

Freedom of Information Request

Ref: 25-715

23 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 hold some of the information you are requesting

Please include the following information for the following financial years 2022/23, 2023/24 and 2024/25:

- **Trust's overall spending on Translation and Interpreting Services (all spend not just in house interpreting)**

2022/23 - £424,400

2023/24 - £589,700

2024/25 - £697,300

- **Total translators employed by the Trust**

2022/23 - 15 interpreters

2023/24 - 10 interpreters

2024/25 - The Trust bank in house interpreting service closed in April 2024.

- **The hourly pay for in-house interpreters**

2022/23 - £16.84

2023/24 - £17.69

2024/25 – Not applicable

- **What languages do they cover**

2022/23 – Italian, Romanian, French, Spanish, Punjabi, Urdu, Hindi, Bulgarian, Russian, Mandarin, Arabic, Kurdish, Turkish, Czech, Slovak

2023/24 - Italian, Romanian, French, Spanish, Punjabi, Urdu, Hindi, Bulgarian, Russian, Mandarin, Arabic, Kurdish, Turkish, Czech, Slovak

2024/25 – Not applicable

- **Total number of in-person/face to face interpreting sessions booked (break down by language and clinical area)**

2022/23

	Arabic /Kurdish	Bulgarian	Czech/Slovak	French	Italian	Mandarin	Polish	Punjabi/Urdu / Hindi	Romanian	Russian	Spanish	Turkish
Emergency Department	*	0	0	0	0	0	0	0	0	0	0	0
Inpatient	*	*	0	0	*	0	0	*	0	6	*	*
Outpatient	14	*	0	7	14	*	*	*	*	41	0	*
Day case	0	0	*	0	0	0	0	0	0	*	0	0

Please note: Where the figures are between 1 and 5, this has been denoted by *. Due to the low numbers, we have considered that there is the potential for individuals to be identified from the information provided, when considered with other information that may also be in the public domain. In our view disclosure of these low figures would breach one of the Data Protection Principles set out in Schedule 1 of the Data Protection Act, namely Principle 1. The Trust therefore finds that the Section 40(2) exemption contained within the Freedom of information Act 2000 is engaged. This follows NHS Digital (formerly HSCIC) analysis guidance (2014) which states that small numbers within local authorities, wards, postcode districts, providers and Trusts may allow identification of patients and should not be published.

2023/24

	Arabic /Kurdish	Bulgarian	Czech / Slovak	French	Italian	Mandarin	Polish	Punjabi/Urdu / Hindi	Romanian	Russian	Spanish	Turkish
Emergency Department	0	0	0	0	0	0	0	0	0	0	0	0
Inpatient	0	*	0	0	*	0	0	0	0	*	0	*
Outpatient	*	*	0	*	*	*	0	10	10	30	0	*
Day case	0	0	0	0	0	0	0	0	0	0	0	0

Please note: Where the figures are between 1 and 5, this has been denoted by *. Due to the low numbers, we have considered that there is the potential for individuals to be identified from the information provided, when considered with other information that may also be in the public domain. In our view disclosure of these low figures would breach one of the Data Protection Principles set out in Schedule 1 of the Data Protection Act, namely Principle 1. The Trust therefore finds that the Section 40(2) exemption contained within the Freedom of information Act 2000 is engaged. This follows NHS Digital (formerly HSCIC) analysis guidance (2014) which states that small numbers within local authorities, wards, postcode districts, providers and Trusts may allow identification of patients and should not be published.

• **How many appointments or procedures have had to be rescheduled/cancelled due to interpreter**

We do not hold this information.

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