Our Ref: NG/RM/25307
Date: 22nd September 2025

Nicola Griffiths
Deputy Director of Governance
North Staffordshire Combined Healthcare NHS Trust
Lawton House
Bellringer Road
Trentham
ST4 8HH

Reception: 0300 123 1535

Dear

Freedom of Information Act Request

I am writing in response to your e-mail of the 28th August 2025. Your request has been processed using the Trust's procedures for the disclosure of information under the Freedom of Information Act (2000).

Requested information:

Please include the following information for the following financial years 2022/23, 2023/24 and 2024/25:

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

  - **2022/23 £42k**
  - **2023/24 £37k**
  - **2024/25 £46k**

- Total translators employed by the Trust. **0**
- The hourly pay for in-house interpreters. **N/A**
- What languages do they cover . **N/A**
- Total number of in-person/ face to face interpreting sessions booked (break down by language and clinical area) .
- How many appointments or procedures have had to be rescheduled/ cancelled due to interpreter.

  Please See Appendix 1 attached.

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review of the management of your request. 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: Dr Buki Adeyemo, Chief Executive, North Staffordshire Combined Healthcare Trust, Trust Headquarters, Lawton House, Bellringer Road, Trentham, ST4 8HH. If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision.

Chair: Janet Dawson
Chief Executive: Dr Buki Adeyemo
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The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Yours sincerely

<u>Nicola Griffiths</u>
<u>Deputy Director of Governance</u>

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2022/23	Close - Unfilled	Close - Unfilled. Deferred to another day.	Customer Cancelled - Not Required	Customer Cancelled - Rescheduled	Customer DNA	Substituted for pre-booked remote own tools	Substituted for TI	Success	Supplier DNA	Grand Total
(NST CHT) Children with Complex Needs								1		1
Azeri								1		1
(NST CHT) Inpatient Mental Health								3		3
Cantonese								1		1
Polish								2		2
(NST CHT) Nursing and Quality and Patient Experience Team	18	1	31	5	25	8	59	271	7	425
Akan	1									1
Albanian							3	4		7
Arabic (Classical/North African)			1				3	7		11
Arabic (Modern Standard)	2	1			1	1	2	13		20
Bengali					1			2		3
Bulgarian	1		7		1	1	4	2		16
Cantonese						1	1	2		4
Czech	5		2		1		7	13		28
Dari (Afghan)					1	1		1		3
Farsi			3	1	3		7	30		44
French	1					1		3		5
Hindi					1			2		3
Hungarian					1			1	1	3
Italian			1		1			2		4
Kurdish (Sorani)			1		1		2	2		6
Mandarin					1			3		4
Mirpuri				1	4		1	6		12
Pashto (Afghanistan)			2				2	1		5
Pashto (Pakistan)	1							1		2
Polish	3		2		1	2	5	24	2	39
Punjabi, Eastern (India)							1	1		2
Punjabi, Western (Pakistan)			1		1		1	4	1	8
Romanian			2	1	1		2	33	3	42
Russian			1		1			10		12
Sinhala	1						1	1		3
Slovak	1				1	1	3	10		16
Spanish			2		1		4	22		29
Sudanese Arabic			1				1			2
Tagalog	1									1
Tamil			1					1		2
Telugu								1		1
Thai					1			1		2
Tigrinya								1	1	2
Turkish	1						1	10		12
Ukrainian								2		2
Urdu			4	2	1		3	59		69
(SBS) NSC-Temporary - Julie Lyons - Deactivated			1							1
Romanian			1							1
Grand Total	18	1	32	5	25	8	59	275	7	430

2023/24	Close - Unfilled	Customer Cancelled - Not Required	Customer Cancelled - Rescheduled	Customer DNA	Substituted for pre-booked remote own tools	Substituted for TI	Success	Supplier - Short Notice Cancellation	Supplier DNA	Grand Total
(NST CHT) Nursing and Quality and Patient Experience Team	42	49	6	25	19	43	345	3	13	**545**
Akan	1	1								2
Albanian						1			1	2
Arabic (Classical/North African)		1			1		2			4
Arabic (Modern Standard)		1		1	1	1	12			16
Bengali	2	2		1	3	2	13			23
Bulgarian					1	2	3			6
Cantonese						1				1
Chin						1				1
Czech	2	5	1		3	3	24		1	39
Dari (Iranian)	1	1		1			5			8
Farsi	4	3		3	2	5	34	1		52
French				1			1			2
Greek	1	1		1		1	1			5
Hakka	2				1					3
Hungarian	1						9		1	11
Italian		1								1
Kurdish (Sorani)	3	1	1	3	1	1	14		1	25
Latvian	1	1		1			1			4
Mandarin		1	1		1	1	4			8
Mirpuri	1	4		1		1	15			22
Pashto (Afghanistan)	2					1	1			4
Pashto (Pakistan)	2	1								3
Polish	3	4	2	3	2	8	46	2	4	74
Portuguese	1					1	1			3
Portuguese (Brazil)							3			3
Punjabi, Eastern (India)		1					8		1	10
Punjabi, Western (Pakistan)		2					2			4
Romanian	3	6		3			44			56
Russian	1									1
Sinhala	5	4	1							10
Slovak	1			2	1	2	15		3	24
Somali							1			1
Spanish	3	5				4	27		1	40
Sudanese Arabic	1						2			3
Sylheti				1	1	1	4			7
Tamil							1			1
Thai		1		1		1	3			6
Tigrinya		1								1
Turkish							2			2
Ukrainian						2	1			3
Urdu	1	1		2	1	2	47			54
Grand Total	42	49	6	25	19	43	345	3	13	**545**

2024/25	Close - Unfilled	Customer Cancelled - Not Required	Customer Cancelled - Rescheduled	Customer DNA	Substituted for pre-booked remote own tools	Substituted for TI	Success	Supplier - Short Notice Cancellation	Supplier DNA	Grand Total
(NST CHT) Nursing and Quality and Patient Experience Team	22	62	13	30	3	44	285	1	5	**465**
Albanian			1				8		1	**10**
Amharic						1				**1**
Arabic (Classical/North African)							1			**1**
Arabic (Modern Standard)		2		2			7			**11**
Bengali		5			1	1	22			**29**
Bulgarian	1	1	1			2	2			**7**
Cantonese							1			**1**
Czech	2			1		3	6			**12**
Dari (Iranian)						1	1			**2**
Farsi	3	3		7		1	23			**37**
Gujarati							2			**2**
Hungarian	1	2				4	12			**19**
Kurdish (Bahdini)							13		1	**14**
Kurdish (Sorani)	3	4	1	2		1	10			**21**
Latvian		1				1	1			**3**
Lingala						1	1			**2**
Lithuanian				1			1			**2**
Malayalam	2									**2**
Mandarin	1						12			**13**
Mirpuri	1	1				1	7			**10**
Pashto (Afghanistan)	2	3				2	6			**13**
Pashto (Pakistan)						3	4			**7**
Polish	1	12	2	2	1	7	58	1	2	**86**
Portuguese							9			**9**
Punjabi, Eastern (India)		8	2	3		1	8		1	**23**
Punjabi, Western (Pakistan)				2		1	6			**9**
Romanian	1	6	1	1	1	6	25			**41**
Russian							1			**1**
Slovak		2				3	4			**9**
Spanish							1			**1**
Sudanese Arabic	1			1			2			**4**
Sylheti	1	2	4			1	1			**9**
Tamil							2			**2**
Tigrinya	1	1		2			7			**11**
Turkish	1	8	1			1	7			**12**
Ukrainian		1								**1**
Urdu			1	5		1	20			**27**
Welsh							1			**1**
(NST CHT) Substance Misuse							2			**2**
Polish							2			**2**
Grand Total	**22**	**62**	**13**	**30**	**3**	**44**	**287**	**1**	**5**	**467**