

FOI REF: 23/693

27<sup>th</sup> December 2023

Eastbourne District General Hospital

Kings Drive  
Eastbourne  
East Sussex  
BN21 2UD

Tel: 0300 131 4500

Website: [www.esht.nhs.uk](http://www.esht.nhs.uk)

## FREEDOM OF INFORMATION ACT

I am responding to your request for information under the Freedom of Information Act. The answers to your specific questions are as follows:

**1) Please confirm your Trust's overall spending on Translation and Interpreting Services, for each of the financial years:**

**a) 2020-2021:**

£61,635

**b) 2022-2023:**

£80,649

**2) Please provide a breakdown of languages for the last 12 months.**

[Please see attached document.](#)

**3) What languages were your suppliers not able to supply in 2022?**

[There have been occasions when the Trust's suppliers were unable to supply the following languages:](#)

Albanian  
Arabic  
British Sign Language  
Bulgarian  
Cantonese  
Farsi  
Indonesian  
Mandarin  
Polish  
Spanish  
Thai  
Turkish  
Vietnamese

**4) Which external supplier(s) do you currently use to deliver your interpreting and translation services?**

Face-to-face British Sign Language = BSL Link for Communication.

On demand 24-hour video British Sign Language = SignLive.

Face-to-face foreign language = 1. Sussex Interpreting Services (SIS), 2. DA Languages, 3. Vandu Language Services.

On demand 24-hour video foreign language = LanguageLine

Translation services = Translation Empire (TheBigWord from December 2024).

**5) Are you able to provide approximate fee / interpreting session for:**

**a) In-person/face to face interpreting.**

**b) Telephone interpreting.**

**c) Video interpreting.**

Whilst the Trust holds the information requested, it is applying a Section 43(2) exemption in relation to this part of the request as the release of the information is likely to prejudice its commercial interests.

In applying the exemption consideration has been given to the public interest in enabling scrutiny of public sector decision making and the general public interest in accountability and transparency.

We have concluded that sharing commercials could disadvantage the incumbent supplier against their competitors. The information could provide competitors with the suppliers pricing, which could result in these suppliers obtaining a competitive advantage which could result in the Trust not obtaining best value for money.

In this instance, we consider that the public interest in withholding the information is greater than the public interest in disclosing the information.

**6) If you outsource the provision of interpreting services to an external provider, could you please confirm:**

**a. Whether the provider was contracted via a national framework? If so, which one?**

ESCC Translation & Interpreting Framework.

NHS SBS Interpretation & Translation Services.

**b. When does the current contract expire?**

ESCC Translation & Interpreting Framework – 30<sup>th</sup> September 2025.

NHS SBS Interpretation & Translation Services – 30<sup>th</sup> April 2025.

- c. **Is there is an exclusivity clause, which would prevent the trust from piloting new cost saving interpreting services during the duration of your contract with your existing provider?**

There is no exclusivity clause.

- 7) **From which budget within your organisation are interpreting services funded?**

Interpreting services are funded within the Health Inequalities and Patient Involvement Budget, which is part of Corporate Support.

- 8) **Where do you advertise your tenders? If you do not do a full tender / which frameworks would you use?**

- We advertise on Salesforce Atamis
- We used the following frameworks for Translation Services:

ESCC Translation & Interpreting Framework  
NHS SBS Interpretation & Translation Services

- 9) **What is the start and end date for either the framework or direct contracts you have with interpreting and translation supplier(s)?**

Michael Say  
Deputy Head of Procurement.

Angela Alletson  
Head of Procurement

We are unable to provide contact details as we consider this information to be exempt from release in accordance with section 44 of the Freedom of Information Act (Prohibition on disclosure) and would refer to the Privacy and Electronic Communications EC Directive Regulations 2003 which provide specific rules on electronic communication services, including marketing (by phone, fax, email or text) and keeping communications services secure. We will not provide any information that could result in the transmission of unsolicited communications which may place an unacceptable risk to our email network and could also have a detrimental impact on patient care and treatment.

The contact numbers for the main hospital are accessible on the Trust website <http://www.esht.nhs.uk>.

This is an absolute exemption and there is, therefore, no requirement to consider the public interest.

- 10) **Please provide the name and email of the contract manager for the service.**

Amy Pain  
Patient Experience Lead

Section 44 applied to contact details, please see above.

**11) If we would like to engage in conversation with a member of staff in your organisation to discuss the innovation we propose to develop, who would be the most suitable person to approach?**

Amy Pain  
Patient Experience Lead

Michael Say  
Deputy Head of Procurement.

Angela Alletson  
Head of Procurement

If I can be of any further assistance, please do not hesitate to contact me.

Should you be dissatisfied with the Trust's response to your request, you have the right to request an internal review. Please write to the Freedom of Information Department ([esh-tr.foi@nhs.net](mailto:esh-tr.foi@nhs.net)), quoting the above reference, within 40 working days. The Trust is not obliged to accept an internal review after this date.

Should you still be dissatisfied with your FOI request, you have the right of complaint to the Information Commissioner at the following address:

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

Telephone: 0303 123 1113

Yours sincerely

Linda Thornhill (Mrs)  
Corporate Governance Manager  
[esh-tr.foi@nhs.net](mailto:esh-tr.foi@nhs.net)

**FOI 23/693 - East Sussex Healthcare NHS Trust**

<b>2022/23</b>		<b>2023/24 - 1st April to 30th September</b>	
Albanian	Portuguese Brazilian	Albanian	Luganda
Amharic	Punjabi	American Sign Language	Malayalam
Arabic	Romanian	Amharic	Mandarin
Bahdini	Russian	Arabic	Moroccan Arabic
Bengali	Serbian	Armenian	Nepali
Bulgarian	Slovak	Bahdini	Oromo
Cantonese	Sorani	Bengali	Pashto
Czech	Spanish	Braile	Polish
Dari	Sudanese Arabic	British Sign Language	Portuguese
Dutch	Swahili	Bulgarian	Portuguese Brazilian
Farsi	Sylheti	Cantonese	Punjabi
French	Tagalog	Chilean	Romanian
Fuzhou	Tamil	Czech	Russian
German	Thai	Dari	Serbian
Greek	Tigrigna	Dioula	Slovak
Gujarati	Turkish	Dutch	Spanish
Hindi	Urdu	English	Sudanese Arabic
Hungarian	Vietnamese	Farsi	Swahili
Indonesian		French	Sylheti
Italian		Fuzhou	Syrian
Korean		German	Tagalog
Kurmanji		Greek	Tamil
Latvian		Gujarati	Telugu
Lithuanian		Hindi	Thai
Malayalam		Hungarian	Tigrinyan
Mandarin		Indonesian	Turkish
Nepali		Italian	Ukrainian
Oromo		Korean	Urdu
Pashto		Kurdish	Uzbek
Polish		Latvian	Venezuelan
Portuguese		Lithuanian	Vietnamese