

Ref: FOI/2023/9526

Date Received: 15<sup>th</sup> January 2024

Response Due: 12<sup>th</sup> February 2024

Date: 7<sup>th</sup> February 2024

Dear Sir/Madam

With reference to your request for information received on 15<sup>th</sup> January 2024, I can confirm in accordance with Section 1 (1) of the Freedom of Information Act 2000 that we do hold the information you have requested. A response to each part of your request is provided below.

In your request you asked:

**Please include the following information for the following years: 2020/21, 2021/22, 2022/23:**

- **Trust's overall spending on Translation and Interpreting Services**

2020/21	£94,698.61
2021/22	£92,969.54
2022/23	£127,519.59
- **Total translators employed by the Trust**  
None – External Interpreter Service procured.
- **The hourly pay for in-house interpreters**  
N/A
- **What languages do they cover**  
This information is not held by the Trust.
- **Total number of in-person/face to face interpreting sessions booked (break down by language and clinical area)**  
This information is not held by the Trust.

- **How many appointments or procedures have had to be rescheduled/cancelled due to lack of an interpreter**

<b>Financial Year</b>	<b>Total Cancellations</b>
<b>2020/21</b>	9
<b>2021/22</b>	19
<b>2022/23</b>	34

If you are not entirely satisfied with this response, please do not hesitate to contact the Information Governance Department via the email address provided. If we do not hear from you within 40 days, we will assume that we have been able to accommodate your request under the Freedom of Information Act 2000.

Yours sincerely,



Juliette Tait  
Chief People Officer

**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, Suite 9, Buckingham Row, Brick Kiln Lane, Wigan, WN1 1XX.

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

Helpline number: 0303 123 111