



**The Clatterbridge  
Cancer Centre**  
NHS Foundation Trust

Clatterbridge Road  
Bebington  
Wirral  
CH63 4JY

Tel: 0151 556 5000  
Web: [www.clatterbridgecc.nhs.uk](http://www.clatterbridgecc.nhs.uk)

Date: 9 December 2019

**Re: Freedom of Information Request**  
**Ref: 320 - 2019**

Thank you for your email dated the 13th November 2019, requesting information relating to translation services.

The information that you require is as follows:

**I am writing to obtain information relating to the spend incurred on translation services for non-English speaking patients.**

**The questions are as follows:**

**For each of the last 3 financial years (2019/18, 2018/17, 2017/16) how much have you spent on the following:**

- 1. Translation of written information for patients /carers**
- 2. Translation services for patients/carers**
- 3. Employment of translators**
- 4. Employment of advocates for non-English speaking people**

**and, 5. What are the three most common languages translated?**

	2016/17 (£)	2017/18 (£)	2018/19 (£)	Notes
<b>Translation of written information for patients /carers</b>	3,369	8,216	10,384	
<b>Translation services for patients/carers</b>	49,531	79,654	73,856	This figure includes the cost of written, face to face, telephone &

				sign language interpretation
<b>Employment of translators</b>	N/A	N/A	N/A	We do not employ any translators within our Trust
<b>Employment of advocates for non-English speaking people</b>	N/A	N/A	N/A	We do not employ advocates for non-English speaking people within our Trust
<b>What are the three most common languages translated</b>	1. Polish 2. Cantonese 3. Bulgarian	1. Polish 2. Bulgarian 3. Arabic	1. Polish 2. Romanian 3. Hungarian	

Should you require any further information please do not hesitate to contact me on the email address provided below.

Please remember to quote the reference number above in any future communications.

If you are dissatisfied with the handling of your request, you have the right to ask for this to be investigated internally.

If you are dissatisfied with the information you have received, you have the right to ask for an internal review.

Both processes will be handled in accordance with our Trust's Freedom of Information Policy and the Freedom of Information Act 2000.

Internal investigation and internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to: Freedom of Information Review, The Clatterbridge Cancer Centre NHS Foundation Trust, Clatterbridge Road, Bebington, Wirral, CH63 4JY

If you are not satisfied with the outcome of the internal investigation/review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

**In order for us to ensure customer satisfaction and to monitor compliance with the Freedom of Information Act 2000, we would be grateful if you could**

**take a couple of minutes to complete a short feedback form via the link below:**

**<https://www.surveymonkey.co.uk/r/H39RFMM>**