



Information Governance Team
99 Waverley Road
St Albans
Hertfordshire
AL3 5TL

Tel: 01727 804954
Email: foi@hpft.nhs.uk

Our Ref: FOI 2461

Thank you for your request concerning our translation/interpretation services.

Your request has been considered and processed in accordance with the requirements of the Freedom of Information (FOI) Act 2000.

The following questions refer to any translation from another language into English, or from English into another language.

For the last four financial years, please provide the following details:

- 1. How much your Trust has spent on the translation of written information for patients or carers?**

We are not able to identify annual spend in respect of translation services as this is not paid for centrally. Translation services are rarely used by HPFT as services are encouraged to use interpreters to translate and explain documentation to services users which is often the preferred option.

- 2. How much your Trust has spent on translation/interpreter services?**

Our interpreting services are provided and managed by HCT with Hertfordshire Supply Management Confederation (HSMC). They can be contacted at the below address.

Hertfordshire Community NHS Trust
Unit 1a, Howard Court
14 Tewin Road
Welwyn Garden
Hertfordshire
AL7 1BW

Telephone: 01707 388000
FOI requests: foi@hct.nhs.uk

The below information is available from previously published responses on our disclosure log. Please follow this [link](#) to other 'Translation and Interpretation' responses.

Telephone Interpreting Services	£
2012/13	138.00
2013/14	73.50
2014/15	829.50

Face to Face Interpreting Service, (Including British Sign Language)	£
2012/13	38,905
2013/14	41,350
2014/15	56,478
2015/16	62,339

3. How much your Trust has been spent on the employment of translators/interpreters?

We do not directly employ or train translators/interpreters.

4. How much your Trust has spent on employing advocates for non-English speakers?

We do not directly employ or contract advocates. We source advocacy through the specialist advocacy services commissioned in each of the counties we serve, which are contracted directly by the local authority.

5. Which languages did your interpreters/translators work from or to?

a) Please list each language

Please see the answer to question 2.

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

Please see the answer to question 2.

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

Please see the answer to question 2.

Should you require further clarification, please do not hesitate to contact me.

Please find enclosed an information sheet regarding copyright protection and the Trust's complaints procedure in the event that you are not satisfied with the response.

Yours sincerely

Sue Smith

**Sue Smith
FOI/DPA Officer**

Enc: Copyright Protection and Complaints Procedure Information Leaflet.

If you would like to complete a short survey in relation to your Freedom of Information request please scan the QR code below or click [here](#).

