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foi@secamb.nhs.uk

8th March 2017

Email:

Dear

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI/17/01/25.

You requested the following information:

I am writing to enquire about the translation/interpretation services within your Trust.

The following questions refer to any translation from another language into English, or from English into another language.

For the last four financial years, please provide the following details:

1. How much your Trust has spent on the translation of written information for patients or carers?

As we are an ambulance service, the majority of our work is based in an emergency setting. However, we do use translation/ interpreter services during triage of our 999 and 111 calls.

Our Patient Transport Service does undertake routine journeys but we can confirm that we have not used translators in connection with these journeys.

2. How much your Trust has spent on translation/interpreter services?

Please see the table below which shows the expenditure on translation/ interpreter services in our Emergency Operations Centres (EOCs) and NHS 111 Call Centre in Ashford for the last four financial years and 2016/2017 up to the end of January 2017.

Amount the Trust spent on Translation					
Financial Year	2012/13	2013/14	2014/15	2015/16	2016/17
Amount £'000s	34	29	42	32	29

3. How much your Trust has been spent on the employment of translators/interpreters?

We do not employ translators or interpreters.

4. How much your Trust has spent on employing advocates for non-English speakers?

We do not employ advocates for non-English speakers.

5. Which languages did your interpreters/translators work from or to?

a) Please list each language

Please see the attached information which shows the languages involved in translation within our EOCs and NHS 111 call centre for 2014/2015 and 2015/2016.

We do not hold information on this financial year at present.

b) Please list the number of interpreters/translators who worked for you in each language

We do not hold this information.

c) Please list how many times the interpreters/translators worked for you in each language.

Please see attached spreadsheet which provides a total for each language translated for the period 2015-2016.

I hope you find this information useful.

If for any reason you are dissatisfied with our response, kindly in the first instance contact Caroline Smart, Information Governance Manager via the following email address:

FOI@secamb.nhs.uk

Yours sincerely

Freedom of Information Coordinator
South East Coast Ambulance Service NHS Foundation Trust