Torbay and South Devon
NHS Foundation Trust

Email: tsdft.foirequests@nhs.net
Our Ref: TSD10582

21 October 2026

Dear Sir/Madam

Request for Information

We are writing to confirm that we have now completed our search for the information you requested.

A copy of the information is below:

I am writing to make a request under the Freedom of Information Act 2000. I request the following recorded information held by your organisation.

Specifically, I am requesting the following information for the financial years 2022/23, 2023/24, and 2024/25

1. Document Translation Services

a) **The total expenditure incurred on document translation services (the written translation of documents, correspondence, forms, notices, reports or other written materials from one language to another).**
The Trust does not hold this information in the format requested. The finance records do not provide a reliable breakdown of translation and interpretation expenditure by method. We can however provide the following breakdown information.

Financial Year	Total Expenditure (£)
2022/23	£68,881
2023/24	£110,599
2024/25	£108,131

b) **The total number of separate suppliers or providers used to deliver document translation services.**
1

2. Interpreting Services

a) **The total expenditure incurred on interpreting services (spoken interpretation, including face-to-face, telephone, and video remote interpretation).**

The Trust does not hold this information in the format requested. The finance records do not provide a reliable breakdown of translation and interpretation expenditure by method. We can however provide the following breakdown information.

Financial Year	Total Expenditure (£)
2022/23	£68,881
2023/24	£110,599
2024/25	£108,131

b) **The total number of separate suppliers or providers used to deliver interpreting services.**

1

3. AI Policy

a) **Whether your organisation has a formal policy, framework, guidance document, or decision that governs or permits the use of artificial intelligence or machine translation tools for document translation purposes.**

The Trusts Acceptable Use of Artificial Intelligence (AI) Technologies Policy can be found here:
https://www.torbayandsouthdevon.nhs.uk/uploads/acceptable-use-of-ai-technologies-policy.pdf?last-updated=20260602

b) **Whether your organisation has a formal policy, framework, guidance document, or decision that governs or permits the use of artificial intelligence tools for interpreting purposes.**

As above

c) **A copy of such a policy, where applicable.**

As above

The information supplied to you continues to be protected by the Copyright, Designs and Patents Act 1988. You are free to use it for your own purposes, including any non-commercial research you are doing and for the purposes of news reporting.

If you wish to discuss any of the above, please contact us, quoting the FOI reference number above.

If you are unhappy with the way in which we have handled your request, please contact the Data Protection and Freedom of Information Lead in the first instance. If you wish to make a formal complaint, you should write to our Complaints Manager at Torbay and South Devon NHS Foundation Trust, First Floor Bowyer Building, Torbay Hospital, Torquay TQ2 7AA or by email to tsdft.feedback@nhs.net

If you are not content with the outcome of your complaint or the internal review, you may apply directly to the Information Commissioner for a decision. Generally, the Information Commissioner will only make a decision once you have exhausted the complaints and/or internal review process provided by us. The Information Commissioner can be contacted at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or through this link https://ico.org.uk/global/contact-us/

Yours sincerely,

Freedom of Information Team