

Ref. No: 2382
Date: 25/02/2026
Subject: Translation Services

REQUEST & RESPONSE

Please provide the total amount spent by your organisation on translation and interpretation services during the 2024–2025 financial year.

For clarity, I would be grateful if you could include:

1. Spoken language interpretation services
2. Written translation services
3. British Sign Language (BSL) interpretation
4. Any external agency or contracted language service providers
5. Any internal costs specifically allocated to translation/interpretation services

£574,409.60

If possible, please also provide:

6. A breakdown of costs by service type

- Face to Face = £518,628.31
- Video interpreting = £3,919.51
- Telephone interpreting = £48,064.38
- Written translation = £3797.40

7. The names of the main contractors or providers used

- DA Languages
- St Helens Deafness Resource Centre

8. The total number of translated/interpreted assignments carried out during this period

- Face to Face = 9,083
- Video interpreting = 81
- Telephone interpreting = 4000
- Written translation = 73

9. The job title, department, or directorate responsible for overseeing and approving this budget

- Head of Patient Experience and EDI
- Chief Nurse