

Freedom of Information Act 2000

The Royal Cornwall Hospitals NHS Trust Response to Information request

Date Request Received: 28th August 2025

FOI Ref No 30079

Requested Information:

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

1. Trust's overall spending on Translation and Interpreting Services
2. Total translators employed by the Trust
3. The hourly pay for in-house interpreters
4. What languages do they cover
5. Total number of in-person/face to face interpreting sessions booked (break down by language and clinical area)
6. How many appointments or procedures have had to be rescheduled/cancelled due to interpreter

If it is not possible to provide the information requested due to the information exceeding the cost of compliance limits identified in Section 12, please provide advice and assistance, under the Section 16 obligations of the Act, as to how I can refine my request.

Response:

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

1. Trust's overall spending on Translation and Interpreting Services
All inc VAT approximately:-
22/23 151K - 23/24 176K - 2024/25 215K
2. Total translators employed by the Trust **Zero**
3. The hourly pay for in-house interpreters **Non Applicable**
4. What languages do they cover **Non Applicable**

5. Total number of in-person/face to face interpreting sessions booked (break down by language and clinical area) **Data is not centrally recorded therefore we are unable to provide this information.**
6. How many appointments or procedures have had to be rescheduled/cancelled due to interpreter **Data is not centrally recorded therefore we are unable to provide this information.**

If it is not possible to provide the information requested due to the information exceeding the cost of compliance limits identified in Section 12, please provide advice and assistance, under the Section 16 obligations of the Act, as to how I can refine my request

Attachment(s):

No Attachment(s)

Date Response sent: 17th September 2025