

FOI REF: 25/621

Eastbourne District General Hospital

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Eastbourne
East Sussex
BN21 2UD

15th September

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) **Volume of requests for F2F interpreting for spoken languages last 12 months (July 2024 to June 2025).**

F2F foreign language interpreting requests = 424

- 2) **Spend on F2F interpreting for spoken languages last 12 months (July 2024 to June 2025).**

£38,787

- 3) **Volume of requests for BSL interpreting last 12 months (July 2024 to June 2025).**

BSL interpreting is provided F2F and by video; F2F = 185 and video = 136 (BSL total = 321).

- 4) **Spend on BSL interpreting last 12 months (July 2024 to June 2025).**

£39,380

- 5) **Volume of requests for telephone interpreting for spoken languages last 12 months (July 2024 to June 2025).**

Telephone (audio) foreign language interpreting sessions = 3,542.

- 6) **Spend on telephone interpreting for spoken languages last 12 months (July 2024 to June 2025).**

Please see Q8 below, the same agency carries out both telephone and video Interpreting.

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- 7) **Volume of requests for video interpreting for spoken languages last 12 months (July 2024 to June 2025).**

Video foreign language interpreting sessions = 560.

- 8) **Spend on video interpreting for spoken languages last 12 months (July 2024 to June 2025).**

£43,067

(Note: same agency carries out both video and telephone interpreting, spend is total for telephone and video interpreting.)

- 9) **What are the top 10 languages requested in the last 12 months (July 2024 to June 2025).**

Arabic, Ukrainian, Turkish, BSL, Mandarin, Bengali, Farsi, Russian, Sorani & Polish.

- 10) **Are you currently engaged in a contract with a language service agency/multiple agencies?**

Yes.

- 11) **What is the name of those agencies?**

Sussex Interpreting Service (SIS)
DALs
Vandu
BSL Link
LanguageLine
Sign Live
The Big Word

Contract expiry date 30th September 2025
Contract expiry date 30th September 2025
Contract expiry date 30th September 2025
Contract expiry date 31st October 2025
Contract expiry date 31st August 2026
No contract
Contract expiry date 7th September 2025

- 12) **If a contract for language services/interpreting is in place, what date does this end on?**

Please see response to question 11.

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.

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