



**Scottish
Ambulance
Service**

University National NHS Board



Freedom of Information Request

23rd December 2024

Question

I am a public service journalist wishing to gather some information under the FOI Act. I understand that the information requested below is not exempt from the FOI requests. I am writing in hopes of acquiring information to as part of research into NHS and local authority spending trends in different sectors. Spending on interpretation and translation services is one of those sectors.

Under the FOI Act, can we please ask for the following information at your earliest convenience to enable me conclude my project:

In the past 12 months, please confirm

- 1) The number of written translation requests and how many were met (e.g. January 2023 /2024– 2 requests / 2 met)
- 2) The number of pre-booked telephone interpretation requests and how many were met?
- 3) The number of on-demand telephone interpretation requests and how many were met?
- 4) The number of face-to-face interpretation requests and how many were met?
- 5) A breakdown of the number of Face to Face Interpreter requests by language (e.g. January 2023: Polish 80 / Romanian 62 / Bulgarian 50 / Urdu 22 etc for each language each moth)
- 6) What % of Face to Face Interpreter requests were met?
- 7) How many Interpreters Did Not Attend their appointments?
- 8) How many patients did not attend their appointment?
- 9) How many patients who did not attend appointments needed an interpreter?
- 10) What was the total spending for the year across all interpretation and translation services?

Additionally:

- 11) Does the Trust meet interpreting/translation demand in-house, or does it use commissioned language services?
- 12) If commissioned interpreting/translation are used:
 - a. Who is the incumbent provider for the Trust?

Working Together for Better Patient Care



Can we please ask that the above information is not exempt from FOI as we are not asking for pricing or business sensitive information but general information that should be made publicly available to identify where the public money is spent.

Answer

1) **The number of written translation requests and how many were met (e.g. January 2023 /2024– 2 requests / 2 met)**

The Scottish Ambulance Service does not provide written translations

2) **The number of pre-booked telephone interpretation requests and how many were met?**

The Scottish Ambulance Service does not pre-book translation requests.

3) **The number of on-demand telephone interpretation requests and how many were met?**

From January until November 2024 we had 3,751 requests. Please see the attached report

4) **The number of face-to-face interpretation requests and how many were met?**

The Scottish Ambulance Service does not provide face-to-face interpretation requests.

5) **A breakdown of the number of Face to Face Interpreter requests by language (e.g. January 2023: Polish 80 / Romanian 62 / Bulgarian 50 / Urdu 22 etc for each language each month)**

The Scottish Ambulance Service does not provide face-to-face interpretation requests.

Please see the attached sheet detailing the on-demand telephone requests for interpreters and the languages requested.

6) **What % of Face to Face Interpreter requests were met? - None**

7) **How many Interpreters Did Not Attend their appointments? - None**

8) **How many patients did not attend their appointment? - None**

9) **How many patients who did not attend appointments needed an interpreter? - None**

10) **What was the total spending for the year across all interpretation and translation services?**

- February to November 2022 = **Total £19,726.02**
- January to December 2023 = **Total £20,879.99**
- January to November 2024 = **Total £22,245.63**

Additionally:

11) **Does the Trust meet interpreting/translation demand in-house, or does it use commissioned language services?**

The Scottish Ambulance Service utilises Language Line as the only translation service which is an outsource provider to the service.

12) **If commissioned interpreting/translation are used:**

a. **Who is the incumbent provider for the Trust? - Language Line**

b. **For what duration were the current services contracted (e.g. 2yrs+1yr+1yr)?**



Scottish Ambulance Service

The current service level agreement came into effect on 01/06/2016 - 21/05/2017 and is on a yearly rolling contract.



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c. When will the current contract end?

The current contract will be reviewed before it's end date on 31st May 2025.