

FOI REF: 24/042

Eastbourne District General Hospital

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24<sup>th</sup> June 2024

Tel: 0300 131 4500  
Website: [www.esht.nhs.uk](http://www.esht.nhs.uk)

## FREEDOM OF INFORMATION ACT

I am responding to your request for information under the Freedom of Information Act. The answers to your specific questions are as follows:

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

### 1) Trust's overall spending on Translation and Interpreting Services.

	2020/2021	2021/2022	2022/2023
Interpreting VI & Telephone	£31,085.00	£35,454.83	£42,188.02
Interpreting Face 2 Face	£23,605.00	£31,846.38	£31,854.06
Written Translation	£5,665.57	£15,099.17	£19,385.67
<b>Total</b>	<b>£60,355.57</b>	<b>£82,400.38</b>	<b>£93,427.75</b>

### 2) Total translators employed by the Trust.

None.

### 3) The hourly pay for in-house interpreters.

Not applicable.

### 4) What languages do they cover?

Not applicable.

**5) Total number of in-person/face to face interpreting sessions booked (break down by language and clinical area).**

East Sussex Healthcare NHS Trust does not centrally record the information requested as above. To enable the Trust to provide this information would require a manual review of historical data which we estimate would take in excess of 18 hours. We are therefore applying Section 12(1) to this part of your request.

Section 12(1) of the Act allows a public authority to refuse to comply with a request for information if the authority estimates that the cost of compliance would exceed the 'appropriate limit', as defined by the Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004 (the Regulations). These state that this cost limit is £450 for public authorities which are not part of central government or the armed forces. The costs are calculated at £25 per hour per person regardless of the rate of pay, which means that the limit will be exceeded if the work involved would exceed 18 hours. The Trust estimates that the cost of complying with this request would significantly exceed the above limit.

However, we have provided a breakdown of the languages booked below

Language	2022-2023	2021-2022	2020/21
Albanian	6	8	1
Arabic	16	146	17
Armenian	1		
Bangladesh	3		
Bengali	7	33	7
Brazilian	3		6
BSL	102	317	144
Bulgarian	5	14	1
Cantonese	6	11	8
Chilean		3	
Chinese		2	
Creole		1	
Czech	1	8	2
Dari	2	4	
Dioula			1
Dutch		1	
Eritrea	1		1
Farsi	3	20	4
French	2	4	3
Greek		1	
Gujarati		1	
Hausa		1	
Hindi		1	
Hungarian	4	13	2

Indonesian		2	
Italian	1	10	6
Kurdish	2	45	6
Latvian		9	
Lip Speaker	1		
Lithuanian		4	
Luganda		5	
Mandarin	6	29	
Oromo	1	1	
Pashto	3	1	5
Persian		1	
Polish	7	37	4
Portuguese	10	35	9
Punjabi	2	1	
Romanian	11	29	3
Russian		17	2
Serbian	1		
Slovak	1	3	3
Spanish	3	16	3
Syrian		3	
Sylheti		1	1
Tamil		12	
Thai	2	8	
Tigrinya		4	
Turkish	3	42	4
Twi		1	
Ukrainian	7		13
Urdu	1		2
Uzbek			1
Venezuela	1		
Vietnamese	4	15	1
<b>Totals</b>	<b>229</b>	<b>920</b>	<b>260</b>

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

We do not hold this information.

If I can be of any further assistance, please do not hesitate to contact me.

Should you be dissatisfied with the Trust's response to your request, you have the right to request an internal review. Please write to the Freedom of Information Department ([esh-](#)

[tr.foi@nhs.net](mailto:tr.foi@nhs.net)), quoting the above reference, within 40 working days. The Trust is not obliged to accept an internal review after this date.

Should you still be dissatisfied with your FOI request, you have the right of complaint to the Information Commissioner at the following address:

The Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire SK9 5AF

Telephone: 0303 123 1113

Yours sincerely

Freedom of Information Department  
[esh-tr.foi@nhs.net](mailto:esh-tr.foi@nhs.net)