



Trust Headquarters
Nexus House
4 Gatwick Road
Crawley
West Sussex
RH10 9BG

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 240320 and answered the following,

1. Please confirm your overall spend on interpreting, translation and transcription services for the following financial years:
 - 2021-22
 - **£100,000**
 - 2022-23
 - **£113,000**
2. Who is your incumbent supplier(s) for language services? If you have more than one supplier, which services does each one provide to you?
 - **Language Line**
3. If you have a separate British Sign Language/non-spoken supplier, who is this?
 - **Language Line is the only provider we use**
4. If you have a separate transcription supplier, who is this?
 - **N/A**
5. Do you have any in-house interpreters/translators?
 - **No**
6. When is your current language services contract(s) due to expire, a) without extensions and b) with all possible extensions?
 - **The contract is on a monthly rolling renewal whilst we review the strategy.**
7. Could you please provide the name, phone number and email address of the contract manager responsible for language services?
 - **Procurement@secamb.nhs.uk**
8. Could you please provide the name, phone number and email address of the person responsible for your language services budget?

- The names and job titles of SECamb Employees in the public domain can be found on our website here: [Welcome to South East Coast Ambulance Service | NHS \(secamb.nhs.uk\)](https://www.secamb.nhs.uk)

9. Could you please provide the following data for 2023:

- Total number of face-to-face interpreting assignments (spoken language) and hours completed
 - **N/A**
- Total number of face-to-face interpreting assignments (non-spoken language) and hours completed
 - **N/A**
- Total number of telephone interpreting calls and minutes completed
 - **11,292 calls, 185,041.7 minutes**
- Total number of video interpreting calls (spoken language) and minutes completed
 - **N/A**
- Total number of video interpreting calls (non-spoken language) and minutes completed
 - **N/A**
- Total number of document translations and words translated
 - **N/A**
- Total number of audio transcriptions and total audio duration
 - **N/A**

10. What were your top 20 highest-volume languages for interpreting/translation requests in 2023?

- POLISH
ARABIC
ROMANIAN
RUSSIAN
FARSI
BULGARIAN
PORTUGUESE
UKRAINIAN
SORANI
PASHTO
BENGALI
SPANISH
PUNJABI
TURKISH
NEPALI
MANDARIN
SLOVAK
URDU
DARI
ALBANIAN

11. Can you please provide the fill rate % you received for the following services in 2023:

- Face-to-face interpreting
- Telephone interpreting

- Video interpreting
- Document translation
- Audio transcription
- ***This data is not available***

12. What languages has your provider been unable to source in the last 12 months?

- ***RUSSIAN, LITHUANIAN, KURDISH, CZECH, BULGARIAN, TELUGU, PASHTO, ROMANIAN, SLOVAK, INDONESIAN, ALBANIAN, ARABIC, HUNGARIAN, TAMIL, ITALIAN, THAI, PUNJABI, MALAYALAM, WOLOF, YORUBA, LATVIAN, BENGALI, MAURITIAN CREOLE, GERMAN, POLISH, KURMANJI, DARI, DUTCH***

13. Have service credits been applied on your language services contract in the last 12 months? If so, what performance failure was this linked to?

- ***N/A***

14. What social value has been delivered as part of this contract in the last 12 months?

- ***Not previously recorded***

15. If your contract was awarded through a tender process, can you please provide a copy of the winning bidder's tender?

- ***We are unable to provide this information as it is commercially sensitive***

16. What are your contracted rates for each of the following services?

- Spoken face-to-face interpreting: hourly rate
- Non-spoken face-to-face interpreting: hourly rate
- Telephone interpreting: per minute rate
- Spoken video interpreting: per minute rate
- Non-spoken video interpreting:
- Document translation: per word rate
- Audio transcription: per audio minute rate
- ***We are unable to provide this information as it is commercially sensitive***

17. Has your provider of language services increased their charge rate to you in the last 12 months?

- ***No***

18. What is the Authority's typical route to market?

- ***Via framework agreements***

19. Does the Authority currently have any interpreter on wheel devices as part of their current contract? If yes please advise how many and if these are provided free of charge or paid for by the Authority.

- ***N/A***

20. Could you please provide the name, phone number and email address of the person in charge of procurement for the Authority?

- ***Procurement@secamb.nhs.uk***

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