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29<sup>th</sup> May 2026  
Internal Reference: 260439  
Email:

Dear ,

Thank you for your request for information, which we received on **28/04/2026**.  
We have considered your request under the Freedom of Information Act 2000.  
**Please ensure you quote the Internal Reference number above in any future correspondence.**

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

### Your Request and our Formal Response

Under the Freedom of Information Act 2000, I am requesting the following information regarding your organisation's provision, procurement, and use of translation, interpreting, transcription and wider language support services.

Please provide the information for **the most recent financial year for which complete data is held**.

#### **1. Total Spend on Language Services**

Please provide total spend, broken down into:

- Spoken language interpreting
- Non-spoken interpreting (e.g., BSL)
- Document translation
- Transcription
- Any other language-related services



Please refer to the enclosed spreadsheet.

## 2. Service Activity Volumes

### Interpreting – Spoken Language

- Total number of face-to-face assignments
- Total hours completed
- Total number of telephone interpreting calls
- Total minutes of telephone interpreting
- Total number of spoken video interpreting calls
- Total minutes of spoken video interpreting

### Interpreting – Non-spoken (e.g., BSL)

- Total number of face-to-face assignments
- Total hours completed
- Total number of non-spoken video interpreting calls
- Total minutes of non-spoken video interpreting

### Translation & Transcription

- Total number of document translations
- Total words translated
- Total number of audio transcriptions
- Total audio duration (minutes or hours)

Please refer to the enclosed spreadsheet.

## 3. Contracted Providers

- Name(s) of all contracted providers: **Language Line**
- Which services each provider delivers: **Spoken Language Interpreting**
- Whether you use:
  - a separate BSL/non-spoken supplier: **No**
  - a separate transcription supplier: **No**
- Framework or procurement route used (e.g., CCS framework, regional framework, local contract): **SBS Interpretation and Translation Services Framework Agreement | SBS10519**



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#### 4. In-House Resources

- Do you employ any in-house interpreters and/or translators?
- If yes, please list all relevant roles.

**We currently do not employ any in-house interpreters and/or translators.**

#### 5. Contract Information

- Contract end date (without extensions): **15<sup>th</sup> June 2026**
- Contract end date (with all extension options included) **Information not held**

#### 6. Contact Details

Please provide the name, telephone number and email address for:

- The contract manager responsible for language services
- The budget holder for language services
- The person responsible for procurement

**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](mailto: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](#)**

(If personal details cannot be released, please provide departmental or generic contact information.)

#### 7. Language Demand

- The top 20 most-requested languages across interpreting and translation.

**Please refer to the enclosed spreadsheet.**

#### 8. Fill Rates

Please provide service fill rate percentages for:

- Face-to-face interpreting: **This information is held by the contracted provider and is not held by the Trust.**
- Telephone interpreting:



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- **This information is held by the contracted provider and is not held by the Trust.**
- Video interpreting:
- **This information is held by the contracted provider and is not held by the Trust.**
- Document translation:
- **This information is held by the contracted provider and is not held by the Trust.**
- Audio transcription:
- **This information is held by the contracted provider and is not held by the Trust.**

## **9. Unfulfilled Requests**

- Which languages your provider(s) were unable to supply in the past 12 months.

**The Trust does not hold this information.**

## **10. Service Credits**

- Have service credits been applied in the past 12 months?

**No service credits have been applied in the past 12 months**

- If yes, please specify the performance issues that triggered them.

## **11. Social Value**

- What social value activity has been delivered as part of the contract in the latest 12-month period?

**The Trust does not hold this information. This may be held by NHS SBS as the framework provider.**

## **12. Tender Documents**

If the contract was awarded competitively, please provide a copy of the winning bidder's tender submission (with appropriate redactions where required).

**This information not available.**

## **13. Contracted Rates**

Please provide current pricing for:

- 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 (per-minute rate)
- Document translation (per-word rate)
- Audio transcription (per-audio-minute rate)

**Please also confirm whether any minimum booking durations apply for any service type.**

**The Trust only uses telephone interpreting. However, we are withholding the supplier's pricing and any minimum booking details under section 43(2) of the Freedom of Information Act 2000, as disclosure would, or would be likely to, prejudice the commercial interests of both the supplier and the Trust by revealing commercially sensitive pricing information that could be used by competitors and could undermine the Trust's ability to secure best value in future procurement and contract negotiations. We have considered the public interest test and recognise the general public interest in transparency and accountability for public expenditure; however, in this case that public interest is outweighed by the stronger public interest in protecting fair competition and the Trust's bargaining position in the market.**

#### **14. Pricing Changes**

- Have any contracted providers increased their rates in the past 12 months?

**The Trust only holds a per-minute rate for telephone interpreting. We are withholding information as to whether that rate has increased in the past 12 months, and any details of such increase, under section 43(2) of the Freedom of Information Act 2000, as disclosure would reveal commercially sensitive pricing information and would, or would be likely to, prejudice the commercial interests of both the supplier and the Trust.**

- If yes, please provide details.

#### **15. Route to Market**

- What is your typical procurement route for language services (e.g., framework, direct award, competitive tender)?

**A recent joint procurement process with South Western Ambulance Service (SWAST) has recently been undertaken in the last six months. The Trust does not hold detailed records of the procurement process as this was SWAST. You may wish to submit your request to SWAST for further information.**

#### **16. Interpreter-on-Wheels / VRI Devices**

- Do you have any interpreter-on-wheels devices or other video-remote interpreting (VRI/VSI) equipment as part of your contract?
  - If yes:
    - How many?



- Are they provided free of charge or charged?

**SECamb is currently implementing a British Sign Language (BSL) application to support live, in-person translation through staff members iPad devices. We expect the application to go live by 1 July 2026.**

## 17. Off-Contract Spend

Has any language service work been commissioned outside your contracted provider(s)?

If yes, please provide:

- Total value
- Names of the off-contract suppliers

**SECamb is currently implementing a British Sign Language (BSL) application to support live, in-person translation through staff members iPad devices. We expect the application to go live by 1 July 2026**

## 18. Complaints

Please provide:

- The number of complaints received in the latest 12-month period relating to language services
- A breakdown by type (e.g., quality issues, delays, interpreter conduct, availability, unfulfilled requests, translation accuracy, etc.)
- Whether any complaints were escalated, upheld, or resulted in corrective action

**The Trust has not received any formal complaints relating to language services in the past 12 months.**

## Next steps

Some information held by the Trust is routinely published on our [website](#) and may be of assistance.

If you are dissatisfied with the Trust's response to your request, you have the right to ask for an internal review.

Requests for an internal review should be submitted within **40 working days** of the date of this response and should be sent to:

**Richard Banks**, Head of Corporate Governance at [FOI@secamb.nhs.uk](mailto:FOI@secamb.nhs.uk)

The internal review will be conducted by an individual who was not directly involved in handling your original request, ordinarily the Trust's Data Protection Officer. We aim to complete internal reviews within **20 working days** of receipt.

If you remain dissatisfied following the outcome of the internal review, you may complain to the Information Commissioner's Office (ICO). The ICO generally expects complaints to be raised promptly following the completion of an internal review.

The easiest way to raise a complaint is via the ICO's website:

[www.ico.org.uk/foicomplaints](http://www.ico.org.uk/foicomplaints)

Alternatively, you may write to:  
Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
SK9 5AF

Yours sincerely,

**Corporate Governance Team**

South East Coast Ambulance Service NHS Foundation Trust



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