



Ref: FOI-116 -202425-Finance-Translation

Date: 21st June 2024

Email foi@uhnm.nhs.uk

Dear Sir/Madam

I am writing to acknowledge receipt of your email dated 15th May 2024 requesting information under the Freedom of Information Act (2000) regarding Translation Services

As of 1st November 2014 University Hospitals of North Midlands NHS Trust (UHM) 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 am seeking information under and FOI Request in relation to any form of translation service provided to UHM and the associated costs of the service provision for the financial years;

- **2022/2023**
- **2023/2024**
- **2024/2025**

Question 1. Could you please provide the;

- **2022/2023 - Total Cost**
- **2023/2024 - Total Cost**
- **2024/2025 - Budgeted Cost**

A1 See below:

2022/2023 - Total Cost

£153,945.22 (both foreign language and BSL)

- 2023/2024 - Total Cost

£196,211.94 (both foreign language and BSL)

- 2024/2025 - Budgeted Cost

Not applicable

Q2 Could you please confirm the differential percentage of service provision between verbal and written translation services for each of the identified three financial years.

A2 See below:

2022/23

£83,281.28 (verbal)

£550.08 (written)

197.375%

2023/24

£91,033.50 (verbal)

£2,375.20 (written)

189.829%

2024/25

Not applicable

Q3 Could you please confirm the top six most common translated languages UHNM are seeking translation services for, and identify if there has been changes 'in need' for the financial years quoted.

A3 See below:

2022/23

Urdu

Romanian

Polish

Punjabi, Western (Pakistan)

Russian

Punjabi, Eastern (Pakistan)

2023/24

Urdu

Romanian

Polish

Punjabi, Western (Pakistan)

Arabic (Modern Standard)

Bengali

2024/25

Not applicable

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

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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.

Yours,



Rachel Montinaro
Data Security and Protection Manager - Records