

Date 7 September 2026  
Your Ref  
Our Ref 11821

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Dear

## FREEDOM OF INFORMATION – INTERPRETATION AND TRANSLATION

I write in response to your request for information in relation to interpretation and translation.

Question:

- 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 Health Board's total expenditure on interpreting services, broken down by delivery mode, and state expenditure on written document translation separately.
  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.
  3. Which provider(s) deliver the Health Board'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).
  4. Through which procurement framework(s) or contract(s), if any, are these services commissioned (for example a national Scottish Government framework, a regional framework, or a local Health Board contract)?
  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?
  6. Does the Health Board 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.

Answer:

Please see enclosed spreadsheet.

I am advised that they do not have the information to be able to respond to Question 5.

There are also responses we cannot currently provide (following advice from procurement) as we are currently undertaking a procurement exercise for telephone interpreting services. This information is considered exempt under Section 30 of the Freedom of Information (Scotland) Act 2002 - Prejudice to effective conduct of public affairs.

I hope the information provided helps with your request.

If you are unhappy with our response to your request, you do have the right to request us to review it. Your request should be made within 40 working days of receipt of this letter, and we will reply within 20 working days of receipt. If our decision is unchanged following a review and you remain dissatisfied with this, you then have the right to make a formal complaint to the Scottish Information Commissioner within 6 months of receipt of our review response. You can do this by using the Scottish Information Commissioner's Office online appeals service at [www.itspublicknowledge.info/Appeal](http://www.itspublicknowledge.info/Appeal). If you remain dissatisfied with the Commissioner's response you then have the option to appeal to the Court of Session on a point of law.

If you require a review of our decision to be carried out, please write to the FOI Reviewer at the email address at the head of this letter. The review will be undertaken by a Reviewer who was not involved in the original decision-making process.

FOI responses (subject to redaction of personal information) may appear on NHS Lothian's Freedom of Information website at: <https://org.nhsllothian.scot/FOI/Pages/default.aspx>

Yours sincerely

**ALISON MACDONALD**  
**Executive Director, Nursing**  
Cc: Chief Executive  
Enc.