

FOI 0109/2025 Response

1. **How much was spent on translation and interpretation costs over the last five financial years (2020/2021, 2021/2022, 2022/23, 2023/24, 2024/25)? Please could this data be broken down into a total sum over the five years and also broken down by each financial year.**

Please note the following:

- The Trust is currently using Word 360 Interpreting and Translation service to fulfil all Trust wide interpreting and translation requests, such as face to face, telephone, and video interpreting.
- The Trust also use B.I.D for advanced level BSL interpreters (specifically experienced in mental ill health interpretation for our Deaf in-patients as part of nationally commissioned specialised services).

Financial Year	Spend
2024/2025	£1,165,592.83
2023/2024	£ 1,018,329.04
2022/2023	£754,717
2021/2022	£725,396
2020/2021	£677,174

2. **Please can a separate list of the top five languages incurring the highest cost in the financial year 2024/25 also be included, with how much was spent on each language.**

Please see the table below and note that we are unable to break down the data to the highest cost.

This is because we do not hold the data at the level of detail requested.

Language	Appointments
Urdu	711
Persian (Includes Farsi and Dari)	479
Arabic	382
Punjabi; Panjabi	363
British Sign Language	347