

Our Ref: 419
June 2024

Re: Your request made under the Freedom of Information Act 2000

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)

12 Requests – 12 met

- 2) The number of pre-booked telephone interpretation requests and how many were met?

We do not have pre booked telephone interpreting.

- 3) The number of on-demand telephone interpretation requests and how many were met?

4763 calls placed and 4646 calls met

- 4) The number of face-to-face interpretation requests and how many were met?

See table below

- 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)

	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24
Albanian					2		3	1	3	3		5
Arabic	4	7	1	5	5	6	7	3	5	8	6	12
Bulgarian		1	1		1		1	2	1	4		9
Cantonese	1	5	5	2	3	2	4	4	4	5	2	6
Czech	3		4	7	2	4	7	8	2	4	2	8
Dari	2	1		2	1	2	2	1	1	1		1
Farsi	5	1	5	7	4	2		7	5	2		3
German					1							
Hungarian	1			3	1	2		1			2	
Kurdish Sorani	2	10	5	10	5	8	8	7	8	5	13	8
Latvian	1	1		1	1		2	3	1	2	2	2
Lithuanian	2	1						1	1	1	3	
Mandarin		2	1	4	2	3			2	1		3
Mandinka	3	2	2									
Nepalese		1	3	4	3	3	2	4	6	2	2	1
Oromo						1	1					
Pashto	1			2	2			1	1			1
Polish	30	23	21	35	31	36	22	35	46	29	39	44

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June 2024

Portuguese			1			1			1			
Punjabi	1	1		2	3	1	1	2	1	2	1	1
Romanian	15	11	8	18	20	17	18	12	18	22	14	21
Russian	7	3	7	4	2	7	3	5	8	5	4	9
Slovak	18	26	10	10	14	18	18	14	23	26	16	19
Somali					1							
Spanish	2		1		1	1						1
Tamil		1			3	1	2	3	1	3	1	1
Thai					1							
Tigrinya	1			1	1	1				3	1	1
Turkish	2		2	2	3	6	5	8	5	6	6	6
Ukraine	1			1	1	1	1		2	2	1	
Urdu	1	2		3	3	1		5	1	4	4	5
Vietnamese									1			
% Requests Met	95%	94%	95%	98%	98%	97%	96%	94%	99%	99%	99%	95%

6) What % of Face to Face Interpreter requests were met?

See table above

7) How many Interpreters Did Not Attend their appointments?

We are unable to supply this information.

8) How many patients did not attend their appointment?

We are unable to supply this information

9) What was the total spending for the year across all interpretation and translation services?
£168,117.46

10) Does the trust meet interpreting/translation demand in-house, or does it use commissioned language services?

We use commissioned language services

11) If commissioned interpreting/translation are used:

a. Who is the incumbent provider for the Trust?

We use Doncaster Interpreting and Translation Unit and The Big Word

b. For what duration were the current services contracted (e.g. 2yrs+1yr+1yr)?

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Period of the Agreement	Effective Date	01/06/23	Expiry Date	31/05/24
Extension(s)		Expiry Date		31/05/25

c. When did the current contract come into effect?

01/06/23

Can we please ask that the above information is not exempt from FOI as we are not asking for pricing or business sensitive information but general information that should be made publicly available.