

Reference Number: FOI/LHCH/2018/138
From: Press/Media
Date: 21 May 2018
Subject: Translator costs

Q1 How much money was spent on translators in the financial years 2017/18, 2016/17, and 2015/16? Can I have the numbers broken down by year please?

A1 [2015/16 – 2016/17 – Information exempt under Section 21 of the Freedom of Information Act 2000 - 'Information reasonably accessible to the applicant by other means'.](#)

This information is available on our website, it can be found in our 2017 Disclosure Log, please see FOI Request Ref: 038:

<http://www.lhch.nhs.uk/about-lhch/information-governance/freedom-of-information/disclosure-logs/>

Enter the year into the **Category field** and reference number into the **Title field** then click Search. Select Download to open.

2017/18 - £33,259

Q2 How many times were translators required over the three years? Can I have the numbers broken down by year please?

A2 [See attached document - FOI2017138](#)

Q3 What languages were the translators needed for? How many times were translators needed for each language?

A3 [See attached document - FOI2017138](#)

Language	Number of requests & outcome			Notes
	<u>1 April 2015 – 1 April 2016</u>	<u>1 April 2016 – 1 April 2017</u>	<u>1 April 2017 – 1 April 2018</u>	
Albanian	3 requests, 2 allocated, 1 interpreter not available	2 requests, 1 allocated, 1 interpreter not available	2 requests, 2 interpreter not available	Allocated – assigned to an interpreter and went ahead. Cancelled – cancelled by customer more than 24 hours before the appointment start time, no charge incurred. Cancelled < 24 hours – cancelled by customer less than 24 hours before appointment start time, charge incurred. Interpreter not available – interpreter not available to take assignment, customer/staff informed in advance.
Amharic			2 requests, 1 cancelled, 1 interpreter not available	
Arabic	37 requests, 33 allocated, 3 cancelled, 1 interpreter not available	40 requests, 38 allocated, 2 cancelled	23 requests, 18 allocated, 5 cancelled	
Bengali	6 requests, 5 allocated, 1 cancelled	9 requests, 7 allocated, 1 cancelled, 1 interpreter not available	4 requests, 4 allocated	
Bulgarian		3 requests, 3 interpreter not available	2 requests, 2 interpreter not available	
Cantonese	69 requests, 63 allocated, 5 cancelled, 1 cancelled < 24 hours	54 requests, 47 allocated, 4 cancelled, 1 cancelled < 24 hours, 2 interpreter not available	38 requests, 34 allocated, 4 cancelled	
Chinese	9 requests, 9 allocated	5 requests, 5 allocated	3 requests, 3 allocated	
Czech	38 requests, 32 allocated, 2 cancelled, 3 cancelled < 24 hours, 1 interpreter not available	30 requests, 27 allocated, 3 cancelled	27 requests, 26 allocated, 1 cancelled < 24 hours	
Fante	1 request, 1 cancelled			
Farsi	9 requests, 9 allocated	12 requests, 12 allocated	16 requests, 14 allocated, 2 cancelled	
French	3 requests, 3 allocated	4 requests, 3 allocated, 1 cancelled	1 request, 1 allocated	
Greek	4 requests, 4 interpreter not available			
Hakka	4 requests, 4 allocated			
Hindi		6 requests, 6 allocated		
Hungarian	6 requests, 5 allocated, 1 interpreter not available	15 requests, 15 allocated	6 requests, 5 allocated, 1 cancelled	
Indonesian		1 request, 1 interpreter not available		
Italian	2 requests, 2 allocated	8 requests, 5 allocated, 3 interpreter not available	5 requests, 5 allocated	
Kurdish	6 requests, 5 allocated, 1 cancelled	11 requests, 8 allocated, 3 cancelled	5 requests, 3 allocated, 1 cancelled, 1 interpreter not available	
Latvian	2 requests, 2 allocated	2 requests, 1 allocated, 1 interpreter not available	1 request, 1 allocated	
Lithuanian	4 requests, 4 allocated	2 requests, 2 allocated	4 requests, 2 allocated, 1 cancelled, 1 cancelled < 24 hours	
Malay			1 request, 1 allocated	
Malayalam			1 request, 1 interpreter not available	
Mandarin	14 requests, 9 allocated, 3 cancelled, 2 cancelled < 24 hours	16 requests, 14 allocated, 1 cancelled, 1 cancelled < 24 hours	3 requests, 3 allocated	
Polish	141 requests, 129 allocated, 8 cancelled, 3 cancelled < 24 hours, 1 interpreter not available	90 requests, 80 allocated, 6 cancelled, 2 cancelled < 24 hours, 2 interpreter not available	46 requests, 41 allocated, 2 cancelled < 24 hours, 3 interpreter not available	
Portuguese	2 requests, 2 allocated	18 requests, 17 allocated, 1 cancelled	6 requests, 5 allocated, 1 cancelled < 24 hours	
Punjabi	5 requests, 4 allocated, 1 cancelled	20 requests, 17 allocated, 3 cancelled	6 requests, 5 allocated, 1 cancelled	
Romanian	7 requests, 6 allocated, 1 interpreter not available	13 requests, 8 allocated, 1 cancelled, 2 cancelled < 24 hours, 2 interpreter not available	4 requests, 4 allocated	
Russian	12 requests, 11 allocated, 1 cancelled	13 requests, 11 allocated, 1 cancelled, 1 cancelled < 24 hours	14 requests, 12 allocated, 2 cancelled < 24 hours	
Sinhalese			2 requests, 1 allocated, 1 interpreter not available	
Slovak	11 requests, 11 allocated	6 requests, 6 allocated	11 requests, 9 allocated, 1 cancelled, 1 interpreter not available	
Somali	12 requested, 11 allocated, 1 interpreter not available	15 requests, 13 allocated, 1 cancelled, 1 interpreter not available	5 requests, 4 allocated, 1 interpreter not available	
Spanish		11 requests, 11 allocated	5 requests, 5 allocated	
Sylheti	2 requests, 1 allocated, 1 cancelled	1 request, 1 allocated		
Tamil	6 requests, 5 allocated, 1 cancelled		4 requests, 3 allocated, 1 cancelled	

Thai		1 request, 1 allocated	
Tigrinya	1 request, 1 allocated		2 requests, 1 allocated, 1 interpreter not available
Turkish	25 requests, 18 allocated, 5 cancelled, 1 cancelled < 24 hours, 1 interpreter not available	8 requests, 4 allocated, 4 interpreter not available	5 requests, 1 allocated, 3 cancelled, 1 interpreter not available
Urdu	12 requests, 10 allocated, 1 cancelled, 1 cancelled < 24 hours	13 requests, 13 allocated	3 requests, 2 allocated, 1 cancelled < 24 hours
Total request		453	429
			257