

FOI REF: 26/450

21st July 2026

Eastbourne District General Hospital

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Eastbourne
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Tel: 0300 131 4500
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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:

I am writing to request information regarding your organisation's expenditure on translation and interpretation services, including those provided by companies such as Language Line Solutions, thebigword, DA Languages, Prestige Network, Word360, and Capita Translation and Interpreting, among others.

Please provide the following information for the last six financial years in the format as below:

- 1) Please provide the total annual expenditure on translation and interpretation services for each financial year.**

**2019/20
2020/21
2021/22
2022/23
2023/24
2024/25**

[Please see the attached document - 'FOI 26-450 Response'.](#)

- 2) For each financial year, please provide a breakdown of the above expenditure by service type, i.e. Spoken (Face-to-Face) Interpretation, Written Translation, Telephone Interpretation Services Services, Other.**

**2019/20
2020/21
2021/22
2022/23
2023/24
2024/25**

[Please see the attached document - 'FOI 26-450 Response'.](#)

- 3) For each financial year, please provide the total spend with each individual provider/supplier of translation and interpretation services.

2019/20

2020/21

2021/22

2022/23

2023/24

2024/25

Please list each provider separately. If you used multiple providers in a given year, add one row per provider for that year. If a cell does not apply, please leave it blank.

[Please see the attached document - 'FOI 26-450 Response'.](#)

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

Supplier	Services	FY 2019-20	FY 2020-21	FY 2021-22	FY 2022-23	FY 2023-24	FY 2024-25
ABSOLUTE INTERPRETING LTD	a) Spoken language interpreters (face-to-face, telephone, and video/remote).	£21,812	£4,852	£7,365	£8,103	£3,194	£0
BSL LINK FOR COMMUNICATION LTD	b) British Sign Language and other signed language interpreters.	£29,219	£14,778	£18,856	£18,351	£34,972	£36,498
DA LANGUAGES	a) Spoken language interpreters (face-to-face, telephone, and video/remote).	£0	£0	£0	£0	£221	£352
GLOBAL VOICES	a) Spoken language interpreters (face-to-face, telephone, and video/remote).	£0	£0	£0	£0	£198	£0
LANGUAGELINE SOLUTIONS	a) Spoken language interpreters (face-to-face, telephone, and video/remote).	£15,775	£25,905	£29,546	£35,157	£36,269	£39,696
SIGNLIVE LIMITED	b) British Sign Language and other signed language interpreters.	£0	£0	£0	£0	£304	£708
SUSSEX INTERPRETING SERVICES	a) Spoken language interpreters (face-to-face, telephone, and video/remote).	£0	£0	£0	£0	£9,071	£29,070
THEBIGWORD GROUP LTD(TRN)	a) Spoken language interpreters (face-to-face, telephone, and video/remote).	£0	£0	£0	£0	£0	£11,601
TRANSLATION EMPIRE LIMITED	c) Written translation of patient information or clinical documents.	£3,855	£4,721	£12,583	£16,155	£14,073	£696
VANDU LANGUAGE SERVICES LTD	c) Written translation of patient information or clinical documents.	£0	£40	£318	£91	£4,690	£5,904
Total		£70,661	£50,296	£68,668	£77,857	£102,992	£124,525

a) Spoken language interpreters (face-to-face, telephone, and video/remote).	£37,587	£30,757	£36,911	£43,260	£48,953	£80,719
b) British Sign Language and other signed language interpreters.	£29,219	£14,778	£18,856	£18,351	£35,276	£37,206
c) Written translation of patient information or clinical documents.	£3,855	£4,761	£12,901	£16,246	£18,763	£6,600
Total	£70,661	£50,296	£68,668	£77,857	£102,992	£124,525