

**Information Governance**

Wrightington Hospital  
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**Ref: FOI2020/5967**

**Date Received: 24<sup>th</sup> February 2020**

**Response Due: 20<sup>th</sup> March 2020**

12<sup>th</sup> March 2020

Dear Sir/Madam,

**INFORMATION REQUEST UNDER THE FREEDOM OF INFORMATION ACT 2000**

**You asked:**

**Could I please request the total amount Wrightington, Wigan and Leigh NHS Foundation Trust spent on translation services in the following financial years:**

- 2016-17**
- 2017-18**
- 2018-19**

**In each year, please separately state the amount spent on interpreters/oral communication and the amount spent on written, translated material. If possible, please state separately the amount spent on translation services for the hearing impaired (i.e. BSL and braille)**

**Total Cost spent on interpreter & translation services:**

<b>2016/17</b>	<b>£45,658</b>

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<b>2017/18</b>	£63,401	
<b>2018/19</b>	*£142,273	<p>*£47,000 outstanding invoices from previous financial year – If this was reflected in total yearly expenditure:</p> <p><b>2017/18: £110,401</b></p> <p><b>2018/19: £95,272</b></p>

**Total Cost spent on written translations:**

<b>2016/17</b>	<b>£2,295.48</b>	<p><b>6 Large Print</b> (no charge produced in-house)</p> <p><b>7 Braille</b> (no charge produced in-house)</p> <p><b>10 Other Languages</b> (£2,295.48)</p>
<b>2017/18</b>	<b>£2,140.84</b>	<p><b>6 Large Print</b> (no charge produced in-house)</p> <p><b>1 Audio</b> (no charge produced in-house)</p> <p><b>11 Braille</b> (no charge produced in-house)</p> <p><b>17 Other Languages</b> (£2,140.84)</p>
<b>2018/19</b>	<b>£5057.98</b>	<p><b>12 Large Print</b> (no charge produced in-house)</p> <p><b>2 Audio</b> (no charge produced in-house)</p> <p><b>8 Braille</b> (£460)</p> <p><b>16 Other Languages</b> (£4,597.98)</p>

I trust that this information is helpful to you, however if you are not entirely satisfied with this response please do not hesitate to contact the Information Governance Department on 01257 488271. If we do not hear from you within 28 days we will assume that we have been able to accommodate your request under the Freedom of Information Act 2000.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'ABalson'. The 'A' is stylized with a large loop.

Alison Balson  
Director of Workforce

PLEASE NOTE:

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to: Information Governance Department, Wrightington, Wigan and Leigh NHS Foundation Trust, Wrightington Hospital, Hall Lane, Appley Bridge, Wigan, WN6 9EP

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Please note that the ICO cannot make a decision unless you have exhausted the complaints procedure