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9th September 2026

[REDACTED]

Dear Sir/Madam

Freedom of Information Act (FOI) 2000 - Request for Information Reference:
interpreting and translation services

I am writing in response to your request for information under the FOI 2000.

I can confirm in accordance with Section 1 (1) of the Freedom of Information Act 2000 that we do hold the information you have requested. A response to each part of your request is provided below.

Home, Community, Hospital.

Q1. 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.

Expenditure (£)	FY22/23	FY23/24	FY24/25	FY25/26
Face-to-face interpreting	£69,787.29	£86,004.50	£85,623.44	£109,247.56
Telephone interpreting	£10,519.53	£14,705.66	£16,976.07	£19,313.22
Video interpreting	0	0	0	£82.80
Interpreting subtotal	£80,306.82	£ 100,710.16	£102,599.51	£128,643.48
Document translation	£564.13	£1,565.17	£4,153.81	£821.19
Total	£80,870.95	£102,275.33	£106,753.32	£129,464.67

Q2. For each of the same four financial years, please state the number of interpreting requests or bookings received, and the number that were fulfilled.

Interpreting requests	FY22/23	FY23/24	FY24/25	FY25/26
Requests / bookings received	3,379	4,059	4,049	4,661
Requests / bookings fulfilled	3,082	3,894	3,842	4,340

Q3. 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)

Provider (please name)	FY22/23 spend (£)	FY23/24 spend (£)	FY24/25 spend (£)	FY25/26 spend (£)	Start date	End date	Extension option (Y/N and until when)
The Big Word	£55,109	£64,400	£79,006	£49,931	01/08/2026	31/07/2027	Yes 30/07/2028

Provider (please name)	FY22/23 spend (£)	FY23/24 spend (£)	FY24/25 spend (£)	FY25/26 spend (£)	Start date	End date	Extension option (Y/N and until when)
Language Empire	0	£39,800	£38,147	0	01/08/2026	31/07/2027	Yes 31/07/2028
Applied Language Solutions	0	£2768	0	0	n/a	n/a	n/a
Notts Sign Language	£13,655	£13,728	£16,372	£23573	01/02/2024	31/01/2028	In annual increments

Q4. 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)?

Local Trust Level for The Big Word and Language Empire via the NOE CPC Language Services Framework.

In collaboration (named user) with Nottinghamshire County Councils Deaf Services Contract.

I trust this information answers your request. Should you have any further enquiries or queries about this response please do not hesitate to contact me. However, if you are unhappy with the way in which your request has been handled, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to: Sally Brook Shanahan, Director of Corporate Affairs, King's Mill Hospital, Mansfield Road, Sutton in Ashfield, Nottinghamshire, NG17 4JL or email sally.brookshanahan@nhs.net.

If you are dissatisfied with the outcome of the internal review, you can apply to the Information Commissioner's Office, who will consider whether we have complied with our obligations under the Act and can require us to remedy any problems. Generally, the Information Commissioner's Office cannot decide unless you have exhausted the internal review procedure. You can find out more about how to do this, and about the Act in general, on the Information Commissioner's Office website at: <https://ico.org.uk/your-data-matters/official-information/>.

Complaints to the Information Commissioner's Office should be sent to FOI/EIR Complaints Resolution, Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Telephone 0303 1231113, email casework@ico.org.uk.

If you would like this letter or information in an alternative format, for example large print or easy read, or if you need help with communicating with us, for example because you use British Sign Language, please let us know. You can call us on 01623 672232 or email sfh-tr.foi.requests@nhs.net.

Yours faithfully

Information Governance Team

All information we have provided is subject to the provisions of the Re-use of Public Sector Information Regulations 2015. Accordingly, if the information has been made available for re-use under the [Open Government Licence](#) (OGL) a request to re-use is not required, but the licence conditions must be met. You must not re-use any previously unreleased information without having the consent from Sherwood Forest Hospitals NHS Foundation Trust. Should you wish to re-use previously unreleased information then you must make your request in writing. All requests for re-use will be responded to within 20 working days of receipt.