



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

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

Internal Ref:
Email:

Dear

The Trust is in receipt of your Freedom of Information Act 2000 (FOIA) request, thank you. This request has been assigned the internal reference quoted above; please ensure that you quote this number in any future correspondence.

FOI Request

You asked us:

Are you on any of the below frameworks for language services (face to face interpreting spoken and non-spoken, telephone and video interpreting and translation) and if so which one?

- **Eastern Shires Purchasing Organization (ESPO)**
- **London Procurement Partnership (LPP)**
- **NHS SBS**
- **North-East Purchasing Organization (NEPO)**
- **NOECPC**
- **Health Trust Europe (HTE)**
- **Crown Commercial Services (CCS)**

If you are not on any of the above frameworks, please confirm how you are accessing services.

- **What is the expiry date/s of your current language services contracts including telephone interpreting, face to face interpreting spoken and non-spoken and translation?**
- **Who is your current provider for each of these services?**



- **What was the spend by year for the last 2 financial years (2023 and 2024) in total and broken down by service**
 -) Telephone Interpreting
 -) Face to Face Interpreting
 -) British Sign Language
 -) Translation

Finally, who is the Contract Manager and Senior Responsible Owner regarding the language services?

Formal Response

The Trust confirms it holds the information you requested.

Are you on any of the below frameworks for language services (face to face interpreting spoken and non-spoken, telephone and video interpreting and translation) and if so which one?

- **Eastern Shires Purchasing Organization (ESPO)**
- **London Procurement Partnership (LPP)**
- **NHS SBS**

We use the above platform – NHS SBS

- **North-East Purchasing Organization (NEPO)**
- **NOECPC**
- **Health Trust Europe (HTE)**
- **Crown Commercial Services (CCS)**

If you are not on any of the above frameworks, please confirm how you are accessing services.

- **What is the expiry date/s of your current language services contracts including telephone interpreting, face to face interpreting spoken and non-spoken and translation?**

Currently out of contract and going through renewal

- **Who is your current provider for each of these services?**

Language Line

- **What was the spend by year for the last 2 financial years (2023 and 2024) intotal and broken down by service**
 -) **Telephone Interpreting**
 -) **Face to Face Interpreting**
 -) **British Sign Language**
 -) **Translation**

Telephony only:22-23 - £119159.05,
23-24 - £117479.99

Finally, who is the Contract Manager and Senior Responsible Owner regarding the language services?

The Trust does not provide individual names or contact details in response to FOI requests. Business enquiries can be made by emailing enquiries@secamb.nhs.uk. Alternatively, names and roles of SECamb employees already in the public domain can be found via our website here: [About Us | SECamb](#)

Next steps

We hope you find the information provided to be of some assistance.

Should you be dissatisfied with our response then in the first instance please contact Caroline Smart, Head of Information Governance, via the following email address: FOI@secamb.nhs.uk

You can ask us to review our original response. If you would like us to carry out an internal review, please let us know within 40 working days of you receiving our original response. This review will be conducted by an individual who was not directly involved in reviewing the original response, ordinarily, the Trust Data Protection Officer. We will endeavour to complete this request within 20 working days.

Should you remain dissatisfied then you can contact the [Information Commissioner's Office](#) (ICO). Complaints to the ICO should be made within six weeks of receiving the outcome of an internal review. The easiest way to lodge a complaint is through their website: www.ico.org.uk/foicomplaints.

Alternatively, the ICO's postal address is:
Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, SK9 5AF.

Yours sincerely,

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



Saving Lives,
Serving Our Communities

Chair: Michael Whitehouse CEO: Simon Weldon