

Ref FOI17 009  
Date 3 February 2017

Dear Sir/Madam

**Request for information under the Freedom of Information Act 2000**

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Please find below/attached the Isle of Wight NHS Trust's response to your request.

The following questions refer to any translation from another language into English, or from English into another language.

For the last four financial years, please provide the following details:

1. How much your trust has spent on the translation of written information for patients or carers?

Response: The Isle of Wight NHS Trust has not had any costs with translation materials. To date only national material that is freely available has been supplied on request. The only costs have been for translation into braille.

2012/13 = £14

2013/14 = Nil

2014/15 = Nil

2015/16 = Nil

2. How much your trust has spent on translation/interpreter services? Response – The Trust has spent the following on telephone foreign language translation/interpretation:-

Response

2012/13 = £1,647

2013/14 = £312

2014/15 = £1,087

2015/16 = £1,135

3. How much your trust has been spent on the employment of translators/interpreters?

Response – The Trust does not employ translators/interpreters, it uses a private company for telephone foreign language translations/interpretations as and when required.

4. How much your trust has spent on employing advocates for non-English speakers?

Response – The Trust does not employ advocates for non-English speakers.

5. Which languages did your interpreters/translators work from or to?

a) Please list each language

Response – The list of languages and the number of translation carried out in 2012/13 to 2015/16 is as follows:-

Cantonese	9
Czech	1
Latvian	2
Russian	3
Romanian	9
Tamil	2
Polish	20
Portugese	1
French	3
Mandarin	5
Hungarian	4
Bulgarian	1
Turkish	5
Italian	2
Slovak	4
Arabic	1
Bengali	2
Telegu	1
Vietnamese	1
Spanish	1
Somali	1
Kurdish	1
Japanese	1

b) Please list the number of interpreters/translators who worked for you in each language

Response – The Trust uses a private company to carry out telephone translations / interpretations.

c) Please list how many times the interpreters/translators worked for you in each language  
Response –Please see response to paragraph a).

The Isle of Wight NHS Trust came into existence on 1 April 2012 and does not hold information prior to this date. If you require information prior to this date, please contact the Department of Health.

Please note that this response does not constitute consent for direct marketing.

The Isle of Wight NHS Trust serves a resident population of 140,000 with a substantial influx of tourists during the summer months. The Trust provides acute, ambulance, community, maternity, mental health services on the Isle of Wight. As the only fully integrated service provider in England with this unique range of services comparisons with other service providers are not always straightforward.

A log of this request will be held on a database by the Trust. All hard copy correspondence relating to this request will be held for one year from the date of this letter, before being confidentially destroyed. A copy of this response will be published on the Trust website.

If you are unhappy about the response you have received, you should write and request the Trust to undertake an internal review of your application. A senior member of staff, not previously involved with your request for information, will undertake this review. If you remain dissatisfied with the response received you may complain to the Information Commissioner at the following address:

Information Commissioner  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Please do not hesitate to contact this office if you have any further questions.

Yours faithfully

**Freedom of Information Team**

