

FOI REF: 25/582

29<sup>th</sup> August 2025

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:

**I'd like to ask a few questions regarding translation and interpreting services used by your organisation.**

- 1. Has your organisation used translation or interpreting services in the past 3 years (2022–2024)?**

**If yes:**

- 1.1 How much was spent in total?**

January to December 2022:	£121,587
January to December 2023:	£165,468
January to December 2024:	£284,024

Total January 2022 to December 2024	£571,079
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- 1.2 What types of services were used (e.g. written, face-to-face, BSL, etc.)?**

Please see the attached document 'FOI 25-582 - Translation Services'.

- 1.3 Which supplier(s) were used?**

Please see the attached document 'FOI 25-582 - Translation Services'.

- 1.4 What procurement route was used (e.g. direct award, tender, framework)?**

Please see the attached document 'FOI 25-582 - Translation Services'.

Cont.../

- 2. Has your organisation used the CCS RM6141 framework at any point for these services?**

No.

- 3. If available, could you share who (e.g. department or job title) is responsible for managing these 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](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

Freedom of Information Department  
[esh-tr.foi@nhs.net](mailto:esh-tr.foi@nhs.net)

25/582 - East Sussex Healthcare NHS Trust

Question		Answer	Answer	Answer	Answer	Answer	Answer	Answer
1.2	Type of Service	F2F	F2F BSL	24/7 video on demand BSL	24/7 video on demand foreign language	Translating	F2F	F2F
1.3	Supplier	Sussex Interpreting Services	BSL Link for Communication Ltd	Signlive Ltd	Languageline Solutions	The Bigword Group Ltd	Vandu Language Services Ltd	DA Languages
1.4	Procurement Route	ESCC Translation & Interpreting Framework - Tender	no framework - Tender	no framework - Tender	NHS SBS Interpretation & Translation Services - Direct Award	ESCC Translation & Interpreting Framework - Tender	ESCC Translation & Interpreting Framework - Tender	ESCC Translation & Interpreting Framework - Tender