



Trust Headquarters
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26th August 2020

Email:

Dear,

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI 200814.

You requested the following information, please also see our response below:

For the financial years 2015-16, 2016-17, 2017-18, 2018-19, and 2019-20, please provide the following information:

- 1. How much your trust has spent on translation/interpreter services (on both telephone and face-to-face and including British Sign Language)?**

Values are rounded to the nearest £

Years	2015-16	2016-17	2017-18	2018-19	2019-20
Value £	£28,255	£31,065	£16,165	£16,538	£31,127

- 2. How much your trust has spent on the translation of written information for patients or carers?**

The Trust does not use the translation of written information for patients or carers.

- 3. How much your trust has spent on the employment of translators/interpreters, and which languages these employees covered?**

The Trust does not employ translators/interpreters.

- 4. How much your trust has spent on employing advocates for non-English speakers?**

The Trust does not employ advocates for non-English speakers.

5. What was the average waiting time for a consultation with an interpreter after initial request for interpreter services (for both telephone and face-to-face appointments)?

We are unable to provide this information on the basis that it will exceed 18 hours work.

The request for a telephone interpreter is done in real time and would involve looking at each CAD incident that has captured Language Line in the remarks box. This wouldn't capture every call. There is no way of working an average time from call to connection without listening to every call which would exceed 18 hour criteria.

We do not have any face to face consultations requests.

6. Which company does the trust use for interpretation services?

Language Line Solutions

I hope you find this information of some assistance.

If for any reason you are dissatisfied with our response, kindly in the first instance contact Caroline Smart, Head of Information Governance via the following email address:

FOI@secamb.nhs.uk

Yours sincerely

Freedom of Information Coordinator
South East Coast Ambulance Service NHS Foundation Trust