



Request under Freedom of Information Act 2000

Request Ref: NGFOI 16/17: 511

Thank you for your request for information received at Northampton General Hospital NHS Trust (NGH) on 11/01/17.

I am pleased that we are now able to provide you with a response to your request as shown below.

Response from Northampton General Hospital NHS Trust (NGH):

For the last four financial years, please provide the following details:

1. How much your trust has spent on the translation of written information for patients or carers?

I can confirm on behalf of the Trust and in accordance with S.1 (1) of the Freedom of Information Act 2000 (FOIA) that we do not hold the information that you have requested as we do not hold the data at this level of granularity. The information may be available from:

www.thebigword.com

2. How much your trust has spent on translation/interpreter services?

Year	Spend
2013/14	£90,333.90
2014/15	£78,573.27
2015/16	£85,463.39
2016/17 (to date)	£65,478.46

3. How much your trust has been spent on the employment of translators/interpreters?

I can confirm on behalf of the Trust and in accordance with S.1 (1) of the Freedom of Information Act 2000 (FOIA) that we do not hold the information that you have requested as we do not hold the data at this level of granularity. The information may be available from:

www.thebigword.com

4. How much your trust has spent on employing advocates for non-English speakers?

We do not employ advocates. This is provided by the third party provider Voiceability (www.voiceability.org)

5. Which languages did your interpreters/translators work from or to?

a) Please list each language

b) Please list the number of interpreters/translators who worked for you in each language

c) Please list how many times the interpreters/translators worked for you in each language.

I can confirm on behalf of the Trust and in accordance with S.1 (1) of the Freedom of Information Act 2000 (FOIA) that we do not hold the information in the format that you have requested.

13/14	Number of contacts for each language		Number of contacts for each language
telephone		facetoface	
Punjabi	1	English - Albanian	7
Gujarati	2	English - Arabic	4
Lithuanian	42	English - Bengali	210
Amharic	1	English - British Sign Language	89
Farsi (Persian)	3	English - Bulgarian	2
Cantonese	9	English - Cantonese	42
Tamil	3	English - Dari	5
Somali	5	English - Farsi	2
Portuguese	9	English - French	5
Romanian	29	English - Gujarati	14
Kurdish (Sorani)	3	English - Hindi	1
Hungarian	3	English - Hungarian	21

Latvian	22	English - Italian	22
Pashto	6	English - Kurdish (Sorani)	7
Turkish	3	English - Latvian	25
Russian	136	English - Lithuanian	149
Mandarin	4	English - Mandarin	19
Hindi	1	English - Pashto	8
French	2	English - Polish	481
Bulgarian	1	English - Portuguese	14
Bengali	26	English - Punjabi	7
Farsi (Afghan)	5	English - Romanian	73
Spanish	2	English - Russian	312
Urdu	1	English - Serbian	2
Polish	88	English - Sinhalese	1
Albanian	16	English - Slovak	19
		English - Somali	29
		English - Spanish	1

		English - Swahili	5
		English - Sylheti	1
		English - Tamil	11
		English - Thai	2
		English - Turkish	9
		English - Urdu	9
		English - Vietnamese	5
14/15			
telephone		facetoface	
Lithuanian	25	English - Albanian	9
Cantonese	5	English - Arabic	6
Tigrinya	11	English - Arabic (Saudi Arabia)	1
Tamil	2	English - Bengali	164
Somali	4	English - British Sign Language	117
Czech	1	English - Bulgarian	4
Portuguese	3	English - Cantonese	37
Romanian	70	English - Croatian	3

Slovak	3	English - Czech	2
Kurdish (Sorani)	2	English - Dari	7
Thai	1	English - Farsi	3
Hungarian	1	English - French	7
Latvian	23	English - Ghanian	1
Pashto	1	English - Gujarati	6
German	1	English - Hakka	1
Russian	70	English - Hindi	2
Mandarin	2	English - Hungarian	28
French	1	English - Italian	13
Bulgarian	11	English - Kurdish (Sorani)	4
Bengali	38	English - Latvian	49
Farsi (Afghan)	8	English - Lithuanian	126
Spanish	1	English - Mandarin	17
Urdu	3	English - Pashto	5

Vietnamese	2	English - Polish	424
Polish	101	English - Portuguese	8
Albanian	9	English - Punjabi	9
Italian	1	English - Romanian	105
Arabic	9	English - Russian	232
Greek	3	English - Slovak	15
		English - Somali	36
		English - Spanish	2
		English - Swahili	1
		English - Sylheti	1
		English - Tamil	11
		English - Thai	7
		English - Turkish	6
		English - Urdu	30
		English - Vietnamese	4

15/16			
telephone	facetoface		
Punjabi	2	English - Albanian	15
Lithuanian	24	English - Arabic	6
Farsi (Persian)	2	English - Bengali	152
Cantonese	1	English - Bravanese	1
Tigrinya	8	English - British Sign Language	165
Akan	1	English - Bulgarian	1
Tamil	3	English - Cantonese	29
Somali	2	English - Czech	4
Portuguese	11	English - Dari	2
Romanian	79	English - Farsi	2
Slovak	3	English - Farsi (Persian)	1
Kurdish (Sorani)	8	English - French	9
Hungarian	3	English - Greek	2

Latvian	4	English - Gujarati	5
Pashto	11	English - Hindi	9
Oromo	6	English - Hungarian	34
Russian	39	English - Italian	3
Mandarin	10	English - Kurdish	1
Bulgarian	1	English - Kurdish (Sorani)	1
Bengali	11	English - Latvian	28
Farsi (Afghan)	2	English - Lithuanian	102
Vietnamese	9	English - Mandarin	24
Polish	75	English - Nepali	1
Albanian	16	English - Oromo	3
Arabic	2	English - Pashto	3
Greek	3	English - Polish	419
		English - Portuguese	4
		English - Punjabi	13

		English - Romanian	242
		English - Russian	174
		English - Slovak	9
		English - Somali	23
		English - Spanish	3
		English - Sylheti	3
		English - Tamil	9
		English - Thai	2
		English - Tigrinya	1
		English - Turkish	17
		English - Twi	1
		English - Ukrainian	1
		English - Urdu	11
		English - Vietnamese	14
16/17 (to date)			
telephone		facetoface	

Punjabi	3	English - Albanian	6
Gujarati	2	English - Arabic	1
Lithuanian	8	English - Bengali	104
Amharic	1	English - British Sign Language	115
Farsi (Persian)	1	English - Bulgarian	5
Cantonese	2	English - Cantonese	17
Tigrinya	3	English - Chinese	1
Tamil	4	English - Croatian	1
Somali	5	English - Czech	3
Czech	1	English - Dari	1
Slovak	2	English - Farsi (Afghan)	1
Romanian	74	English - Gorani	1
Kurdish (Sorani)	3	English - Greek	1
Hungarian	12	English - Gujarati	10
Latvian	17	English - Hindi	6

Pashto	1	English - Hungarian	11
Turkish	3	English - Kurdish	2
Oromo	1	English - Kurdish (Sorani)	2
Russian	41	English - Latvian	29
Mandarin	10	English - Lithuanian	68
French	2	English - Mandarin	26
Bulgarian	5	English - Moldovan	1
Bengali	19	English - Oromo	1
Farsi (Afghan)	3	English - Pashto	2
Spanish	1	English - Polish	255
Vietnamese	2	English - Portuguese	5
Polish	56	English - Punjabi	5
Albanian	12	English - Romanian	156
Italian	1	English - Russian	147
Arabic	5	English - Shona	2
		English - Slovak	10

		English - Somali	18
		English - Spanish	5
		English - Sylheti	2
		English - Tamil	4
		English - Thai	6
		English - Turkish	14
		English - Urdu	11
		English - Vietnamese	6