

Freedom of Information Request

Ref: 25-710

15 September 2025

By Email

Dear Sir/Madam

Thank you for your request for information under the Freedom of Information Act 2000. The Trust's response is as follows:

- We can confirm that we do hold the information you are requesting

I am writing to request the following information under the Freedom of Information act.

- **Volume of requests for F2F interpreting for spoken languages last 12 months (July 2024 to June 2025)**

7,735

- **Spend on F2F interpreting for spoken languages last 12 months (July 2024 to June 2025)**

£333,000

- **Volume of requests for BSL interpreting last 12 months (July 2024 to June 2025)**

488

- **Spend on BSL interpreting last 12 months (July 2024 to June 2025)**

£76,000

- **Volume of requests for telephone interpreting for spoken languages last 12 months (July 2024 to June 2025)**

14,485

- **Spend on telephone interpreting for spoken languages last 12 months (July 2024 to June 2025)**

£246,000

- **Volume of requests for video interpreting for spoken languages last 12 months (July 2024 to June 2025)**

511

• **Spend on video interpreting for spoken languages last 12 months (July 2024 to June 2025)**

£24,000

• **What are the top 10 languages requested in the last 12 months (July 2024 to June 2025)**

1. Somali
2. Arabic
3. Romanian
4. Polish
5. Bengali
6. Pashto
7. Urdu
8. Kurdish Sorani
9. Portuguese
10. Cantonese
(excluding BSL)

• **Are you currently engaged in a contract with a language service agency/multiple agencies?**

Yes

• **What is the name of those agencies?**

Word 360 (spoken language contract) and Sign Solutions (non-spoken language contact)

• **If a contract for language services/interpreting is in place, what date does this end on?**

31/10/2027 for spoken language contract. 31/03/2028 for non-spoken language contract.

This concludes our response. We trust that you find this helpful, but please do not hesitate to contact us directly if we can be of any further assistance.

If, after that, you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to:

Data Protection Officer
University Hospitals Bristol and Weston NHS Foundation Trust
Trust Headquarters
Marlborough Street
Bristol
BS1 3NU

Please remember to quote the reference number above in any future communications.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Publication

Please note that this letter and the information included/attached will be published on our website as part of the Trust's Freedom of Information Publication Log. This is because information disclosed in accordance with the Freedom of Information Act is disclosed to the public, not just to the individual making the request. We will remove any personal information (such as your name, email and so on) from any information we make public to protect your personal information.

To view the Freedom of Information Act in full please click [here](#).

Yours sincerely

Freedom of Information Team
University Hospitals Bristol and Weston NHS Foundation Trust