

2 February 2021

Information Rights & Compliance Team  
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Our Ref: FOI/03718

Thank you for your request concerning Translation And Interpreter.

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

For the financial years 2015-16, 2016-17, 2017-18, 2018-19, and 2019-20, please provide the following information:

**1. How much your trust has spent on translation/interpreter services (on both telephone and face-to-face and including British Sign Language)?**

This information is already in the public domain<sup>1</sup>. Please follow this [link](#) to FOI 2933 and FOI 3406.

The spend for 2019-20 is £50,841

**2. How much your trust has spent on the translation of written information for patients or carers?**

Please follow this [link](#) to FOI 2461<sup>1</sup>.

**3. How much your trust has spent on the employment of translators/interpreters, and which languages these employees covered?**

Please follow the link provided under question 2<sup>1</sup>.

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

Please follow the link provided under question 2<sup>1</sup>.

**5. What was the average waiting time for a consultation with an interpreter after initial request for interpreter services (for both telephone and face-to-face appointments)?**

We do not hold this information for contract management<sup>2</sup>.

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<sup>1</sup> Section 21 – Information is accessible through other means

<sup>2</sup> Section 1(1) Any person making a request for information to a public authority is entitled

(a) to be informed in writing by the public authority whether it holds information of the description specified in the request, and  
(b) if that is the case, to have that information communicated to him.

**6. Which company does the trust use for interpretation services?**

Please follow this [link](#) provided to FOI 3406<sup>1</sup>.

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**  
**Information Rights 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](#).

