



Ref: FOIA Reference 2022/23-461

Royal Stoke University Hospital  
Data, Security and Protection  
Newcastle Road  
Stoke-on-Trent  
Staffordshire  
ST4 6QG

Date: 8<sup>th</sup> February 2023

Email [foi@uhnm.nhs.uk](mailto:foi@uhnm.nhs.uk)

Dear

I am writing to acknowledge receipt of your emails dated 14<sup>th</sup> November 2022 requesting information under the Freedom of Information Act (2000) regarding translation services

On the same day we contacted you as the FOI Act clearly states that if we suspect that the request has come from a Pseudonym we are entitled to request proof of the person's identity, as provision of a Pseudonym invalidates a request, therefore please can you provide a photo copy of your driver's licence or other official document that validates your identity.

**Please note:**

UHNM's request for identification is in compliance with the Information Commissioner guidance "Recognising a request made under the Freedom of Information Act (section 8) Version 1.2". We would like to draw your attention to paragraphs 14, 15, 16, 20, 21 22 and 35 of this guidance. <https://ico.org.uk/for-organisations/guide-to-freedom-of-information/receiving-a-request/> and "What makes a valid request?"

On 23<sup>rd</sup> November 2022 you replied via email with proof of your identity

On 24<sup>th</sup> November 2022 we contacted you via email as we required the following clarification:  
The reason for the need for the translator- what do you mean here?

The subsequent cost to UHNM - are you asking for the individual cost per language per year or an overall cost of interpreter service per year?

On 15<sup>th</sup> December 2022 you replied via email with:

*'When I said 'need for the translator' I meant whether if it was a translation face to face whilst on the Trust premises or if it was a telephone translation or a translation of paperwork.*

*The subsequent cost to UHNM - are you able to tell me the individual cost per language per year and the overall cost of interpreter service per year please?'*

We responded via email to remind you that proof of identity was still required.

On 15<sup>th</sup> December 2022 you provided this

As of 1<sup>st</sup> November 2014 University Hospitals of North Midlands NHS Trust (UHNM) manages two hospital sites – Royal Stoke University Hospital, and County Hospital (Stafford). Therefore the response below is for the two sites combined from that date where appropriate.

**Q1 I would like details of the amounts paid for translation services at UHNM during the financial years of 2019/20, 2020/21 and 2021/22:**

- I require a breakdown of each language used
- The number of times a translator has been required for each language,
- The reason for the need for the translator
- The subsequent cost to UHNM.

A1 Information not held for:

- The number of times a translator has been required for each language
- The reason for the need for the translator

Language	Job Cost
Urdu	£22,707.42
Polish	£12,191.30
Romanian	£9,082.53
Punjabi, Western (Pakistan)	£6,905.34
Arabic (Modern Standard)	£5,580.51
Slovak	£4,855.01
Sign Supported English	£4,281.80
Bengali	£4,158.24
Kurdish (Sorani)	£3,382.39
Mandarin	£3,145.15
Cantonese	£2,541.15
Punjabi, Eastern (India)	£2,420.90
Russian	£2,406.12
Czech	£2,069.06
Turkish	£1,738.34
Arabic (Classical/North African)	£1,316.08
Bulgarian	£1,111.05
Portuguese	£1,043.06
Tamil	£973.05
Farsi	£899.04
Hungarian	£798.04
Thai	£777.04
Italian	£768.08
Tigrinya	£686.04
Mirpuri	£588.02
Lithuanian	£541.03
French	£322.02

Sylheti	£308.01
Greek	£273.02
British Sign	£270.00
Amharic	£245.01
Hindi	£238.02
Latvian	£210.02
Spanish	£154.01
Albanian	£140.01
Kurdish (Kurmanji)	£112.01
Kurdish (Bahdini)	£111.01
Burmese	£84.00
Pashto (Afghanistan)	£42.00
Potowari (Pahari)	£42.00
Vietnamese	£42.00
<b>Total</b>	<b>£99,558.93</b>
<b>2020/21 F2F</b>	
Language	Job Cost
Arabic (Classical/North African)	£518.03
Arabic (Modern Standard)	£1,582.08
Bengali	£2,926.16
Bulgarian	£196.01
Cantonese	£630.02
Czech	£1,036.02
Dari (Afghan)	£168.01
Farsi	£168.02
French	£154.01
Gujarati	£91.00
Hindi	£217.01
Hungarian	£826.03
Italian	£259.02
Kurdish (Bahdini)	£231.02
Kurdish (Sorani)	£868.03
Lithuanian	£112.01
Mandarin	£147.01
Mirpuri	£147.00
Polish	£3,717.14
Portuguese	£217.01
Punjabi, Eastern (India)	£735.02
Punjabi, Western (Pakistan)	£2,849.18
Romanian	£4,578.23
Russian	£420.03

Slovak	£1,218.06
Spanish	£224.01
Sylheti	£35.00
Turkish	£714.03
Twi	£28.00
Urdu	£9,576.54
<b>Total</b>	<b>£34,588.74</b>
<b>2021/22 F2F</b>	
Language	Job Cost
Urdu	£14,759.83
Turkish	£733.97
Tigrinya	£28.00
Tamil	£328.00
Spanish	£289.02
Slovak	£2,785.83
Serbian	£56.00
Russian	£1,253.92
Romanian	£5,534.21
Punjabi, Western (Pakistan)	£3,614.50
Punjabi, Eastern (India)	£2,481.26
Potowari (Pahari)	£157.99
Portuguese (Brazil)	£129.99
Portuguese	£492.49
Polish	£4,255.94
Pashto (Pakistan)	£39.50
Oromo (Central)	£28.00
Mirpuri	£295.23
Mandarin	£1,340.41
Lithuanian	£115.83
Kurdish (Sorani)	£1,727.53
Kurdish (Kurmanji)	£337.73
Kurdish (Bahdini)	£258.99
Italian	£401.25
Hungarian	£2,172.35
Hindi	£647.50
Farsi	£611.79
Dari (Afghan)	£97.50
Czech	£2,268.59
Cantonese	£735.25
Bulgarian	£84.75
British Sign	£333.00
Bengali	£1,472.28

Azerbaijani (North)	£51.00
Arabic (Modern Standard)	£2,537.80
Arabic (Classical/North African)	£1,203.54
Amharic	£147.01
Albanian	£51.00
<b>Total</b>	<b>£53,858.78</b>
<b>2019/20 – ITI</b>	
Language	Job Cost
Vietnamese	£235.62
Urdu	£914.13
Turkish	£280.35
Tigrinya	£664.65
Thai	£88.20
Tamil	£136.08
Sylheti	£5.67
Sudanese Arabic	£112.77
Spanish	£124.11
Sorani	£1,336.86
Somali	£7.56
Slovenian/Slovene	£6.32
Slovak	£904.68
Sinhala/Sinhalese	£6.93
Serbian	£13.23
Russian	£277.20
RUNDI	£5.04
Romanian	£1,989.54
Punjabi	£466.83
Portuguese Br.	£0.00
Portuguese	£98.91
Polish	£1,957.41
Persian	£70.56
Pashto	£167.91
Oromo/Oromifa	£12.64
Oromo	£24.57
Operator	£3.50
Nepali	£42.82
Mandarin	£165.06
Macedonian	£1.89
Lithuanian	£114.03
Lingala	£32.13

Latvian	£89.46
Language Not in the List - For Admin Only	£2.11
Kurmanji	£14.49
Kurdish (Sorani)	£766.71
Kurdish (Bahdini)	£41.58
Italian	£88.83
Hungarian	£108.36
Hindi	£11.97
Greek	£68.67
French	£183.33
Farsi	£686.07
Dari	£56.70
Czech	£328.86
Croatian	£0.63
Chinese Mandarin	£480.69
Chinese Cantonese	£69.30
Cantonese	£49.14
Burmese	£21.42
Bulgarian	£458.01
Bengali	£177.66
Behdini	£11.34
Bambara	£13.23
Azerbaijani	£7.56
Arabic (Yemeni)	£88.83
Arabic (Sudanese)	£624.96
Arabic (Moroccan)	£40.32
Arabic (Iraqi)	£217.35
Arabic (Egyptian)	£194.67
Arabic	£808.29
Amharic	£378.00
Albanian	£489.51
Akan	£13.23
Acholi	£18.90
<b>Total</b>	<b>£16,877.38</b>
<b>2020/21 - ITI</b>	
Language	Job Cost
Romanian	£2,912.16
Urdu	£2,266.44
Polish	£1,856.64
Kurdish (Sorani)	£1,715.86

Arabic	£1,698.95
Slovak	£1,410.06
Arabic (Sudanese)	£1,102.00
Farsi	£952.43
Bulgarian	£812.52
Amharic	£790.67
Bengali	£767.07
Chinese Mandarin	£724.39
Sorani	£649.53
Turkish	£601.73
Punjabi	£577.77
Czech	£563.16
Pashto	£519.86
Tigrinya	£488.97
Spanish	£435.28
Hungarian	£432.74
Lithuanian	£321.93
Russian	£314.59
Vietnamese	£292.25
Dari	£275.54
French	£273.45
Albanian	£247.11
Tamil	£236.25
Italian	£175.14
Persian	£158.76
Arabic (Iraqi)	£143.80
Arabic (Egyptian)	£133.71
Sudanese Arabic	£89.46
Behdini	£61.11
Ukrainian	£57.96
Telugu	£54.81
Portuguese	£51.66
Akan	£47.88
Sylheti	£45.99
Kurdish (Kurmanji)	£37.80
Thai	£30.87
German	£28.98
Lingala	£27.72
TIGRIGNA	£27.09
Oromo	£26.46
Kurdish (Bahdini)	£24.17
Swahili	£21.57
Portuguese (Brazilian)	£19.53

Mandarin	£18.27
Wolof	£15.75
Sinhalese	£14.49
Ga	£13.23
Tagalog	£11.34
Nepali	£10.71
Latvian	£10.71
PORTUGUESE BRAZILIAN	£10.08
Arabic (Yemeni)	£8.82
Portuguese Br.	£8.82
Somali	£8.82
BAHDINI	£8.19
Kurmanji	£6.93
Operator	£5.04
Greek	£3.78
Indonesian	£3.78
Chinese Cantonese	£3.15
Mandingo	£1.89
Armenian	£1.26
Language Not in the List - For Admin Only	£0.63
Acholi	£0.00
Croatian	-£0.63
<b>Total</b>	<b>£24,668.88</b>
<b>2021/22 - ITI</b>	
Language	Job Cost
Romanian	£4,366.25
Urdu	£2,392.54
Arabic	£1,616.77
Kurdish (Sorani)	£1,484.72
Polish	£1,382.62
Slovak	£1,280.20
Czech	£1,000.99
Sorani	£996.41
Arabic (Sudanese)	£965.73
Vietnamese	£700.94
Albanian	£675.12
Chinese Mandarin	£617.94
Bengali	£571.86
Bulgarian	£570.80
Amharic	£566.84
Turkish	£535.37



Russian	£506.10
Hungarian	£441.36
Farsi	£409.29
Dari	£356.85
Lithuanian	£328.32
Punjabi	£308.75
Pashto	£290.79
Arabic (Egyptian)	£264.03
Spanish	£236.20
Somali	£228.87
Tamil	£184.41
Arabic (Iraqi)	£184.05
TIGRIGNA	£171.27
Italian	£155.70
Tigrinya	£154.04
Indonesian	£152.73
Persian	£136.71
Sudanese Arabic	£115.38
Cantonese	£92.07
Oromo	£91.98
Greek	£85.68
Nepali	£83.03
Chinese Cantonese	£81.90
Arabic (Moroccan)	£81.00
German	£78.39
BAHDINI	£71.64
Portuguese	£66.24
Yoruba	£65.70
Latvian	£64.53
Kurdish (Bahdini)	£62.91
French	£59.40
PORTUGUESE BRAZILIAN	£54.00
Arabic (Yemeni)	£46.62
Akan	£39.06
Croatian	£36.90
Lingala	£35.28
Telugu	£34.92
Thai	£32.40
Mandarin	£29.25
Hindi	£27.36
Macedonian	£23.40
Malayalam	£15.30
Pahari - Potwari	£10.80

Kurdish (Kurmanji)	£9.45
Bahasa	£6.30
Gujarati	£6.30
Moroccan Arabic	£6.30
Wolof	£1.35
MONGOLIAN	£0.90
NIGERIAN PIDGIN	£0.90
MIEN	£0.63
<b>Total</b>	<b>£25,751.84</b>
<b>2020/21 - Video</b>	
Language	Job Cost
Polish	£13.50
<b>Total</b>	<b>£13.50</b>
<b>2020/21 Pre-Booked Calls</b>	
Language	Job Cost
Punjabi, Western (Pakistan)	£28.00
<b>Total</b>	<b>£28.00</b>
<b>2021/22 Pre-Booked Calls</b>	
Language	Job Cost
Romanian	£403.65
British Sign	£166.50
Czech	£55.00
Arabic (Modern Standard)	£54.00
Cantonese	£54.00
Mandarin	£54.00
Polish	£47.25
Oromo (Central)	£35.00
Bengali	£27.00
French	£27.00
Greek	£27.00
Farsi	£13.50
Lithuanian	£13.50
Slovak	£13.50
<b>Total</b>	<b>£990.90</b>
<b>2019/20 – Translation doc spend ( we can't provide language)</b>	

Name	Job Cost
(UHNS) 02-SU-SURCL-OE77-0 breast care nurses CO	£518.69
(RSUH) 55-CH-CHOPD-OE77-0 Childrens Centre	£337.52
(UHNS) 30-DC-HAEMO-OE77-0 Haematology	£163.46
(UHNS) 02-CH-CHOPD/OE77-0 Paediatric Outpatients CO	£97.93
(UHNS) 02-SU-OPHTH/OE77-0 Eye Clinic CO	£18.58
<b>Total</b>	<b>£1,136.18</b>
<b>2020/21 - Translation doc spend (can't provide language)</b>	
Name	Job Cost
(UHNS) 02-ME-MEDCL/OE77-0 Medical Clinic CO	£318.63
(UHNS) 04-NU-NPALS / 0E77-0 PALS CGH	£115.58
(RSUH) 55-CH-CHOPD-OE77-0 Childrens Centre	£40.20
(UHNS)30-DB-DELIV/OE77-0 Delivery Suite CGH	£32.10
(SBS) UHNS Endoscopy	£15.00
<b>Total</b>	<b>£521.51</b>
<b>2021/22 - Translation doc spend (can't provide language)</b>	
Name	Job Cost
(UHNS)30-DB-DELIV/OE77-0 Delivery Suite CGH	£1,372.91
(UHNS) 02-CH-CHOPD/OE77-0 Paediatric Outpatients CO	£659.44
(UHNS) 04-SA-6TO10/OE770 Theatres 6-10 CGH	£466.35
(RSUH) 55-CH-CHOPD-OE77-0 Children's Centre	£314.96
(SBS) UHNS Endoscopy	£154.00
(RSUH) 04-NL-NEMED-OE770 Neurology Clinic	£129.23
(UHNS) 04-NU-NPALS / 0E77-0 PALS CGH	£14.96
<b>Total</b>	<b>£3,111.85</b>

\*Please note that any individuals identified do not give consent for their personal data to be processed for the purposes of direct marketing.

***UHNM NHS Trust is a public sector body and governed by EU law. FOI requestors should note that any new Trust requirements over the EU threshold will be subject to these regulations and will be advertised for open competition accordingly.***

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An anonymised copy of this request can be found on the Trust's disclosure log, please note that all requests can be found at the following link: <http://www.uhnm.nhs.uk/aboutus/Statutory-Policies-and-Procedures/Pages/Freedom-of-Information-Disclosure-Log.aspx>

This letter confirms the completion of this request. A log of this request and a copy of this letter will be held by the Trust.

If you have any queries related to the response provided please in the first instance contact my office.

Should you have a complaint about the response or the handling of your request, please also contact my office to request a review of this. If having exhausted the Trust's FOIA complaints process you are still not satisfied, you are entitled to approach the Information Commissioner's Office (ICO) and request an assessment of the manner in which the Trust has managed your request.

The Information Commissioner may be contacted at:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF or via [www.ico.org.uk](http://www.ico.org.uk).

If following review of the responses I can be of any further assistance please contact my secretary on 01782 671612.

Yours,



Leah Carlisle  
Head of Data, Security & Protection/ Data Protection Officer