employ advocates.

5. What are the three most common languages translated?

- a. Arabic
- b. Polish
- c. Somali

This concludes our response. We trust that you find this helpful, but please do not hesitate to contact us directly if we can be of any further assistance.

If, after that, you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to:

Director of Corporate Governance
University Hospitals Bristol NHS Foundation Trust
Trust Headquarters
Marlborough Street
Bristol
BS1 3NU

Please remember to quote the reference number above in any future communications.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Publication

Please note that this letter and the information included/attached will be published on our website as part of the Trust's Freedom of Information Publication Log. This is because information disclosed in accordance with the Freedom of Information Act is disclosed to the public, not just to the individual making the request. We will remove any personal information (such as your name, email and so on) from any information we make public to protect your personal information.

To view the Freedom of Information Act in full please click [here](#).

Yours sincerely

FOI Team
UH Bristol NHS Foundation Trust