

Telephone: 01744 457237
Fax: 01744 624188

Email: sthelensccg.foi@nhs.net

Our Ref: FOI 7781

Date: 13th December 2018

Dear Sir/ Madam

Re: Freedom of Information Request

Further to your recent Freedom of Information request regarding Interpretation services, please see below our response to your request.

Request/ Response:

1) From 1st January 2017 – 31st December 2017 how much did the CCG spend of interpreting services? £4,585.09

2) Do you service interpreting requirements in-house or do you outsource to a third party company? The CCG used Language line. This service was originally commissioned, and managed, by NHSE; the CCG only took over responsibility for provision of interpretation services during the financial year 2016/17. The contract already in place was continued.

3) If you use a third party to service interpreting requirement

a. What is the name of the organisation you outsource to? [Language line](#)

b. is the interpreting services provision contracted under a OJUE/Framework or is the service provided off contract? [As per question 2 above.](#)

c. if contracted what OJUE/Framework contract is the Trust accessing and when does the contract expire? [The contract expired on 31 October 2018](#)

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 CCG? CCG Primary Care Team, STHPrimaryCare.GeneralEnquiries@sthelensccg.nhs.uk

Should you require any further information or clarification regarding this response or do not feel that your request has been answered as you would expect, please contact us to discuss.

We also wish to take this opportunity to inform you that a formal complaints and internal review process is available, which will be managed by a FOI Appeals Officer.

This can be formally requested and must be done within a reasonable period of time (3 calendar months) from the date this response was issued.

Where you are not satisfied with the response to a request for information that falls within the Environmental Information Regulations, you should make a representation for a review to FOI Appeals Officer, sthelensccg.foi@nhs.net within 40 days of receipt of the response.

If you are not satisfied with our review under the Freedom of Information Act or the Environmental Information Regulations, you may apply directly to the Information Commissioners Office (ICO) for a review of your appeal decision. Generally, the ICO cannot make a decision unless you have exhausted our complaints procedure.

The ICO can be contacted at;

ICO, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF
www.ico.gov.uk

Should you need any further clarification or assistance, please do not hesitate to contact me quoting the above reference.

Yours sincerely,

A handwritten signature in cursive script that reads "Angela Delea".

Angela Delea
Associate Director – Corporate Governance
NHS St Helens Clinical Commissioning Group