NHS
Bolton
NHS Foundation Trust

FREEDOM OF INFORMATION

REF: 2026-143
Subject: Translation Services

Dear Sir/Madam,

Thank you for your email dated **19/02/2026** where you requested information about **Translation Services.**

The information you requested is enclosed.

Please provide the total amount spent by your organisation on translation and interpretation services during the 2024-2025 financial year.	
Question	**Answer**
For clarity, I would be grateful if you could include: • Spoken language interpretation services	This information is commercial in confidence under the terms of the NHS SBS Framework the contract was awarded against.
• Written translation services	
• British Sign Language (BSL) interpretation	
• Any external agency or contracted language service providers	
• Any internal costs specifically allocated to translation/interpretation services	
If possible, please also provide: • A breakdown of costs by service type	
• The names of the main contractors or providers used	DALS (Previously known as DA Languages)
• The total number of translated/interpreted assignments carried out during this period	27,139
• The job title, department, or directorate responsible for overseeing and approving this budget	Corporate Division

If you have any queries or concerns please do not hesitate to contact the Freedom of Information Department. It would be helpful to quote the above reference number in any future communication.

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to The Chief Executive, Bolton NHS Foundation Trust, The Royal Bolton Hospital, Minerva Road, Farnworth, Bolton. BL4 0JR.

If you are not content with the outcome of your complaint you may apply directly to the Information Commissioner. Generally the Information Commissioner cannot make a decision unless you have exhausted the complaints procedure provided by Bolton NHS Foundation Trust. The Information Commissioner can be contacted at The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire. SK9 5AF.

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Yours sincerely,

Information Governance Department

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transforming lives...for a better Bolton

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