

FOI REF: 26/572

3rd September 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:

For the purposes of this request, "interpreting" means the conversion of spoken or signed language between a patient or service user and staff, whether delivered face-to-face, by telephone, or by video (video remote interpreting); "translation" means the conversion of written documents from one language into another.

- 1) For each of the financial years FY22/23, FY23/24, FY24/25 and FY25/26 (or the most recent available), please state the Trust's total expenditure on interpreting services, broken down by delivery mode, and state expenditure on written document translation separately.**

Please see the attached document - 'FOI 26-572 Response', for the spend for 2025 and note that we are applying Section 21 to the spend prior to this date.

I can confirm that we hold the information requested above. However, the information is exempt from disclosure under Section 21 of the Freedom of Information Act 2000. This is because the information is accessible to you, as it is already in the public domain and can be accessed by searching 'translation' via the following link:

[Freedom of Information \(FOI\) Disclosure Log – East Sussex Healthcare NHS Trust](#)

This is an absolute exemption and therefore carries no requirement to consider the public interest.

- 2) For each of the same four financial years, please state the number of interpreting requests or bookings received, and the number that were fulfilled.**

Please see the attached document - 'FOI 26-572 Response'.

- 3) Which provider(s) deliver the Trust's interpreting services, and what was the annual expenditure with each provider for each of the four financial years? And for each current interpreting contract, please state the date the contract came into effect, its current end date, and whether there is an option to extend (and if so, until when)**

Please see the attached document - 'FOI 26-572 Response', for the data requested with the Trust's current providers and the spend for 2025.

Please note we have applied Section 21 to the spend for data prior to this date, please refer to question 1.

- 4) Through which procurement framework(s) or contract(s), if any, are these services commissioned (for example a regional or ICB-level framework, or a local Trust-level contract)?**

Please see the attached document - 'FOI 26-572 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

FOI 26-572 - East Sussex Healthcare NHS Trust

Questions 1 and 3

Supplier	Services	FY 2025-26
BSL LINK FOR COMMUNICATION LTD	b) British Sign Language and other signed language interpreters.	£42,953
DA LANGUAGES	a) Spoken language interpreters (face-to-face, telephone, and video/remote).	£256
LANGUAGELINE SOLUTIONS	a) Spoken language interpreters (face-to-face, telephone, and video/remote).	£53,031
SIGNLIVE LIMITED	b) British Sign Language and other signed language interpreters.	£656
SUSSEX INTERPRETING SERVICES	a) Spoken language interpreters (face-to-face, telephone, and video/remote).	£31,632
THEBIGWORD GROUP LTD(TRN)	a) Spoken language interpreters (face-to-face, telephone, and video/remote).	£17,647
VANDU LANGUAGE SERVICES LTD	c) Written translation of patient information or clinical documents.	£10,103
Total		£156,278

Services	FY 2025-26
a) Spoken language interpreters (face-to-face, telephone, and video/remote).	£102,566
b) British Sign Language and other signed language interpreters.	£43,609
c) Written translation of patient information or clinical documents.	£10,103
Total	£156,278

2) Number of Interpreting Requests

Interpreting requests	FY22/23	FY23/24	FY24/25	FY25/26
Requests / bookings received	594	4327	4599	5722
Requests / bookings fulfilled	451	4111	4369	5436

Questions 3 and 4 - Current Interpreting Contracts

Provider (please name)	Start date	End date	Notes	Extension option (Y/N and until when)	Framework
Sussex Interpreting Services	01/10/2023	30/09/2025	The contract is currently on a rolling basis while the Trust undertakes a tender process	Not applicable.	ESCC Translation & Interpreting Framework
BSL Link for Communication Ltd	01/01/2024	31/10/2025	The contract is currently on a rolling basis while the Trust undertakes a tender process	Not applicable.	Trust level contract
Signlive Ltd	21/08/2023	20/08/2027		Not applicable.	Trust level contract
Languageline Solutions	01/09/2023	31/08/2026	The contract is currently on a rolling basis while the Trust undertakes a tender process	Not applicable.	NHS SBS Interpretation & Translation Services Framework
The Bigword Group Ltd	08/09/2023	07/09/2026	Upon expiry, the contract will continue on a rolling basis while the Trust undertaks a tender process.	Not applicable.	ESCC Translation & Interpreting Framework
Vandu Language Services Ltd	06/09/2023	05/09/2026	Upon expiry, the contract will continue on a rolling basis while the Trust undertaks a tender process.	Not applicable.	ESCC Translation & Interpreting Framework
DA Languages	01/09/2023	30/09/2026	Upon expiry, the contract will continue on a rolling basis while the Trust undertaks a tender process.	Not applicable.	ESCC Translation & Interpreting Framework