



Trust Headquarters
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West Sussex
RH10 9BG

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

30th July 2026
Internal Reference: 260654
Email:

Dear ,

Thank you for your request for information, which we received on **29/06/2026**.
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 Formal Response

I am writing to request information under the Freedom of Information Act 2000 regarding your organisation's expenditure on translation and interpretation services, including those provided by companies such as Language Line Solutions, thebigword, DA Languages, Prestige Network, Word360, and Capita Translation and Interpreting, among others.

Please provide the following information for the last six financial years in the format as below:

1. Please provide the total annual expenditure on translation and interpretation services for each financial year.



Financial Year	Total Expenditure (£)	Notes
2019/20	£31,127	
2020/21	£60,096	
2021/22	£85,084	
2022/23	£99,299	
2023/24	£90,714	
2024/25	£105,804	

2. For each financial year, please provide a breakdown of the above expenditure by service type.

Financial Year	Spoken (Face-to-Face) Interpretation (£)	Written Translation Services (£)	Telephone Interpretation Services (£)	Other (£)
2019/20	Not Applicable	Not Applicable	£31,127	Not Applicable
2020/21	Not Applicable	Not Applicable	£60,096	Not Applicable
2021/22	Not Applicable	Not Applicable	£85,084	Not Applicable
2022/23	Not Applicable	Not Applicable	£99,299	Not Applicable
2023/24	Not Applicable	Not Applicable	£90,714	Not Applicable
2024/25	Not Applicable	Not Applicable	£105,804	Not Applicable



** The Trust does not hold separate expenditure for face-to-face interpretation, written translation services or other translation/interpretation services because these services were not purchased during the periods requested.*

3. For each financial year, please provide the total spend with each individual provider/supplier of translation and interpretation services.

Please list each provider separately. If you used multiple providers in a given year, add one row per provider for that year. If a cell does not apply, please leave it blank.

Financial Year	Provider/Supplier Name	Service Type	Total Spend (£)
2019/20	LanguageLine Solutions	Telephone Interpretation Services	£31,127
2020/21	LanguageLine Solutions	Telephone Interpretation Services	£60,096
2021/22	LanguageLine Solutions	Telephone Interpretation Services	£85,084
2022/23	LanguageLine Solutions	Telephone Interpretation Services	£99,299
2023/24	LanguageLine Solutions	Telephone Interpretation Services	£90,714
2024/25	LanguageLine Solutions	Telephone Interpretation Services	£105,804

If any of the above information is not held, partially held, or is subject to an exemption, please confirm this and provide the information that is available.



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Chair: Michael Whitehouse CEO: Simon Weldon

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



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