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Email: sthelensccg.foi@nhs.net

Our Ref: FOI 7863

Date: 4th April 2019

Dear Sir/ Madam

Re: Freedom of Information Request

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

Request:

The following questions refer to any interpretation from another language into English, or from English to another language as well as BSL interpretation.

For the last financial year 2018/19, please could you provide the following:

1. What suppliers have the Trust been using for Interpretation Services?
2. Could you provide the total annual spend for interpreter services for the last financial year 2018/19, as well as broken down by language / BSL?
3. Which languages did the interpreters support the Trust with?
 - a) Please list each language in order of highest to lowest in terms of use/bookings
 - b) Please list how many times/bookings the interpreters worked for you in each language

Response:

Please see our response to FOI 7822, February 2019, which can be found on our website: <https://www.sthelensccg.nhs.uk/contact-us/freedom-of-information-foi/>.

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