

FOI REF: 26/255

5th May 2026

Eastbourne District General Hospital

Kings Drive
Eastbourne
East Sussex
BN21 2UD

Tel: 0300 131 4500
Website: www.esht.nhs.uk

Further to your recent request for information made under the Freedom of Information Act (FOIA) 2000, I now set out our answers to your specific questions, and any clarifications sought and provided, as follows:

1) Do you have an active language service (Interpreting) contract?

Yes.

What is the value of this contract?

Please see the attached document - 'FOI 26-255 Response'.

2) Are services accessed via a framework or independent of a framework? If a framework, what framework(s) is it?

Please see the attached document - 'FOI 26-255 Response'.

3) When does the existing contract(s) expire? When is the next tender or procurement review expected?

Please see the attached document - 'FOI 26-255 Response'.

4) Who are your current suppliers by service type i.e. BSL, telephone, spoken, video?

Please see the attached document - 'FOI 26-255 Response'.

5) Do you procure spoken and non-spoken (BSL) interpreting together?

Yes.

6) Do you consider non-spoken interpreting a specialist service?

No.

If yes and you do not procure this service separately, why do you not procure this service separately?

Not applicable.

- 7) **What is your organisations language services procurement policy. i.e. do you undertake pre-market engagement, do you run a competitive tender process or direct award?**

Competitive tender process.

- 8) **Are language services on the procurement plan in 2026, if so, can you please give an indicative timeline?**

May - June 2026.

- 9) **Who is the senior responsible person for Language Services in your organisation? Please provide contact details and job title.**

Amy Pain, Head of Patient Experience, is the Senior Manager.

Richard Milner, Chief of Staff, has overall responsibility for language services provision.

We are unable to provide the contact details of staff 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 number for the Trust is 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) Can you please provide historical use for each service for the previous year. Please highlight if you are referring to number of assignments or hour/minutes this response.

- a) On-site spoken.
- b) On-site non-spoken (for eg. BSL).
- c) Telephone interpreting.
- d) Video spoken.
- e) Video non-spoken.

Activity	Volume
a) On Site Spoken (we refer to this as Face-to-Face Foreign Language Interpreting)	482 Requests
b) On Site Non Spoken (e.g. BSL) (we refer to this as Face-to-Face BSL Interpreting)	181 Requests
c) Telephone Interpreting (we refer to this as On-Demand Foreign Language Audio Interpreting (24/7 Via App))	4,290 Connections
d) Video Spoken (we refer to this as On-Demand Foreign Language Video Interpreting (24/7 Via App))	714 Connections
e) Video Non Spoken (we refer to this as On-Demand BSL Video Interpreting (24/7 Via App))	167 Connections

11) How many bidders submitted a completed tender response for the current contract?

5.

12) Name, addresses and contact point(s) for your Procurement Department responsible for awarding contracts.

Angela Alletson
Head of Procurement

esht.procurement@nhs.net

13) Please share the link for the last Tender Notice and the contract value for the last and current tender.

[Tender notice – not applicable](#)

The procurement exercise for the East Sussex County Council (ESCC) Framework contracts was undertaken by NHS Sussex as the lead commissioning organisation and contract holder.

The Languageline Solutions contract was a direct award on the NHS SBS framework.

Please see the attached document - 'FOI 26-255 Response' for contract values.

I trust this information is helpful in its detail or explanation however, if you are dissatisfied with the response, then you have the right to request an internal review. If you wish to seek an internal review, please write to the Freedom of Information Team at esh-tr.foi@nhs.net quoting the above FOI reference number, within 40 working days. Please note the Trust is not obliged to accept a request for an internal review after this time period.

Yours faithfully

Freedom of Information (FOI) Team
East Sussex Healthcare NHS Trust
0300 131 4716
Core Hours of Business: Monday to Friday 9.00am to 4.00pm

FOI 26/255 - East Sussex Healthcare NHS Trust

Question	Item	Suppliers						
		Sussex Interpreting Services	BSL Link for Communication Ltd	Signlive Ltd	Languageline Solutions	The Bigword Group Ltd	Vandu Language Services Ltd	DA Languages
Q1 & Q13	Value of contract	£95,000.00	£136,000.00	£2,300.00	£148,000.00	£41,000	£29,000.00	£1,200.00
Q2	Are services accessed via Framework	Framework	Independent	Independent	Framework	Framework	Framework	Framework
Q2	Framework	ESCC Translation & Interpreting Framework	no framework	no framework	NHS SBS Interpretation & Translation Services	ESCC Translation & Interpreting Framework	ESCC Translation & Interpreting Framework	ESCC Translation & Interpreting Framework
Q3	Expiry Date	30/09/2026	31/10/2026	20/08/2026	31/08/2026	07/09/2026	05/09/2026	30/09/2026
Q3	Review Date	currently in review	currently in review	currently in review	currently in review	currently in review	currently in review	currently in review
Q4	Current Suppliers	Sussex Interpreting Services	BSL Link for Communication Ltd	Signlive Ltd	Languageline Solutions	The Bigword Group Ltd	Vandu Language Services Ltd	DA Languages
Q4	Service	F2F	F2F BSL	Video Interpreting	24/7 Video On Demand	Document Translation	F2F	F2F