

Date: 12 October 2018

Re: Freedom of Information Request
Ref: 206-2018

Thank you for your email dated 18th September 2018, requesting information regarding interpretation services used by the Trust.

The information that you require is as follows:

Regarding your usage of interpretation services, I would like to make the following requests under the Freedom of Information Act:

- 1) **From 1st January 2017 – 31st December 2017 how much did your Trust spend of interpreting services?**

£74,298.75

- 2) **Do you service interpreting requirements in-house or do you outsource to a third party company?**

Interpreter Services are sourced from a third party

- 3) **If you use a third party to service interpreting requirement**
 - a. **What is the name of the organisation you outsource to?**

Beacon Languages

- b. **is the interpreting services provision contracted under a OJUE/Framework or is the service provided off contract?**

Provided off contract

- c. **if contracted what OJUE/Framework contract is the Trust accessing and when does the contract expire?**

Not contracted under OJUE / Framework; service provision is regularly (quarterly) assessed for fill rates, compliance with patient requirements and costing

d. please provide both dates if telephone and face to face interpreting are contracted separately

N/A

4) Who is the senior responsible officer for interpreting services at the Trust?

Service process is managed by Anthony Marsland- Medical Devices & Commodities Manager for Integrated Care

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>