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15th June 2026
Internal Reference: 260519
Email:

Dear ,

Thank you for your request for information, which we received on **18/05/2026**.
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.

Your Request and our Formal Response

Specifically, I am requesting the following information for the financial years 2022/23, 2023/24, and 2024/25

1. Document Translation Services

a) The total expenditure incurred on document translation services (the written translation of documents, correspondence, forms, notices, reports or other written materials from one language to another).

The Trust does not hold separate expenditure data for document translation services for the financial years 2022/23, 2023/24 and 2024/25.

b) The total number of separate suppliers or providers used to deliver document translation services.

The Trust does not use separate suppliers or providers for document translation services and, based on the information previously held, this service is not applicable to the Trust.

2. Interpreting Services



a) The total expenditure incurred on interpreting services (spoken interpretation, including face-to-face, telephone, and video remote interpretation).

The Trust can confirm that it incurs expenditure on interpreting services. The Trust uses LanguageLine for spoken language interpreting services, including telephone interpretation supporting 999 emergency and 111 urgent services. The total spend on LanguageLine for the 2022/23 financial year was £113,825.58, for the 2023/24 financial year was £109,366.80 and for the 2024/25 financial year the spend was £59,186.14.

b) The total number of separate suppliers or providers used to deliver interpreting services.

The Trust uses one supplier for our translation requirements. LanguageLine is the contracted provider for spoken language interpreting services.

3. AI Policy

a) Whether your organisation has a formal policy, framework, guidance document, or decision that governs or permits the use of artificial intelligence or machine translation tools for document translation purposes.

At the time of writing, the Trust does not currently have a formal standalone policy, framework or guidance document specific to the use of artificial intelligence or machine translation tools for document translation purposes. This is currently on the Trusts digital roadmap for development.

b) Whether your organisation has a formal policy, framework, guidance document, or decision that governs or permits the use of artificial intelligence tools for interpreting purposes.

The Trust does not currently have a formal standalone policy, framework or guidance document specific to the use of artificial intelligence tools for interpreting purposes. This is currently on the Trusts digital roadmap for development.

c) A copy of such a policy, where applicable.

Under section 21 of the Freedom of Information Act 2000, information is exempt from disclosure where it is reasonably accessible to the applicant by other means.

The Trust does not currently hold a standalone artificial intelligence policy; AI-related activity would fall under the Trust's existing governance arrangements. This includes: the Information Management & Data Quality subgroup, Information Security subgroup, Data Protection subgroup, Information Technology Security Working Group. and Information Governance Group.





The Trust considers that the following published policies are relevant to this part of your request and are available on the [Trust's website](#):

- Data Protection Policy
- Information Governance Policy
- Information Security & Risk Management
- Data Quality Policy

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

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

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

