



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

Internal Ref:  
Email:

Tel: 0300 123 0999  
[www.secamb.nhs.uk](http://www.secamb.nhs.uk)

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.

Please accept the Trust's apologies for the delay and inconvenience you have experienced regarding your FOIA request.

### **FOI Request**

You asked us:

**I am writing to request the following information under the Freedom of Information act.**

- **Volume of requests for F2F interpreting for spoken languages last 12 months (July 2024 to June 2025)**
- **Spend on F2F interpreting for spoken languages last 12 months (July 2024 to June 2025)**
- **Volume of requests for BSL interpreting last 12 months (July 2024 to June 2025)**
- **Spend on BSL interpreting last 12 months (July 2024 to June 2025)**
- **Volume of requests for telephone interpreting for spoken languages last 12 months (July 2024 to June 2025)**
- **Spend on telephone interpreting for spoken languages last 12 months (July 2024 to June 2025)**
- **Volume of requests for video interpreting for spoken languages last 12 months (July 2024 to June 2025)**
- **Spend on video interpreting for spoken languages last 12 months (July 2024 to June 2025)**
- **What are the top 10 languages requested in the last 12 months (July 2024 to June 2025)**
- **Are you currently engaged in a contract with a language service agency/multiple agencies?**
- **What is the name of those agencies?**
- **If a contract for language services/interpreting is in place, what date does this end on?**



## Formal Response

The Trust confirms it holds the information you have requested.

I am writing to request the following information under the Freedom of Information act.

- **Volume of requests for F2F interpreting for spoken languages last 12 months (July 2024 to June 2025)**  
Not applicable
- **Spend on F2F interpreting for spoken languages last 12 months (July 2024 to June 2025)**  
Not applicable
- **Volume of requests for BSL interpreting last 12 months (July 2024 to June 2025)**  
External service we are unable to provide this service
- **Spend on BSL interpreting last 12 months (July 2024 to June 2025)**  
We do not use BSL.
- **Volume of requests for telephone interpreting for spoken languages last 12 months (July 2024 to June 2025)**  
Not applicable
- **Spend on telephone interpreting for spoken languages last 12 months (July 2024 to June 2025)**  
Operations - £12,619.60 excluding VAT - £145967.39 including VAT
- **Volume of requests for video interpreting for spoken languages last 12 months (July 2024 to June 2025)**  
Not applicable
- **Spend on video interpreting for spoken languages last 12 months (July 2024 to June 2025)**  
Not applicable
- **What are the top 10 languages requested in the last 12 months (July 2024 to June 2025)**  
Arabic  
Polish  
Russian  
Romanian  
Farsi  
Portuguese  
Bengali  
Punjabi  
Bulgarian  
Nepali  
Urdu
- **Are you currently engaged in a contract with a language service agency/multiple agencies?**  
Yes
- **What is the name of those agencies?**



Language Line Solutions

- **If a contract for language services/interpreting is in place, what date does this end on?**

Contract has expired – services to be tendered against an agreed framework, likely to be North of England [Contracts & Frameworks | NOE CPC](#) but this is not confirmed. South West Ambulance Service Trust (SWAST) leading on this tender.

### **Next steps**

We publish a variety of information which may assist future enquiries relating to our service on our website – [www.secamb.nhs.uk](http://www.secamb.nhs.uk).

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](mailto: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](http://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