

Interpreting and Translation services in HWE from 1st November 2025

From 1st November 2025 the suppliers of the translation services across Essex has altered. Although the providers in SNEE and MSE are the same, the HWE providers are different. Please note the following:

- Spoken interpreting and translation services will be Absolute Interpreting & Translations LTD
- Non spoken translations services will be Sign Solutions

The new contract will include provision of services listed below for all Primary Care contractor groups where NHS treatment is provided and **should not be used for private appointments.**

You should already have been issued with practice IDs and PIN codes to access the services. If any data is missing, please contact hweicbhv.primarycare@nhs.net requesting access codes to the required service.

User guides are on the Essex LOC website where more details can be found.

Absolute Interpreting and Translations have provided the following guidance:

- Written translations, email to interpreting@absolute-interpreting.co.uk quoting the Account ID 17340 plus Practice ID.
- Pre-booked telephone interpreter via the booking portal, www.callLiLi.co.uk/client-login.php, the ICB main Account ID is 32320. Users will also be asked to enter their Practice ID.
- For face-to-face interpreter via the booking portal, www.callLiLi.co.uk/client-login.php, the ICB main Account ID is: 32320, users also be asked to enter their Practice ID.
- For On demand, the Practices PIN code for all practices is: 4679821 however, users will also be asked to enter their Practice ID.

Sign Solutions have provided the following:

- Portal Bookings - adminteam@signsolutions.uk.com
- Pre-booked (Face-to-Face/Video) - bookings@signsolutions.uk.com
- Translation - bsltranslations@signsolutions.uk.com
- InterpretersLive! - Interpreterslive@signsolutions.uk.com