

FOI 0265/2025 Request

This is an information request relating to NHS translators

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

1. Trust's overall spending on Translation and Interpreting Services

Financial Year	Spend
2024/2025	£1,165,592.83
2023/2024	£ 1,018,329.04
2022/2023	£754,717

2. Total translators employed by the Trust

We currently do not employ translators.

3. The hourly pay for in-house interpreters

Please refer to the response provided for question 2 and note the following:

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)

4. What languages do they cover

The data below provides a list of languages which have been *requested* between April 22 and March 25.

This is not a comprehensive list of languages and there may be languages that can be cover but have not been requested for the requested period.

For an exhaustive list please redirect your request to Word 360 Interpreting and Translation service

Languages Covered
Afrikaans
Albanian
Amharic

Arabic
Bambara
Bengali
Bosnian
British Sign Language
Bulgarian
Chinese
Chinese - Cantonese
Chinese - Hakka
Chinese - Mandarin
Croatian
Czech
Deaf, Blind Manual
Deaf, Hands on Blind
Dutch
Faroese
French
Georgian
German
Greek
Guarani
Gujarati
Hausa
Hindi
Hungarian
Italian
Japanese
Korean
Kurdish
Latvian
Lingala
Lithuanian
Mirpuri
Not Known
NULL
Oromo
Other Language
Pashto (Pushtoo/Pushto)
Persian (Includes Farsi and Dari)
Polish
Portuguese
Punjabi; Panjabi
Romani
Romanian; Moldavian; Moldovan

Russian
Serbian
Sinhala; Sinhalese
Slovak
Slovenian
Somali
Spanish; Castillian
Sundanese
Swahili
Sylheti
Tamil
Thai
Tigrinya
Turkish
Twi
Ukrainian
Urdu
Vietnamese
Yoruba

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

Count of face to face sessions by clinical area.

Clinical area	FY 2022/23	FY 2023/24	FY 2024/25
Adult Community Mental Health Teams (CMHT)	1680	2278	2188
Older Adult CMHT	272	316	476
Deaf Service	166	244	299
Memory Assessment Service	77	127	182
AWA Home Treatment	152	168	162
Neighbourhood Mental Health	7	62	147
Tobacco Dependency	0	1	96
Electrocardiogram - Community ECG	29	0	68
Secure Services - Psychology	49	1	66
Neuropsychiatry	27	64	54
Perinatal Mental Health	32	51	52
Art Psychotherapy	4	3	27
Liaison Psychiatry (General Hospitals)	18	18	25
Physical Therapies	21	24	13
24/7 Neighbourhood MH Centre	0	0	10
Adult Acute Inpatients	0	2	9
Community enablement and recovery teams (CERTS)	1	2	7

Dual diagnosis / COMPASS	0	11	7
Solar	3	2	7
Occupational Therapy	0	1	6
ADHD Services for Birmingham & Solihull	0	0	5
Secure services - Men	1	5	5
Steps 2 Recovery Community	0	0	4
Assertive Outreach	2	5	3
Early Intervention Service	3	2	3
Homeless	0	0	3
Nutrition and Dietetic Service	3	1	3
Secure Services Occupational Therapy (OT)	194	75	3
Psychological Services	3	6	2
Bipolar Service	0	0	2
Liaison & Diversion Service	0	2	2
Steps 2 Recovery Inpatient	1	4	2
CAMHS Primary Mental Health	0	0	1
Older Adult Inpatients - Acute	0	0	1
Older Peoples Interventions Pathway	0	1	1
Spiritual Care	0	0	1
Care Home Liaison	0	1	0
Eating Disorders	1	0	0
Forensic In Place Service	0	1	0
Individual Placement and Support	1	0	0
Secure Services - Women	17	1	0
Solar Crisis	1	0	0
Speech & Language Therapy	2	7	0

Count of face to face sessions by language

Language	FY 2022/23	FY 2023/24	FY 2024/25
Urdu	474	571	665
Persian (Includes Farsi and Dari)	218	308	446
British Sign Language	258	344	405
Punjabi; Panjabi	284	343	372
Arabic	221	334	356
Bengali	212	313	280
Kurdish	75	126	151
Mirpuri	126	151	142
Somali	76	108	133
Polish	82	96	133
Pashto (Pushtoo/Pushto)	176	141	124
Romanian; Moldavian; Moldovan	145	65	87
Tigrinya	38	69	67
Chinese - Cantonese	26	45	63
Slovak	35	40	53
Gujarati	30	46	48

Czech	23	28	36
Portuguese	17	22	30
Lithuanian	10	9	28
Bosnian	13	18	27
Sylheti	17	26	26
Albanian	21	24	23
Amharic	3	14	18
Russian	26	21	18
Vietnamese	5	14	18
Spanish; Castillian	16	21	17
Chinese - Mandarin	9	21	16
French	5	12	16
Deaf, Blind Manual	3	4	15
Hungarian	2	7	13
Hindi	8	21	13
Ukrainian	4	6	13
Tamil	12	14	10
Other Language	19	18	8
Greek	2	4	7
Thai	0	1	6
Romani	1	1	6
Faroese	16	10	6
German	1	4	5
Chinese	0	3	4
Italian	19	4	4
Twi	2	1	3
Turkish	1	8	3
Serbian	3	2	3
Japanese	0	0	2
Yoruba	0	0	2
Lingala	2	5	2
Swahili	4	3	2
Sundanese	1	5	2
Chinese - Hakka	0	1	2
Bulgarian	7	19	2
Sinhala; Sinhalese	1	0	2
Not Known	0	2	2
Dutch	0	0	2
Deaf, Hands on Blind	0	1	2
Korean	0	1	2
Guarani	0	0	1
Hausa	1	0	0
Latvian	1	4	0
Afrikaans	0	1	0

Georgian	5	1	0
Oromo	5	1	0
Croatian	1	2	0
Bambara	3	2	0
Slovenian	2	0	0

6. How many appointments or procedures have had to be rescheduled/cancelled due to interpreter

The Trust is unable to provide the requested information.

This is because our systems do not capture the level of detail requested.