



Ref: FOIA Reference 2024/25-613

Date: 13<sup>th</sup> December 2024

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

Dear Sir/Madam

I am writing to acknowledge receipt of your email dated 3rd December 2024 requesting information under the Freedom of Information Act (2000) regarding Translation and Interpretation Services

**Q1 In the past 12 months, please confirm**

- 1) The number of written translation requests and how many were met (e.g. January 2023 – 2 requests / 2 met)
- 2) The number of pre-booked telephone interpretation requests and how many were met?
- 3) The number of on-demand telephone interpretation requests and how many were met?
- 4) The number of face-to-face interpretation requests and how many were met?
- 5) A breakdown of the number of Face-to-Face Interpreter requests by language (e.g. January 2023: Polish 80 / Romanian 62 / Bulgarian 50 / Urdu 22 etc for each language each moth)
- 6) What % of Face-to-Face Interpreter requests were met?
- 7) How many Interpreters Did Not Attend their appointments?
- 8) How many patients did not attend their appointment?
- 9) How many patients who did not attend appointments needed an interpreter?
- 10) How many bookings were cancelled by patients last minute?
- 11) What was the total spending for the year across all interpretation and translation services?
- 12) Who is the incumbent provider for the Trust?
- 13) When did the current contract come into effect?

A1 Please see below:

Question	Response
1) The number of written translation requests and how many were met (e.g. January 2023 – 2 requests / 2 met)	All requests fulfilled  April 2023 – 1 request June 2023 – 3 requests July 2023 – 2 requests

Question	Response
	August 2023 – 1 request September 2023 – 0 request October 2023 – 3 requests November 2023 – 4 requests December 2023 – 4 requests January 2024 – 4 requests February 2024 – 4 requests March 2024 – 3 requests
2) The number of pre-booked telephone interpretation requests and how many were met?	Requests – 60 Fulfilled – 50
3) The number of on-demand telephone interpretation requests and how many were met?	Requests – 6184 Fulfilled – 6149
4) The number of face-to-face interpretation requests and how many were met?	Requests – 1746 Fulfilled – 795  This is serviced face to face bookings that went ahead and excludes bookings that were fulfilled but cancelled by hospital, no longer required etc.
5) A breakdown of the number of Face-to-Face Interpreter requests by language (e.g. January 2023: Polish 80 / Romanian 62 / Bulgarian 50 / Urdu 22 etc for each language each month)	April 2023 –  Albanian -1 Arabic (Modern Standard) - 11 British Sign -2 Bulgarian - 3 Cantonese - 6 Croatian -1 Czech -3 Dari (Afghan) -1 Greek - 1 Hungarian - 2 Kurdish (Kurmanji) - 1 Kurdish (Sorani) - 6 Mandarin - 4 Mongolian – 1 Pashto (Afghanistan) – 1 Polish - 13 Portuguese - 7 Punjabi, Eastern (India) – 2 Punjabi, Western (Pakistan) – 5 Romanian – 28 Russian – 4 Serbian - 3 Sinhala – 1 Slovak – 7 Sudanese Arabic – 1 Tamil – 2 Tigrinya – 1

Question	Response
	<p>Turkish – 1 Twi – 1 Ukrainian – 3 Urdu – 21</p> <p>May 2023 –</p> <p>Albanian -1 Arabic (Classical/North African) – 1 Arabic (Modern Standard) – 10 Bengali – 4 British Sign – 4 Bulgarian – 2 Cantonese – 2 Czech – 7 Farsi – 1 Greek – 1 Hungarian – 8 Indonesian – 2 Kurdish (Bahdini) – 1 Kurdish (Kurmanji) – 2 Kurdish (Sorani) – 7 Latvian – 1 Lithuanian – 1 Mandarin – 5 Mongolian – 3 Pashto (Afghanistan) – 1 Polish – 18 Portuguese – 3 Punjabi, Eastern (India) – 6 Punjabi, Western (Pakistan) – 1 Romanian – 24 Russian – 5 Slovak – 11 Spanish – 1 Tamil – 1 Turkish – 3 Twi -1 Ukrainian – 2 Urdu – 36</p> <p>June 2023</p> <p>Albanian – 2 Albanian Arabic (Classical/North African) – 5 Arabic (Modern Standard) – 4 Bengali – 5 British Sign – 7 Bulgarian – 1</p>

Question	Response
	<p> Cantonese – 6  Czech – 10  Dari (Afghan) – 5  Farsi – 1  French – 1  Hindi – 1  Hungarian – 4  Kurdish (Kurmanji) -1  Kurdish (Sorani) – 5  Latvian – 2  Lithuanian – 3  Mandarin – 8  Mongolian – 1  Pashto (Pakistan) - 3  Polish – 23  Portuguese – 3  Punjabi, Eastern (India) – 4  Punjabi, Western (Pakistan) – 8  Romanian – 8  Russian – 6  Sign Supported English – 2  Slovak – 12  Slovene – 1  Spanish – 2  Tamil – 5  Telugu -1  Thai – 1  Tigrinya – 2  Turkish - 2  Ukrainian – 3  Urdu – 26    July 2023    Albanian – 3  Arabic (Classical/North African) – 2  Arabic (Modern Standard) – 6  Bengali – 12  Bulgarian - 1  Cantonese – 1  Czech – 10  Dari (Afghan) – 2  Farsi -2  German – 1  Hungarian – 2  Indonesian – 1  Italian – 2  Kannada – 3  Kurdish (Bahdini) – 2  Kurdish (Kurmanji) – 1 </p>

Question	Response
	<p>                     Kurdish (Sorani) – 15                      Mandarin – 2                      Mirpuri – 1                      Mongolian – 1                      Pashto (Pakistan) – 1                      Polish – 23                      Portuguese 1 -                      Punjabi, Eastern (India) – 5                      Punjabi, Western (Pakistan) – 13                      Romanian – 10                      Russian – 3                      Slovak - 9                      Spanish – 2                      Tamil – 4                      Turkish – 2                      Ukrainian – 1                      Urdu – 29                 </p> <p>August 2023</p> <p>                     Amharic – 1                      Arabic (Classical/North African) – 1                      Arabic (Modern Standard) - 15                      Armenian – 1                      Bengali – 4                      Cantonese – 5                      Czech – 2                      English (Pidgin) – 1                      Faroese – 1                      Farsi – 5                      French – 1                      Hungarian – 4                      Kannada – 1                      Korean – 1                      Kurdish (Kurmanji) – 2                      Kurdish (Sorani) – 14                      Latvian - 11                      Mandarin – 4                      Marathi – 1                      Mongolian - 1                      Pashto (Pakistan) – 2                      Polish – 17                      Potowari (Pahari) – 2                      Punjabi, Eastern (India) – 1                      Punjabi, Western (Pakistan) – 8                      Romanian – 6                      Russian – 6                      Serbian – 1                      Sinhala – 1                      Slovak – 4                 </p>

Question	Response
	<p>Spanish – 4 Tamil – 2 Thai – 1 Tigrinya – 2 Turkish – 2 Ukrainian -1 Urdu – 48</p> <p>September 2023</p> <p>Albanian – 1 Amharic – 2 Arabic (Classical/North African) – 5 Arabic (Modern Standard) – 8 Bengali – 8 Cantonese – 5 Czech – 3 Farsi – 1 Hungarian – 4 Indonesian – 1 Italian – 2 Kurdish (Kurmanji) – 2 Kurdish (Sorani) – 2 Latvian – 3 Lithuanian – 1 Malayalam – 1 Mandarin – 6 Mirpuri – 3 Pashto (Afghanistan) – 1 Pashto (Pakistan) - 1 Polish – 12 Portuguese -1 Punjabi, Eastern (India) - 3 Punjabi, Western (Pakistan) – 8 Romanian – 20 Russian – 4 Slovak – 45 Sylheti – 1 Tamil – 1 Telugu – 1 Tigrinya – 3 Turkish – 1 Twi – 1 Ukrainian – 3 Urdu – 31</p> <p>October 2023</p> <p>Arabic (Classical/North African) – 1 Arabic (Modern Standard) – 9</p>

Question	Response
	<p> Bengali – 8  Bulgarian – 4  Cantonese – 4  Chin – 1  Czech – 6  Dari (Afghan) – 2  Dari (Iranian) – 1  Farsi – 1  Fijian – 1  Hungarian – 2  Kurdish (Kurmanji) – 2  Kurdish (Sorani) – 6  Latvian – 1  Lingala – 1  Lithuanian – 1  Mandarin – 3  Mirpuri – 1  Pashto (Pakistan) – 2  Polish - 18  Portuguese – 1  Punjabi, Eastern (India) – 1  Punjabi, Western (Pakistan) – 1  Romanian – 21  Russian – 1  Sinhala – 1  Slovak – 9  Spanish – 1  Sudanese Arabic – 1  Tamil – 7  Thai – 1  Tigrinya – 2  Turkish – 2  Ukrainian – 1  Urdu – 35 </p> <p>November 2023</p> <p> Albanian – 1  Arabic (Classical/North African) – 2  Arabic (Modern Standard) – 7  Bengali – 5  Cantonese – 2  Chin – 1  Czech – 4  Dari (Afghan) – 2  Farsi – 5  Hindi – 2  Hungarian – 5  Kurdish (Sorani) – 8  Latvian – 1 </p>

Question	Response
	<p>Lingala – 1 Lithuanian – 2 Mandarin – 4 Mirpuri – 2 Mongolian – 4 Pashto (Pakistan) – 2 Polish – 21 Portuguese – 1 Punjabi, Eastern (India) – 2 Punjabi, Western (Pakistan) – 12 Romanian – 8 Russian – 2 Slovak – 3 Spanish – 1 Tamil – 2 Thai – 1 Tigrinya – 1 Ukrainian – 2 Urdu – 30 Vietnamese – 1</p> <p>December 2023</p> <p>Arabic (Classical/North African) – 2 Arabic (Modern Standard) – 4 Bengali – 3 Bulgarian – 2 Cantonese – 3 Czech – 5 Dari (Afghan) – 2 Farsi – 2 Hindi – 4 Hungarian – 2 Kurdish (Sorani) – 6 Latvian – 1 Lingala – 1 Lithuanian – 1 Mandarin – 4 Mirpuri – 1 Pashto (Pakistan) – 1 Polish – 19 Punjabi, Eastern (India) – 1 Punjabi, Western (Pakistan) – 2 Romanian – 8 Russian – 2 Slovak – 4 Sudanese Arabic – 1 Tamil – 1 Turkish – 1 Ukrainian – 1</p>



Question	Response
	<p>Urdu – 30 Vietnamese – 1 Wolof – 1</p> <p>January 2024</p> <p>Albanian – 1 Arabic (Classical/North African) – 2 Arabic (Modern Standard) – 5 Bengali – 6 Cantonese – 2 Chin – 2 Czech – 4 Dari (Afghan) -1 Farsi – 3 Hungarian – 1 Kurdish (Sorani) – 3 Lithuanian -1 Mandarin – 5 Mirpuri – 1 Pashto (Afghanistan) – 1 Pashto (Pakistan) – 1 Polish – 10 Punjabi, Eastern (India) – 4 Punjabi, Western (Pakistan) – 5 Romanian – 12 Slovak – 4 Tamil – 2 Turkish – 5 Ukrainian – 5 Urdu – 36</p> <p>February 2024</p> <p>Albanian – 2 Arabic (Classical/North African) – 8 Arabic (Modern Standard) – 7 Bengali – 2 Cantonese – 6 Czech – 3 Farsi – 3 Hindi – 1 Hungarian – 2 Italian – 1 Kurdish (Bahdini) – 1 Kurdish (Kurmanji) – 3 Kurdish (Sorani) – 12 Latvian – 1 Lithuanian – 3 Mandarin – 4</p>

Question	Response
	<p>Mirpuri – 2  Pashto (Afghanistan) – 1  Pashto (Pakistan) – 1  Polish – 14  Portuguese – 3  Punjabi, Eastern (India) – 1  Punjabi, Western (Pakistan) – 4  Romanian – 5  Russian – 2  Slovak – 8  Sudanese Arabic – 1  Sylheti – 1  Tigre – 1  Turkish – 3  Ukrainian – 3  Urdu – 25  Vietnamese – 1</p> <p>March 2024</p> <p>Arabic (Classical/North African) – 1  Arabic (Modern Standard) – 6  Bengali – 4  Bulgarian – 2  Cantonese – 3  Czech – 1  Farsi – 2  Hungarian – 1  Kurdish (Sorani) - 11  Latvian – 2  Lithuanian – 1  Mandarin – 2  Nepalese – 1  Pashto (Afghanistan) – 1  Polish – 16  Punjabi, Eastern (India) – 1  Punjabi, Western (Pakistan) – 5  Romanian – 7  Russian – 2  Sinhala – 1  Slovak – 3  Spanish – 1  Tamil – 1  Tigrinya – 1  Turkish – 2  Ukrainian – 2  Urdu – 25</p>
6) What % of Face-to-Face Interpreter requests were met?	66.9%

Question	Response
7) How many Interpreters Did Not Attend their appointments?	6  2 – May 2023 2 – September 2023 1 – October 2023 1 – February 2024
8) How many patients did not attend their appointment?	Information not held
9) How many patients who did not attend appointments needed an interpreter?	Information not held
10) How many bookings were cancelled by patients last minute?	Information not held
11) What was the total spending for the year across all interpretation and translation services?	£93,408.70
12) Who is the incumbent provider for the Trust?	LanguagelineLine Solutions LTD
13) When did the current contract come into effect?	Extended June 2024

\*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,



**Leah Carlisle**  
Head of Data, Security & Protection and Health Records  
Data Protection Officer