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28 August 2026  
Internal Reference: 260814  
Email:

Dear ,

Thank you for your request for information, which we received on **07/08/2026**.  
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

For the purposes of this request, **"interpreting"** means the conversion of spoken or signed language between a patient or service user and staff, whether delivered face-to-face, by telephone, or by video (video remote interpreting); **"translation"** means the conversion of written documents from one language into another.

**Q1.** For each of the financial years FY22/23, FY23/24, FY24/25 and FY25/26 (or the most recent available), please state the Trust's total expenditure on interpreting services, broken down by delivery mode, and state expenditure on written document translation separately.

| Expenditure (£)              | FY22/23 | FY23/24 | FY24/25 | FY25/26 |
|------------------------------|---------|---------|---------|---------|
| Face-to-face interpreting    |         |         |         |         |
| Telephone interpreting       |         |         |         |         |
| Video interpreting           |         |         |         |         |
| <b>Interpreting subtotal</b> |         |         |         |         |
| Document translation         |         |         |         |         |
| <b>Total</b>                 |         |         |         |         |



**Q2.** For each of the same four financial years, please state the number of interpreting requests or bookings received, and the number that were fulfilled.

| Interpreting requests         | FY22/23 | FY23/24 | FY24/25 | FY25/26 |
|-------------------------------|---------|---------|---------|---------|
| Requests / bookings received  |         |         |         |         |
| Requests / bookings fulfilled |         |         |         |         |

**Q3.** Which provider(s) deliver the Trust's interpreting services, and what was the annual expenditure with each provider for each of the four financial years?

And for each current interpreting contract, please state the date the contract came into effect, its current end date, and whether there is an option to extend (and if so, until when)

| Provider (please name) | FY22/23 spend (£) | FY23/24 spend (£) | FY24/25 spend (£) | FY25/26 spend (£) | Start date | End date | Extension option (Y/N and until when) |
|------------------------|-------------------|-------------------|-------------------|-------------------|------------|----------|---------------------------------------|
| Provider 1             |                   |                   |                   |                   |            |          |                                       |
| Provider 2             |                   |                   |                   |                   |            |          |                                       |
| Provider 3             |                   |                   |                   |                   |            |          |                                       |
| Provider 4             |                   |                   |                   |                   |            |          |                                       |
| Provider 5             |                   |                   |                   |                   |            |          |                                       |

**Q4.** Through which procurement framework(s) or contract(s), if any, are these services commissioned (for example a regional or ICB-level framework, or a local Trust-level contract)?





## Formal Response

**Q1. For each of the financial years FY22/23, FY23/24, FY24/25 and FY25/26 (or the most recent available), please state the Trust's total expenditure on interpreting services, broken down by delivery mode, and state expenditure on written document translation separately.**

The Trust uses LanguageLine Solutions for spoken language interpreting services, primarily telephone interpreting. The Trust does not hold separate expenditure for face-to-face interpreting, written document translation, video interpreting, or other translation/interpreting services because these services were not purchased, or are not separately recorded, during the periods previously reviewed.

| Expenditure (£)              | FY22/23        | FY23/24        | FY24/25         | FY25/26                                 |
|------------------------------|----------------|----------------|-----------------|-----------------------------------------|
| Face-to-face interpreting    | Not applicable | Not applicable | Not applicable  | Information not held                    |
| Telephone interpreting       | £99,299        | £90,714        | £105,804        | Information not held / not yet complete |
| Video interpreting           | Not applicable | Not applicable | Not applicable  | Information not held                    |
| <b>Interpreting subtotal</b> | <b>£99,299</b> | <b>£90,714</b> | <b>£105,804</b> | <b>£118,590</b>                         |
| Document translation         | Not applicable | Not applicable | Not applicable  | Information not held                    |
| <b>Total</b>                 | <b>£99,299</b> | <b>£90,714</b> | <b>£105,804</b> | <b>£118,590</b>                         |

**Q2. For each of the same four financial years, please state the number of interpreting requests or bookings received, and the number that were fulfilled.**

The Trust does not hold this information in the format requested. Fill-rate information, including information about requests fulfilled or unfulfilled, is held by the contracted provider and is not held by the Trust.

| Interpreting requests         | FY22/23              | FY23/24              | FY24/25              | FY25/26              |
|-------------------------------|----------------------|----------------------|----------------------|----------------------|
| Requests / bookings received  | Information not held | Information not held | Information not held | Information not held |
| Requests / bookings fulfilled | Information not held | Information not held | Information not held | Information not held |

**Q3. Which provider(s) deliver the Trust's interpreting services, and what was the annual expenditure with each provider for each of the four financial years?**





The Trust's contracted provider for spoken language interpreting services is LanguageLine Solutions. The Trust uses one supplier for spoken language interpreting services. The Trust does not use separate suppliers for document translation, transcription or non-spoken interpreting.

| Provider               | FY22/23 spend (£) | FY23/24 spend (£) | FY24/25 spend (£) | FY25/26 spend (£) | Start date   | End date     | Extension option |
|------------------------|-------------------|-------------------|-------------------|-------------------|--------------|--------------|------------------|
| LanguageLine Solutions | £99,299           | £90,714           | £105,804          | £118,590          | 16 June 2021 | 15 June 2026 |                  |

#### **Q4. Through which procurement framework(s) or contract(s), if any, are these services commissioned?**

Language services are commissioned through the NHS Shared Business Services Interpretation and Translation Services Framework Agreement, SBS10519. A recent collaborative procurement process for language services was led by South Western Ambulance Service, with South East Coast Ambulance Service NHS Foundation Trust participating. The Trust does not hold detailed records of that procurement process as it was led by South Western Ambulance Service

#### **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:



Saving Lives,  
Serving Our Communities

Chair: Colin Dennis, Interim CEO: Jen Allan



Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
SK9 5AF

Yours sincerely,

**Corporate Governance Team**  
South East Coast Ambulance Service NHS Foundation Trust



Saving Lives,  
Serving Our Communities

Chair: Colin Dennis, Interim CEO: Jen Allan