

Reference: FOI.ICB-2627/205

Subject: Interpreting and Translation Services (2022/23-2025/26)

I can confirm that the ICB does hold some of the information requested; please see responses below:

QUESTION	RESPONSE				
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 ICB's total expenditure on directly commissioned 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	£56,930.67	£81,135.99	£105,954.23	£120,764.07
	Telephone interpreting	£185,757.30	£212,365.35	£238,281.45	£254,949.96
	Video interpreting	£375.00	£6,233.00	£15,143.48	£15,641.52
	Interpreting subtotal	£243,062.97	£299,734.34	£359,379.16	£391,355.55
	Document translation	£5,644.14	£10,538.81	£22,622.45	£22,588.66

	Total	£248,707.11	£310,273.15	£382,001.61	£413,944.21
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.	Interpreting requests	FY22/23	FY23/24	FY24/25	FY25/26
	Requests / bookings received	1084	1722	2574	3083
	Requests / bookings fulfilled	1043	1704	2548	3053
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? Clarification received: Yes, please read this as the ICB. 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 table below*				
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 contract)?	Both current providers were procured via the Crown Commercial Services Framework RM6141				

5. For the most recent financial year (FY25/26 or the latest available), what proportion of interpreting expenditure fell within each of the following care settings?	The ICB only commissions interpreting services for Primary Care.		
	Care setting	% of interpreting spend	Expenditure (£) Apr-Jul 2026
	Secondary care	0%	£0
	Primary care	100%	£111,937.85
	Other community settings	0%	£0
	Total	100%	£111,937.85
6. Does the ICB have any plans to further expand interpreting provision into additional care settings (for example primary care or community settings)? If so, please indicate which settings, and the projected expenditure by setting and by financial year.	Not at present.		

The information provided in this response is accurate as of 1 September 2026 and has been approved for release by Cath Leech, Chief Finance and Corporate Services Officer for NHS Bristol, North Somerset and South Gloucestershire ICB.

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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	£191,582.11	£223,714.67	£266,103.61	£289,849.50	01/10/2024	30/09/2027	30/09/2028
RNID (formerly Action on Hearing Loss)	£57,125.00		Not in contract		Not current		
Sign Solutions	Not in contract	£86,558.48	£115,898.00	£124,094.71	01/10/2024	30/09/2027	30/09/2028