



South East Coast Ambulance Service NHS
Foundation Trust
Nexus House
Gatwick Road
Crawley
RH10 9BG

Date 26th July 2018

Email:

Email:foi@secamb.nhs.uk

Dear,

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI/18/05/34.

You requested the following information, please also see our response below:

I would like to know:

- 1. How much money was spent on translators in the financial years 2017/18, 2016/17, and 2015/16? Can I have the numbers broken down by year please?**

Financial Year	Total
2015/16	£22,623
2016/17	£24,695
2017/18	£15,804

- 2. How many times were translators required over the three years? Can I have the numbers broken down by year please?**

Please see table below:

Financial Year	Total
2015/16	2105
2016/17	2187
2017/18	1940

- 3. What languages were the translators needed for? How many times were translators needed for each language?**

Please see tables below:

2015/16

LANGUAGE	Total
POLISH	342
ROMANIAN	231
RUSSIAN	164

SLOVAK	157
ARABIC	127
NEPALI	86
BULGARIAN	82
ITALIAN	75
LITHUANIAN	73
HUNGARIAN	59
TURKISH	57
PORTUGUESE	54
PUNJABI	54
SPANISH	52
MANDARIN	43
FARSI	40
FRENCH	39
URDU	38
BENGALI	36
KURDISH	35
CZECH	32
LATVIAN	25
TAMIL	25
HINDI	22
PASHTO	22
TIGRINYA	18
ALBANIAN	15
GREEK	15
CANTONESE	15
SORANI	9
GERMAN	9
VIETNAMESE	8
AMHARIC	7
DARI	6
THAI	6
HAITIAN CREOLE	4
INDONESIAN	4
GUJARATI	3
DUTCH	2
FINNISH	2
JAPANESE	2
UKRAINIAN	2
GA	1
KOREAN	1
LAOTIAN	1
SERBIAN	1
TWI	1
TAGALOG	1
SWAHILI	1
MOROCCAN ARABIC	1

2016/17

LANGUAGE	CALLS
POLISH	400
RUSSIAN	187
SLOVAK	168
ROMANIAN	165
ARABIC	124
LITHUANIAN	115
NEPALI	83
PUNJABI	70
ITALIAN	66
HUNGARIAN	64
SPANISH	64
BULGARIAN	59
PORTUGUESE	57
FRENCH	57
CZECH	56
TURKISH	51
MANDARIN	48
BENGALI	37
FARSI	29
TAMIL	23
HINDI	21
LATVIAN	21
TIGRINYA	20
PASHTO	19
KURDISH	19
CANTONESE	18
VIETNAMESE	16
URDU	15
ALBANIAN	15
AMHARIC	12
GERMAN	10
KOREAN	10
DARI	9
THAI	7
GREEK	5
JAPANESE	5
GUJARATI	4
SERBIAN	3
UKRAINIAN	3
DUTCH	3
SUDANESE	
ARABIC	2
BURMESE	2
SWEDISH	2

ARMENIAN	2
SOMALI	2
HAITIAN CREOLE	2
SORANI	2
FINNISH	1
OROMO	1
PATOIS	1
KURMANJI	1
Hakka-Chinese	1
DANISH	1
MANDINKA	1
AKAN	1
MOLDAVAN	1
MACEDONIAN	1
BOSNIAN	1
MANDINGO	1
CAMBODIAN	1
MOROCCAN ARABIC	1
TAGALOG	1

2017/18

LANGUAGE	CALLS
POLISH	300
ROMANIAN	222
RUSSIAN	135
ARABIC	120
BULGARIAN	106
NEPALI	101
SLOVAK	100
LITHUANIAN	91
ITALIAN	77
PUNJABI	74
FRENCH	54
TURKISH	53
BENGALI	53
HUNGARIAN	51
PORTUGUESE	50
SPANISH	46
MANDARIN	40
FARSI	39
TAMIL	32
CZECH	27
GERMAN	20
URDU	17
SORANI	16
LATVIAN	15

HINDI	12
CANTONESE	9
ALBANIAN	7
THAI	7
VIETNAMESE	6
PASHTO	6
KOREAN	5
UKRAINIAN	5
TIGRINYA	5
AMHARIC	4
GREEK	4
SINHALESE	4
DARI	3
HAITIAN CREOLE	2
LAOTIAN	2
GUJARATI	2
JAPANESE	2
KURMANJI	1
GA	1
INDONESIAN	1
YORUBA	1
ARMENIAN	1
SWAHILI	1
BEHDINI	1
SUDANESE ARABIC	1
UZBEK	1
CAMBODIAN	1
SLOVENIAN	1
Portug.Creole	1
DUTCH	1
TAGALOG	1
LINGALA	1
CROATIAN	1

I hope you find this information of some assistance.

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