Torbay and South Devon
NHS Foundation Trust

Email: foi.tsdft@nhs.net
Our Ref: TSD10794

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:

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.

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				
Telephone interpreting				
Video interpreting				
Interpreting subtotal				
Document translation				
Total				

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.

Expenditure (£)	FY22/23	FY23/24	FY24/25	FY25/26
British Sign Language subtotal	£66,299	£62,136	£65,400	£82,523
Interpreting subtotal	£68,881	£110,599	£108,131	£206,846

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				
Requests / bookings fulfilled				

This information is not held by the trust.

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)
Multilingua Devon CIC	£68,881	£110,599	£108,131	£206,846	01/04/2021	31/03/2024	Unknown
Sign Solutions	£66,299	£62,136	£65,400	£82,523	01/04/2026	31/03/2028	Not applicable

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)?

Sign Solutions procured via CCS Framework in 2026 Ref: Lot 4 CCS RM6302 - Visual Interpreting Services

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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