NHS
South East Coast
Ambulance Service
NHS Foundation Trust

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

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

Internal Ref: 250823
Email:

Dear ,

The trust acknowledges receipt of your Freedom of Information Act 2000 (FOIA) request, referenced above. Please ensure you quote this number in any future correspondence.

FOI Request

You asked us:

I am making a request under the Freedom of Information Act 2000.

Please provide, for the financial year 1 April 2024 to 31 March 2025 (or the most recent full year available, specifying which year if 2024/25 is not yet final):

1) TOTAL EXPENDITURE (£) on patient-facing interpretation and translation services, including:
- **Spoken language interpreters (face-to-face, telephone, and video/remote)**
- **British Sign Language and other signed language interpreters**
- **Written translation of patient information or clinical documents**

If 2024/25 figures are not yet available, please provide the most recent full year and state which year it is.

Please provide the total as a single figure in pounds sterling (£).

If possible, please also state the name(s) of the supplier(s) you used in that period.

Formal Response

The Trust confirms it holds the information you have requested.

I am making a request under the Freedom of Information Act 2000.

Please provide, for the financial year 1 April 2024 to 31 March 2025 (or the most recent full year available, specifying which year if 2024/25 is not yet final):

1) TOTAL EXPENDITURE (£) on patient-facing interpretation and translation services, including:
- **Spoken language interpreters (face-to-face, telephone, and video/remote)**
- **British Sign Language and other signed language interpreters**
- **Written translation of patient information or clinical documents**

The total expenditure on patient facing interpretation and translations services for 2024/25 was £105,804.
This is provided by LanguageLine Solutions.

If 2024/25 figures are not yet available, please provide the most recent full year and state which year it is.

Please provide the total as a single figure in pounds sterling (£).

If possible, please also state the name(s) of the supplier(s) you used in that period.

Next steps

Please note you will be able to source a lot of information which is made available on our website.

Should you be dissatisfied with our response then in the first instance please contact Richard Banks, Head of Corporate 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