



11 September 2025

Email:

Dear

FREEDOM OF INFORMATION REQUEST

Request No: 43269-25
Subject: Translation and Interpreting Services
Date Received: 28/08/2025

Thank you for your request for information received on 28th August 2025 which was dealt with under the terms of the Freedom of Information Act 2000. Northern Ireland Ambulance Service (NIAS) Health and Social Care Trust has now completed its search for the information you requested and that is detailed below.

FOI QUESTION(S)	ANSWER(S)									
<ul style="list-style-type: none"> Trust's overall spending on Translation and Interpreting Services 	<table border="1"> <thead> <tr> <th data-bbox="855 1048 1174 1084">Year</th> <th data-bbox="1181 1048 1327 1084">£</th> </tr> </thead> <tbody> <tr> <td data-bbox="855 1093 1174 1155">2024/25</td> <td data-bbox="1181 1093 1327 1155">2,946.61</td> </tr> <tr> <td data-bbox="855 1164 1174 1227">2023/24</td> <td data-bbox="1181 1164 1327 1227">2,985.57</td> </tr> <tr> <td data-bbox="855 1236 1174 1308">2022/23</td> <td data-bbox="1181 1236 1327 1308">4,700.72</td> </tr> </tbody> </table>	Year	£	2024/25	2,946.61	2023/24	2,985.57	2022/23	4,700.72	
Year	£									
2024/25	2,946.61									
2023/24	2,985.57									
2022/23	4,700.72									
<ul style="list-style-type: none"> Total translators employed by the Trust 	As a pre-hospital organisation we do not employ in-house translators.									
<ul style="list-style-type: none"> The hourly pay for in-house interpreters 	NIAS do not employ in-house translators									
<ul style="list-style-type: none"> What languages do they cover 	<p>The external translator service provides telephone language services in over 250 languages.</p> <p>Includes Polish, Croatian, Chinese, Romanian, Lithuanian, Latvian and many more.</p>									
<ul style="list-style-type: none"> Total number of in-person/face to face interpreting sessions booked (break down by language and clinical area) 	NIAS use an external translator service to support 999 emergency calls that are being received in the Emergency Operation Control room.									



	In person or face to face interpreting sessions do not occur. It is telephone interpretation only.
<ul style="list-style-type: none"> How many appointments or procedures have had to be rescheduled/cancelled due to interpreter 	None. The Northern Ireland Ambulance Service is a pre-hospital organisation that responds to emergency and non-emergency activity.

I hope the above fully assists you.

Please note that, under the Re-use of Public Sector Information Regulations, if you wish to publish or otherwise use this information besides for your own means, you will need to seek our permission to do so.

If you are dissatisfied in any way with the handling of your request, you have the right to request a review. You should do this as soon as possible, or in any case within two months of the date of issue of this letter.

If you require an internal review to be undertaken, please request this via the email address: information.governance@nias.hscni.net

Or submit via

Director of Planning, Performance and Corporate Services, Northern Ireland Ambulance Service (NIAS) HSC Trust, Site 30, Knockbracken Healthcare Park, Saintfield Road, Belfast, BT8 8SG.

If following an internal review, you remain dissatisfied in any way with the handling of the request, you may make a complaint under Section 50 of the Freedom of Information Act, to the Information Commissioner's Office and ask that they investigate whether the Trust has complied with the terms of the Freedom of Information Act.

You can write to the Information Commissioner at:

Email: ni@ico.org.uk

Website: [ICO Website](http://ico.org.uk)

Post: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, CHESHIRE SK9 5AF

Telephone: 028 9027 8757 or 0303 123 1114 (Belfast based Office)

Please be advised that NIAS replies under Freedom of Information may be released into the public domain via our website @ <https://nias.hscni.net> Personal details in respect of your request will have, where applicable, been removed to protect confidentiality.

Yours sincerely

(not signed – issued by email)

Information Governance Team