

20 June 2018

**Our Ref:** RFI 23569

Dear

**Freedom of Information Act 2000  
Information in Relation to Translator Costs**

I am writing to confirm that the South Eastern Health & Social Care Trust (the Trust) has now completed its search for information relating to the above which you requested on 21 May 2018.

A response to each of the questions raised has been provided by the Human Resources and Corporate Affairs Directorate and is attached in Appendix A.

If you are unhappy as to how this request has been handled, you have the right to seek a review within the Trust in the first instance. You should write to the Information Governance Department, Lough House, Ards Community Hospital ([informationgovernance@setrust.hscni.net](mailto:informationgovernance@setrust.hscni.net)) within two months of the date of this response and your complaint will be considered and a response provided, within 20 working days of receipt.

If, after receiving a response, you remain unhappy, you can refer your complaint to the Information Commissioner at The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. It is important to note that if you refer any matter to the Information Commissioner, you will need to show evidence of having gone through the Trust's internal review procedure to try to resolve the matter with the Trust in the first instance.

If you have any queries about this letter, please do not hesitate to contact me. Please remember to quote the reference number above in any future communications.

Yours sincerely

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**Catherine Treanor  
Information Governance Assistant**

**Q1. How much money was spent on translators in the financial years 2017/18, 2016/17, and 2015/16? Can I have the numbers broken down by year please?**

A1. Please see Table 1 below with total cost spent by the Trust on the supply of Interpreting face-to-face by the NIHSCIS only, for the financial years 2015/2016, 2016/2017 and 2017/2018.

**Table 1**

Financial Year	Total cost
2015/2016	£171,747.00
2016/2017	£196,746.16
2017/2018	£248,344.92

**Q2. How many times were translators required over the three years? Can I have the numbers broken down by year please?**

A2. Please see Table 2 below which shows the total number of requests broken down by financial year.

**Table 2**

Financial Year	Total number of requests
2015/2016	4585
2016/2017	5666
2017/2018	7213

**Q3. What languages were the translators needed for? How many times were translators needed for each language?**

A3. Please see Tables 3 – 5 below which show the different languages that translators were needed for and how many times for each language broken down by financial year.

**Table 3 – Financial Year 2015/2016**

<b>Language</b>	<b>Requests</b>
1. Polish	1954
2. Lithuanian	512
3. Chinese - Cantonese	307
4. Chinese - Mandarin	270
5. Russian	264
6. Slovak	262
7. Latvian	226
8. Bengali	161
9. Romanian	150
10. Hungarian	74
11. Italian	71
12. Bulgarian	66
13. Portuguese	44
14. Czech	36
15. Spanish	29
16. Chinese - Hakka	28
17. Arabic	26
18. Malayalam	25
19. Somali	15
20. Urdu	14
21. French	10
22. Hindi	10
23. Punjabi	<10
24. Farsi	<10
25. Tetum	<10
26. Turkish	<10
27. Thai	<10
28. Albanian	<10
29. Pashto Central	<10
30. German	<10
31. Japanese	<10
32. Kurdish	<10

**Table 4 – Financial Year 2016/2017**

<b>Language</b>	<b>Requests</b>
1. Polish	1939
2. Lithuanian	648
3. Arabic	621
4. Romanian	365
5. Chinese - Cantonese	338
6. Slovak	301
7. Chinese - Mandarin	281
8. Latvian	259
9. Russian	181
10. Bengali	143
11. Bulgarian	95
12. Hungarian	71
13. Chinese - Hakka	68
14. Czech	53
15. Somali	51
16. Portuguese	40
17. Thai	33
18. Italian	30
19. Spanish	30
20. Turkish	25
21. Urdu	24
22. Tetum	17
23. Farsi	<10
24. French	<10
25. Malayalam	<10
26. Hindi	<10
27. Tagalog	<10
28. Albanian	<10
29. German	<10
30. Greek	<10
31. Moldovian	<10
32. Punjabi	<10
33. Tigrignia	<10

**Table 5 – Financial Year 2017/2018**

<b>Language</b>	<b>Requests</b>
1. Arabic	1944
2. Polish	1919
3. Lithuanian	643
4. Romanian	479
5. Chinese - Cantonese	322
6. Chinese - Mandarin	288
7. Slovak	267
8. Latvian	262
9. Bulgarian	208
10. Russian	179
11. Bengali	163
12. Hungarian	158
13. Spanish	50
14. Somali	43
15. Chinese - Hakka	39
16. Portuguese	33
17. Kurdish	31
18. Czech	25
19. Pashto Central	19
20. Farsi	18
21. Malayalam	18
22. Turkish	15
23. Tagalog	13
24. Urdu	13
25. Tetum	12
26. French	<10
27. Greek	<10
28. Italian	<10
29. Hindi	<10
30. Albanian	<10
31. Punjabi	<10
32. Thai	<10
33. Tigrignia	<10
34. Korean	<10
35. Vietnamese	<10
36. Estonian	<10
37. Malay	<10
38. Slovenian	<10
39. Tamil	<10
40. Yoruba	<10