NHS Tayside has now considered your request dated 20 May 2019.

Extract from Request

- “Are you able to supply these stats up to the end of April/beginning of May?
- I see you’ve said you can’t supply the costs of employing these translators as they are dealt with by an agency (FOISA6148). Can you then provide the cost of using this agency by NHS Tayside in this case?”

Response

- From 1st November 2017 – 30th April 2019 the total number of interpretation request received was 18,175.

During this period the languages most requested at NHS Tayside are –

Polish
Arabic
British Sign Language (BSL)
Romanian
Bengali
Russian
Cantonese
Urdu
Bulgarian
Mandarin

Other languages requested in this period were –

Amharic
Bem
Czech
Greek
Hakka
Hindi
Hungarian
Italian
Kurdish
Latvian

Agency costs for translation services -

<table>
<thead>
<tr>
<th>Year</th>
<th>Agency Costs</th>
</tr>
</thead>
<tbody>
<tr>
<td>2017/18</td>
<td>£58,439.79</td>
</tr>
<tr>
<td>2018/19</td>
<td>£364,690.87</td>
</tr>
</tbody>
</table>

Figures are quoted net as VAT on Translation services is recoverable. There were no payments in 2016/17.

<table>
<thead>
<tr>
<th>Document Ref.</th>
<th>FOISA Exemption Applied</th>
<th>Justification</th>
</tr>
</thead>
<tbody>
<tr>
<td>IGTFOISA6317</td>
<td>None</td>
<td>None</td>
</tr>
</tbody>
</table>
Under section 20 (1) of the Act, if you are dissatisfied with the way NHS Tayside has dealt with your request, you have a right to request a review of our actions and decisions in relation to your request, and you have a right to appeal to the Scottish Information Commission.

A request for an internal review must be made in writing no later than forty working days from receipt of this response and addressed to:

Tayside NHS Board Secretary  
Tayside NHS Board Headquarters  
Ninewells Hospital & Medical School  
Dundee  
DD1 9SY

If you are not content with the outcome of the internal review, you have the right to apply directly to the Scottish Information Commissioner for a decision. The Scottish Information Commissioner can be contacted at:

Scottish Information Commissioner  
Kinburn Castle  
Doubledykes Road  
St Andrews  
Fife  
KY16 9DS

Or via the online appeal service: [www.itspublicknowledge.info/Appeal](http://www.itspublicknowledge.info/Appeal)

If you have any queries about this correspondence, please contact:

Information Governance Team  
Maryfield House  
30 Mains Loan  
Dundee  
DD4 7BT

Telephone - 01382 424413  
E-mail: [informationgovernance.tayside@nhs.net](mailto:informationgovernance.tayside@nhs.net)

Information Governance  
NHS Tayside  
18 June 2019