



Request under Freedom of Information Act 2000

**Request Ref: NGFOI 18/19: 120**

Thank you for your request for information received at Northampton General Hospital NHS Trust (NGH) on 21/05/2018.

I am pleased to be able to provide you with the following information:

1. *How much money was spent on translators in the financial years 2017/18, 2016/17, and 2015/16? Can I have the numbers broken down by year please?*

**2017-18 £127,319**

**2016-17 £92,418**

**2015-16 £85,618**

2. *How many times were translators required over the three years? Can I have the numbers broken down by year please?*

**2017-18 2517**

**2016-17 1888**

**2015-16 1873**

3. *What languages were the translators needed for? How many times were translators needed for each language*

**2017-18**

**Face to face NB Please note we only record the top ten languages requested.**

<b>Polish</b>	<b>467</b>
<b>Romanian</b>	<b>316</b>
<b>Russian</b>	<b>290</b>
<b>Bengali</b>	<b>238</b>
<b>British Sign Language</b>	<b>193</b>
<b>Cantonese</b>	<b>77</b>
<b>Lithuanian</b>	<b>78</b>
<b>Mandarin</b>	<b>49</b>
<b>Latvian</b>	<b>33</b>
<b>Albanian</b>	<b>31</b>

**Telephone interpreting – Top Ten**

<b>Romanian</b>	<b>145</b>
<b>Polish</b>	<b>66</b>
<b>Russian</b>	<b>39</b>
<b>Bengali</b>	<b>32</b>
<b>Albanian</b>	<b>23</b>
<b>Arabic</b>	<b>14</b>
<b>Lithuanian</b>	<b>12</b>

<b>Tamil</b>	<b>10</b>
<b>Bulgarian</b>	<b>9</b>
<b>Cantonese</b>	<b>8</b>

**2016-17  
Face to face interpreting – Top Ten**

<b>Polish</b>	<b>373</b>
<b>British Sign Language</b>	<b>155</b>
<b>Romanian</b>	<b>217</b>
<b>Russian</b>	<b>208</b>
<b>Bengali</b>	<b>148</b>
<b>Lithuanian</b>	<b>85</b>
<b>Latvian</b>	<b>35</b>
<b>Mandarin</b>	<b>33</b>
<b>Somali</b>	<b>24</b>
<b>Cantonese</b>	<b>24</b>

**2016-17  
Telephone interpreting – Top Ten**

<b>Romanian</b>	<b>91</b>
<b>Polish</b>	<b>70</b>
<b>Russian</b>	<b>56</b>
<b>Mandarin</b>	<b>10</b>
<b>Latvian</b>	<b>26</b>
<b>Bengali</b>	<b>22</b>
<b>Albanian</b>	<b>14</b>
<b>Lithuanian</b>	<b>12</b>
<b>Hungarian</b>	<b>15</b>
<b>Kurdish (Sorani)</b>	<b>7</b>

**2015-16 –  
Face to Face Interpreting**

<b>Polish</b>	<b>419</b>
<b>British Sign Language</b>	<b>165</b>
<b>Romanian</b>	<b>242</b>
<b>Russian</b>	<b>174</b>
<b>Bengali</b>	<b>152</b>
<b>Lithuanian</b>	<b>102</b>
<b>Latvian</b>	<b>28</b>
<b>Hungarian</b>	<b>34</b>
<b>Cantonese</b>	<b>29</b>
<b>Mandarin</b>	<b>24</b>

**2015-16**

**Telephone interpreting**

<b>Romanian</b>	<b>91</b>
<b>Polish</b>	<b>98</b>
<b>Russian</b>	<b>37</b>
<b>Lithuanian</b>	<b>28</b>
<b>Albanian</b>	<b>24</b>
<b>Portuguese</b>	<b>13</b>
<b>Vietnamese</b>	<b>9</b>
<b>Slovak</b>	<b>5</b>
<b>Mandarin</b>	<b>14</b>
<b>Pashto</b>	<b>8</b>