FOI REF: 26/855

East Sussex Healthcare NHS Trust

26th November 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:

Under the Freedom of Information Act 2000 I request the following information held by East Sussex Healthcare NHS Trust (and any other NHS bodies for which you hold or can obtain the data) relating to language interpretation and translation services.

I refer to data previously released and published on the East Sussex NHS FOI Disclosure website showing expenditure in FY 2025-26 with the following suppliers:

- **BSL Link for Communication Ltd**
- **DA Languages**
- **LanguageLine Solutions**
- **SignLive Limited**
- **Sussex Interpreting Services**
- **TheBigWord Group Ltd (TRN)**
- **Vandu Language Services Ltd**

That disclosure showed a total of £156,278 and a service-type breakdown of:

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

Please provide the following information for the most recent complete financial year for which data is held (or for FY 2025-26 if that is the period covered by the published figures), restricted to services delivered to, or used by, patients/service users at locations within the geographic boundary of Eastbourne Borough Council:

Please note East Sussex Healthcare NHS Trust (ESHT) is an NHS hospital Trust providing acute and community services to patients, and is a completely different and separate organisation to Eastbourne Borough Council which is a local authority (council) body.

ESHT provides services from two acute hospital sites; Eastbourne District General Hospital and Conquest Hospital in Hastings. It also operates from four community sites at Bexhill

Hospital, Bexhill Community Diagnostic Centre, Rye, Winchelsea and District Memorial Hospital and Uckfield Community Hospital. ESHT also delivers services from a number of additional clinics, health centres and community locations across East Sussex.

ESHT does run or manage dental practices, GP surgeries or pharmacies, and therefore it would not hold data about their interpreting and translation expenditure. Requests for information concerning these services should be directed to NHS Surrey and Sussex Integrated Care Board at:

sysxicb.surreyandsussex.foi@nhs.net

Further information about ESHT locations and services is available on our website:

https://www.esht.nhs.uk/our-locations/

Please also refer to ESHT's Freedom of Information Disclosure Log for information held by the Trust:

Freedom of Information (FOI) Disclosure Log – East Sussex Healthcare NHS Trust

1. **The total cost of spoken language interpretation services (face-to-face, telephone and video/remote) and written translation of patient information or clinical documents, excluding British Sign Language, any other signed languages, Welsh, and Cornish.**

   Please include expenditure incurred by or on behalf of all hospitals, community services, dentists, GP surgeries, pharmacies, and any other NHS bodies or commissioned providers operating within Eastbourne Borough Council district for which you hold data.

   Please see above.

   Please also note ESHT has never had a request for an interpreter for Welsh or Cornish.

2. **A full language-by-language breakdown of the spoken language interpreter usage (face-to-face, telephone and video/remote) within Eastbourne Borough Council district. For each language please state:**

   - **Number of assignments / sessions / hours (whichever metric is held)**
   - **Associated cost (or if cost is not held at language level, the usage metric only).**

   As stated above, ESHT is an NHS hospital Trust; it is a completely different and separate organisation to Eastbourne Borough Council, which is a local authority (council) body. Furthermore, we do not record our clinical or corporate activity by the local authority council) bodies that fall within the geographic area served by ESHT as a healthcare provider.

   However, we can provide a language-by-language breakdown for all interpreter usage provided by ESHT for 2025/26. Please refer the attached document entitled "26-855 Interpreting and Translation Activity by Language 2025-26.xlsx" The data provided is

based on the metric of number of appointments booked; we do not record interpreting and translation costs at language level.

3. **A full language-by-language breakdown of written translation of patient information or clinical documents within Eastbourne Borough Council district. For each language please state the volume number of documents and associated cost (or volume only if cost is not held at language level).**

   Please refer to our response at Question 2.

If the Trust does not hold the above data at Eastbourne Borough Council district level, please provide the equivalent figures and language breakdowns for the entire South East region (or the lowest geographic level above Eastbourne that is held).

If the Eastbourne-level data is held and the cost of extracting the additional information falls within the appropriate limit, please also provide the same three items (total cost excluding BSL/Welsh/Cornish, spoken-language breakdown, and written-translation breakdown) for:

- **Rother District Council**
- **Lewes District Council**
- **Hastings Borough Council**

Please refer to our responses at Question 1 and 2 above.

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 26/855 - Interpreting and Translation Activity By Language 2025/26

Audio & Video Interpreting Activity
Foreign Language Provider(s): LanguageLine
BSL Provider(s): SignLive

Provider	Q1 2025/26	Q2 2025/26	Q3 2025/26	Q4 2025/26	2025/26
LanguageLine Audio	1056	1066	1216	952	4290
Languageline Video	211	146	179	178	714
LanguageLine Totals	1267	1212	1395	1130	5004
SignLive	13	25	17	9	64
2025/26	**1280**	**1237**	**1412**	**1139**	**5068**

Language	Q1 2025/26	Q2 2025/26	Q3 2025/26	Q4 2025/26	2025/26
Arabic	126	111	132	123	492
Russian	109	74	86	95	364
Turkish	64	64	62	77	267
Portuguese	47	27	42	75	191
Cantonese	41	22	53	65	181
Sorani	88	94	68	63	313
Polish	107	38	96	52	293
Spanish	35	33	105	50	223
Bengali	66	152	132	47	397
Ukrainian	48	51	51	45	195
Sylheti	46	94	58	39	237
Tamil	28	23	53	38	142
Farsi	36	54	62	35	187
Dari	50	41	64	33	188
Mandarin	31	40	27	33	131
Albanian	37	35	22	30	124
Romanian	31	40	54	27	152
BSL	26	30	21	26	103
Lithuanian	14	10	7	21	52
Vietnamese	62	14	5	18	99
Pashto	43	15	34	15	107
Portuguese Brazilian	7	11	12	15	45
Bahdini	14	3	11	13	41
Bulgarian	19	13	5	13	50
Malayalam		4	1	10	15
Urdu	28	16	22	10	76
Hungarian	11	11	11	9	42
Italian	5	6	20	8	39
Thai	4	6	35	8	53
French	11	41	13	7	72
Latvian		2	3	6	11

Language	Q1 2025/26	Q2 2025/26	Q3 2025/26	Q4 2025/26	2025/26
Czech	4	8	17	5	34
Somali		10	1	4	15
Greek	3		3	3	9
Sinhala	1		1	3	5
Tagalog			3	3	6
Amharic		1	1	1	3
Armenian	2	1		1	4
Bosnian		1		1	2
Hindi	2	3	1	1	7
Mongolian				1	1
Tigrigna	6	2		1	9
American Sign Language					0
Burmese		1			1
Fuzhou		1			1
German		2			2
Gujarati			1		1
Haitian Creole		1			1
Japanese	2	2	7		11
Korean	1	2	1		4
Kurmanji	5	3	3		11
Laotian		2			2
Macedonian	3				3
Moroccan Arabic	3	6	1		10
Nepali			5		5
Norwegian					0
Portuguese Cape Verdean					0
Punjabi	1	1			2
Serbian	1				1
Slovak	12	15			27
Sudanese Arabic					0
2025/26	**1280**	**1237**	**1412**	**1130**	**5059**

Face To Face Interpreting Requests
Foreign Language Provider(s): SIS, DALS, Vandu
BSL Provider(s): BSL Link

Language	Q1 2025/26	Q2 2025/26	Q3 2025/26	Q4 2025/26	2025/26
Albanian	3	3	2	3	11
Arabic	4	13	17	12	46
Bangladeshi		1			1
Bengali	6	13	9	4	32
BSL	46	47	48	40	181
Bulgarian	5	9	5		19
Cantonese		1	1	1	3
Chinese	11	13	5	2	31
Creole			1		1
Czech					0
Dari	1	4	3	6	14
Farsi	7	11	2	5	25
Farsi/Persian		2		2	4
French	1		2		3
Greek					0
Gujarati					0
Hindi					0
Hungarian	1	2			3
Italian	3			1	4
Kurdish	13		1	1	15
Kurdish (Bahdini)				2	2
Kurdish (Kurmanji)		1			1
Kurdish (Sorani)	1	3	4	1	9
Latvian					0
Lithuanian	4	4	1	3	12
Malayalam				4	4
Mandarin	2	3	2	1	8
Moroccan					0
Pakistani					0
Pashto	2	3	3	3	11
Persian	4	1			5
Polish	14	10	10	7	41
Portuguese	2	1	3	6	12
Portuguese Brazilian			1		1
Punjabi			2		2
Romanian	3	6	3	7	19
Romanian/Croatian	1				1
Russian	8	5	3	13	29
Sindhi					0
Sinhalese				1	1
Slovak	1		1		2
Somali		9		1	10

Language	Q1 2025/26	Q2 2025/26	Q3 2025/26	Q4 2025/26	2025/26
Spanish	2	4	3	1	10
Sylheti	3	3	5	4	15
Tamil	1	2	4	2	9
Thai			6		6
Tigrigna	1				1
Turkish	3	1	2	9	15
Ukrainian	3	7	10	11	31
Urdu	3	1	1		5
Vietnamese		2	3	2	7
Yoruba				1	1
2025/26	**159**	**185**	**163**	**156**	**663**

Document Translation Activity
Provider(s): The Big Word

Language	Q1 2025/26	Q2 2025/26	Q3 2025/26	Q4 2025/26	2025/26
Albanian		1	4	2	7
Arabic	6	14	11	14	45
Bahdini Kurdish		3			3
Bangla	1	1	1	1	4
Bangladeshi					0
Bengali	3	5	5	6	19
Braille			1		1
Bulgarian		1			1
Cantonese		4	2	3	9
Chinese	2		1	2	5
Czech		1	3	2	6
Dari	1	2	4	2	9
Dutch					0
English	8	15		1	24
Farsi	2	4	3	3	12
French			1		1
Gujarati			1		1
Hindi		1		1	2
Hungarian	1				1
Iranian				1	1
Italian	2		1	1	4
Korean	1				1
Kurdish/Kurdish Sorani	2	5	4	3	14
Latvian	1			2	3
Lithuanian		2	2		4
Macedonian					0
Malayalam				2	2
Mandarin	1	4	1	2	8
Pashto	1	2	1		4
Persian/Persian Farsi	1	3	2	4	10
Polish	1		5	6	12
Portuguese	7	7	3	7	24
Portuguese Brazilian				3	3
Punjabi/Hindi	1				1
Romanian	2	4	1	2	9
Russian	3	2	6	4	15
Sinhala/Sinhalese	2		1		3
Slovak			1	1	2
Spanish	2	4	3	2	11
Swedish					0
Sylheti	1	1			2
Tamil	1	2	4		7
Thai	1	1	2	1	5

Language	Q1 2025/26	Q2 2025/26	Q3 2025/26	Q4 2025/26	2025/26
Tigrigna	1				1
Turkish	4	1	5	3	13
Ukrainian	4	2	9	3	18
Urdu/Pakistani	1	7	3		11
Vietnamese	1		3		4
2025/26	**65**	**99**	**94**	**84**	**342**