



Trust Headquarters
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West Sussex
RH10 9BG

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

Internal Ref: 250834
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:

This is an information request relating to nhs translators

Please include the following information for the following financial years 2022/23, 2023/24 and 2024/25:

Trust's overall spending on Translation and Interpreting Services

Total translators employed by the Trust

The hourly pay for in-house interpreters

What languages do they cover

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

How many appointments or procedures have had to be rescheduled/cancelled due to interpreter



Formal Response

The Trust confirms it holds the information you have requested.

This is an information request relating to nhs translators

Please include the following information for the following financial years 2022/23, 2023/24 and 2024/25:

Trust's overall spending on Translation and Interpreting Services

Year	Spend
2022/23	£99,299
2023/24	£90,714
2024/25	£105,804

Total translators employed by the Trust

No translators are directly employed by the Trust; our translation services are outsourced to LanguageLine.

These are used to support the provision of our 999 emergency and 111 non-emergency calls and incidents.

The hourly pay for in-house interpreters

Not applicable

What languages do they cover

LanguageLine provides over 240+ languages

(<https://www.language-line.com/en-gb/interpreting/on-demand>)

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

Not applicable

How many appointments or procedures have had to be rescheduled/cancelled due to interpreter

Not applicable



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

Chair: Michael Whitehouse CEO: Simon Weldon