



**The Clatterbridge  
Cancer Centre**  
NHS Foundation Trust

Clatterbridge Road  
Bebington  
Wirral  
CH63 4JY

Tel: 0151 556 5000  
Web: [www.clatterbridgecc.nhs.uk](http://www.clatterbridgecc.nhs.uk)

Date: 3 February 2021

**Re: Freedom of Information Request**

**Ref: 06-2021**

Thank you for your email dated the 6<sup>th</sup> January 2021, requesting information in relation to framework for language services.

The information that you require is as follows:

**Are you on any of the below frameworks for language services (face to face interpreting spoken and non-spoken, telephone and video interpreting and translation) if so which one?**

**Eastern Shires Purchasing Organisation (ESPO)**

**London Procurement Partnership (LPP)**

**NHS SBS**

**North East Purchasing Organisation (NEPO)**

**NOECPC**

**Health Trust Europe (HTE)**

**Crown Commercial Services (CCS)**

**We are not currently on any of the above mentioned frameworks for language services.**

**If you are not on any of the above frameworks please confirm how you are accessing services.**

**What is the expiry date/s of your current language services contracts including telephone interpreting, face to face interpreting spoken and non-spoken and translation?**

**The Clatterbridge Cancer Centre has 1 contract in place, other services are provided on an ad hoc basis.**

- **Contract provider: Action on Hearing Loss**

- **Contract term: 1st April 2020 – 31st March 2021 with the option to extend for a further year.**

**Who is your current provider for each of these services?**

**The 4 interpreter services we currently use are:**

- **Beacon**
- **AOHL (Action on hearing loss)**
- **Language Line**
- **Prestige**

**What was the spend by year for the last 2 financial years (2018 and 2019) in total and broken down by service**

- Telephone Interpreting**
- Face to Face Interpreting**
- British Sign Language**
- Translation**

<b>Service</b>	<b>2018/19 (£)</b>	<b>2019/20 (£)</b>
<b>Telephone Interpreting</b>	<b>1,007</b>	<b>1,722</b>
<b>Face to Face Interpreting</b>	<b>53,155</b>	<b>49,091</b>
<b>British Sign Language</b>	<b>9,310</b>	<b>7,811</b>
<b>Translation</b>	<b>10,384</b>	<b>4,224</b>

**Who is the Contract Manager and Senior Responsible Owner in regard to language services?**

**Name: Richard Lacey**

**Position: Business Manager, Networked Services**

Should you require any further information please do not hesitate to contact me on the email address provided below.

Please remember to quote the reference number above in any future communications.

If you are dissatisfied with the handling of your request, you have the right to ask for this to be investigated internally.

If you are dissatisfied with the information you have received, you have the right to ask for an internal review.

Both processes will be handled in accordance with our Trust's Freedom of Information Policy and the Freedom of Information Act 2000.

Internal investigation and internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to: Freedom of Information Review, The Clatterbridge Cancer Centre NHS Foundation Trust, Clatterbridge Road, Bebington, Wirral, CH63 4JY

If you are not satisfied with the outcome of the internal investigation/review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

**In order for us to ensure customer satisfaction and to monitor compliance with the Freedom of Information Act 2000, we would be grateful if you could take a couple of minutes to complete a short feedback form via the link below:**

<https://www.surveymonkey.co.uk/r/H39RFMM>