

## Freedom of Information Act 2000 disclosure log entry

### Reference

19-20404

### Date sent

06/03/2020

### Subject

Translators

### Details of enquiry

Could I please request the total amount Tavistock and Portman 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) Could I please request the total amount Tavistock and Portman 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)

### Response Sent

Thank you for your request for information as detailed in your email below. Your request was received on 24 February 2020 and has been handled under the Freedom of Information Act 2000.

I shall answer your questions below:

- 1) The total amount Tavistock and Portman NHS Foundation Trust spent on translation services in the following financial years:

- a) 2016-17 - £75,000
- b) 2017-18 - £98,000
- c) 2018-19 - £108,000

- 2) 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).

I can confirm that we may hold information that falls within the scope of your request, however, are unable to provide it. Where held, the broken-down amount spent is only held in individual invoices and is not electronically recorded. The only way for us to locate the information requested would be to review each invoice held to check whether it related to translation services and to identify whether it held a further breakdown of the work carried out. We are therefore unable to provide the information requested within the time and cost limit set out in section 12 of the FOI Act. Section 12 of the FOI Act allows a public authority to refuse to deal with a request where it estimates that it would exceed the appropriate limit to locate, extract, and/or retrieve the information requested. The appropriate limit for the Trust is 18 hours or £450 and the estimate must be reasonable in the circumstances of the case. We conservatively estimate that it would take at least five minutes to review each invoice to see whether it contained the information requested. Between 1 January 2016 and 31 December 2019, we received approximately 300 invoices. We therefore estimate it would take 25 hours to locate the information requested which would exceed the total provided by the Act. If you were able to reduce the timescale you were interested in receiving the information for, we may be able to assist further.