

Interpreting and Translation services in MSE and SNEE from 1st November 2025

The suppliers of interpreting and translation services **from 1st November 2025** will be Language Empire. Language Empire is a nationwide supplier of interpretation and translation services with over 20 year's experience supplying to the NHS, local government, and many other organisations, offering over 450 languages and dialects. [Customer Hub – Language Empire Limited](#)

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.**

| Service | Spoken Languages | Non-Spoken Languages |
|----------------------|---|---|
| Interpreting | Multi-lingual <ul style="list-style-type: none">• Pre-booked face to face interpreting• Pre-booked video interpreting• Pre-booked telephone interpreting• On-demand telephone & video interpreting | Pre-booked face to face, on demand video: <ul style="list-style-type: none">• British Sign Language (BSL)• Irish Sign Language (ISL)• Deafblind Interpreters• Video Relay Interpreting Services• Cued Speech/Makaton• Deaf Relay (Intralingual language modification)• Lip speakers |
| Transcription | Audio/Video recordings to written text | <ul style="list-style-type: none">• Speech-to-text reporting (Palantypist)• Electronic and manual note takers• Subtitles• BSL (Written Text into Video) |
| Translation | Written translation to and from English (including Braille, large print, transcription and ancillary services) | <ul style="list-style-type: none">• Audio/Video recordings to written text• BSL In-Vision Translations• Braille• EasyRead• Pictorial English |

| | | |
|--|---------------|-------------------|
| | Spoken | Non-spoken |
|--|---------------|-------------------|

| | | |
|------------------------------------|---|--|
| Face to face | Between 08:00hrs and 18:00hrs Monday to Friday of each week and on Bank Holidays and weekends. Additional out of hours support may be available. | Between 08:00hrs and 18:00hrs Monday to Friday of each week and on Bank Holidays and weekends. Additional out of hours support may be available. |
| Telephone and video interpretation | 24 hours a day, 365 days a year Accessible through the booking portal and via telephone 0330 058 9650 | 24 hours a day, 365 days a year Video only, accessible through the booking portal and https://videointerpreting.co.uk/ |

Language Empire Online Booking Portal and customer Hub

In order to book, manage, track, or cancel a linguist request, please sign into Language Empire's online LE-LSM portal. <https://www.language-empire.net/site/index.html> You will need to register with Language Empire

Dedicate Customer Hub

Language Empire also supply service support materials available for each ICB.

For SNEE: [Suffolk & North East Essex – Customer Hub](#)

For MSE: [Mid & South Essex – Customer Hub](#)

- Service Support Posters – including your on-demand guides
- A video tutorial on how on to access services
- User Guides on how to access the service
- Best practice guidelines outlining how best to utilise the services
- Key contact information

If you have any questions in regards to the services, contact Language Empire directly via email to: bookings@empire-groupuk.com or by phone: 0330 20 20 270.

Accessible Information Standard (2016)

These services have been commissioned to support the Accessible Information Standard (2016) which aims to ensure that people who have a disability, impairment or sensory loss are provided with information that they can easily read or understand with support, to enhance communication with services.

All organisations that provide NHS care or adult social care are required to follow the Accessible Information Standard, including primary care practices. To meet the Accessible Information Standard, primary care organisations are required to do five things:

- Ask people if they have any information or communication needs and find out how to meet their needs.*
- Record those needs clearly.*
- Highlight or 'flag' the person's file or notes so it is clear that they have information or communication needs and how those needs should be met.*
- Share information about people's information and communication needs with other providers of NHS and adult social care when they have consent or permission to do so.*
- Take steps to ensure that people receive information which they can access and understand and receive communication support if they need it.*