

FOI REF: 25/357

6th June 2025

Tel: 0300 131 4500
Website: 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. **Are you on any of the below frameworks for language services (face to face interpreting spoken and non-spoken, telephone and video interpreting and translation) and if so which one?**

- Eastern Shires Purchasing Organization (ESPO)
- London Procurement Partnership (LPP)
- NHS SBS
- North-East Purchasing Organization (NEPO)
- NOECPC
- Health Trust Europe (HTE)
- Crown Commercial Services (CCS)

[Yes, the Trust are on NHS SBS framework.](#)

2. **If you are not on any of the above frameworks, please confirm how you are accessing services.**

[We also use East Sussex County Council Translation & Interpreting Framework.](#)

3. **What is the expiry date/s of your current language services contracts including telephone interpreting, face to face interpreting spoken and non-spoken and translation?**

[Please refer to question 4.](#)

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4. Who is your current provider for each of these services?

Foreign Language Face to Face Interpreting Providers:	Contract Expiry Date
Sussex Interpreting Service (SIS)	30/09/25
DALS	30/09/25
Vandu	30/09/25

BSL Face To Face Interpreting Provider:	
BSL Link	31/10/25

Foreign Language Video/Audio on Demand Interpreting App Provided By:	
LanguageLine	31/08/26
BSL Video/Audio on Demand Interpreting App Provided By:	
Sign Live	No contract

Document Translation Provided By:	
The Big Word	07/09/25

5. What was the spend by year for the last 2 financial years (2023 and 2024) in total and broken down by service

- a) Telephone Interpreting:
- b) Face to Face Interpreting:
- c) British Sign Language:
- d) Translation:

Please see the attached document: 'FOI 25-357 Language Services Q5 v1_1', for the spend for financial years 2023/24 and 2024/25.

6. Finally, who is the Contract Manager and Senior Responsible Owner regarding the language services?

Amy Pain
Head of Patient Experience

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), quoting the above reference, within 40 working days. The Trust is not obliged to accept an internal review after this date.

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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

Freedom of Information Department
esh-tr.foi@nhs.net

FOI 25/357 Language Services

Q5: What was the spend by year for the last 2 financial years (2023 and 2024) in total and broken down by service

	FY 2023-24	FY 2024-25	Sub Total
a) Telephone Interpreting	£43,760	£42,498	£86,258
b) Face to Face Interpreting	£16,778	£42,392	£59,170
c) British Sign Language	£42,331	£44,118	£86,449
d) Translation	£16,887	£14,757	£31,644
Total	£119,756	£143,765	£263,521