

Ref: FOI/GS/ID 6255

**Please reply to:**  
FOI Administrator  
Trust Management  
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### **Freedom of Information Act 2000**

I am writing in response to your request for information made under the Freedom of Information Act 2000 in relation to Translation or interpreter services.

*You asked:*

*For the financial years 2015-16, 2016-17, 2017-18, 2018-19, and 2019-20, please provide the following information:*

- 1. How much your trust has spent on translation/interpreter services (on both telephone and face-to-face and including British Sign Language)?*
- 2. How much your trust has spent on the translation of written information for patients or carers?*
- 3. How much your trust has spent on the employment of translators/interpreters, and which languages these employees covered?*
- 4. How much your trust has spent on employing advocates for non-English speakers?*
- 5. What was the average waiting time for a consultation with an interpreter after initial request for interpreter services (for both telephone and face-to-face appointments)?*
- 6. Which company does the trust use for interpretation services?*

Trust response:

1.  
2019/20 £198,954  
2018/19 £128,974  
2017/18 £91,221  
2016/17 £148,776  
2015/16 £26,971
2. This cannot be identified. The cost to the Trust is amalgamated within all printing and stationery expenditure.
3. No cost, the Trust does not employ translators/interpreters.

4. No cost, the Trust does not employ advocates.
5. We do not record waiting times for consultations – consultations are booked and interpreters requested. Telephone interpreting is usually done on the day.
6. OnCall