



Trust Headquarters
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Date

Email:

Dear

Tel: 0300 123 0999
www.secamb.nhs.uk

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI 240128.

You requested the following information, please also see our response on the attached questionnaire as requested.

RE: Request under the Freedom of Information Act (2000)

Dear Information Team

This is an information request relating to NHS Translators.

Please include the following information for the following years: 2020/21, 2021/22, 2022/23:

- **Trust's overall spending on Translation and Interpreting Services – GP**

The overall spending on Translation and Interpreting Services for the Trust was:

2020/21	2021/22	2022/23
£60,096	£85,084	£99,299

- **Total translators employed by the Trust**

N/A - The Trust does not employ translators, as we provide telephone triage only via both 999 and 111, we use the specialist translation service, Language Line:

- **The hourly pay for in-house interpreters**

N/A - The Trust does not employ in-house interpreters

- **What languages do they cover**

As stated, we use an out-sourced company Language Line

(<https://www.languageine.com/en-gb/interpreting/on-demand>) to manage our telephone interpretation service; they offer in excess of 240 languages:

For information, over the last 3 years the languages required were:

Akan	German	Lithuanian	Slovak
Albanian	Gheg	Luganda	Somali
Amharic	Greek	Macedonian	Sorani
Arabic	Gujarati	Malayalam	Spanish
Armenian	Haitian Creole	Mandarin	Sudanese Arabic
Assyrian	Hakka-China	Mongolian	Swahili
Bahdini	Hausa	Moroccan Arabic	Swedish
Bengali	Hebrew	Nepali	Sylheti
Bosnian	Hindi	Nigerian	Tagalog
Bulgarian	Hungarian	Nigerian Pidgin	Tamil
Burmese	Igbo	Oromo	Telugu
Cantonese	Ilocano	Pashto	Thai
Croatian	Indonesian	Polish	Tigrigna
Czech	Italian	Portuguese	Tigrinya
Dari	Japanese	Portuguese Brazilian	Turkish
Dutch	Karen	Portuguese Cape Verdean	Ukrainian
Farsi	Khmer	Punjabi	Urdu
French	Korean	Romanian	Uzbek
French Canadian	Kurmanji	Russian	Vietnamese
Fulani	Laotian	Serbian	Wolof
Fuzhou	Latvian	Sinhala	Yoruba
Georgian	Lingala	Sinhalese	

- **Total number of in-person/face to face interpreting sessions booked (break down by language and clinical area)**

N/A - The Trust does require in-person/face to face interpreting sessions

- **How many appointments or procedures have had to be rescheduled/cancelled due to lack of an interpreter**

N/A - The Trust does not have appointments due to the nature of the services it provides.

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**

