



Ref: FOIA Reference 2023/24-553

Date: 27<sup>th</sup> November 2023

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

Dear

I am writing to acknowledge receipt of your email dated 22nd November 2023 requesting information under the Freedom of Information Act (2000) regarding translation

As of 1<sup>st</sup> 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 Under the Freedom of Information Act, I would like to request the following information:**

**For the last financial year, what was the total amount spent on translation costs?**

A1 2022/2023  
£83,831.36 (foreign language)  
£70,113.86 (BSL) (included the full amount from both providers)

**Q2 Can you provide a breakdown of these costs by language translated.**

A2 See below:

Akan - £0	Kurmanji £11.25
Albanian £567	Latvian £152.10
Amharic £244.35	Lingala £102.60
Arabic £1435.05	Lithuanian £434.32
Arabic (Classical/North African) £47.16	Malay £2.25
Arabic (Egyptian) £216.00	Malayalam £83.25
Arabic (Iraqi) £136.35	Mandarin £28.35
Arabic (Modern Standard) £1756.67	Mirpuri £444.99
Arabic (Moroccan) £27	Mongolian £12.60
Arabic (Sudanese) £769.05	Nepali £17.10
Arabic (Yemeni) £18.45	Oromo (Central) £321.75
Bahdini £213.30	Pahari – Potwari £159.75
Belarusian £0	Pashto £667.35

Bengali £2644.69	Persian £111.60
British Sign £0	Polish £7685.28
Bulgarian £413.65	Portuguese £391.60
Burmese £4.05	Portuguese (Brazil) £72.90
Cape Verde Creole £1.80	Punjabi, Eastern (India) £2226.86
Chinese Cantonese £1068	Punjabi Western (Pakistan) £5437.25
Chinese Mandarin £1897.21	Punjabi £409.80
Creole – English £0	Romanian £12842.54
Croatian - £3.15	Russian £2905.76
Czech £2104.40	Sinhala £36
Dari (Afghan) £28	Sinhala/Sinhalese £10.35
Dari £171.45	Slovak £2805.66
Dari (Iranian) £0	Slovene £0
Edo £0	Somali £74.70
Faroese £0	Sorani £1707.30
Farsi £1849.47	Spanish £956.47
Filipino £2.25	Sudanese Arabic £216.90
French £259.20	Swedish £0
Georgian £12.60	Sylheti £57.15
Greek £2.25	Tamil £831.82
Gujarati £0	Telugu £61.20
Hakka £0	Tetum £465.75
Hindi £701.62	Thai £61.65
Hungarian £1749.03	Tigrinya £313.46
Indonesian £475.58	Tigrigna £187.65
Italian £579.86	Turkish £1782.94
KHMER £3.60	Twi £0
KRIO £0.45	Ukrainian £197.10
Kurdish (Bahdini) £117.90	Urdu £16670.04
Kurdish (Kurmanji) £412.42	Vietnamese £268.20
Kurdish (Sorani) £2098.38	YORUBA £24.30

**Q3 Do you hire any dedicated translators? If so provide details of how many, total salary cost and for what language.**

A3 Contract via Language Line

\*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](http://www.ico.org.uk).

Yours,



**Rachel Montinaro**  
Data Security and Protection Manager - Records