

Date: 01/10/2018

FREEDOM OF INFORMATION REQUEST FOI/014387 – Interpreting services

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? - £130k

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

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

a. What is the name of the organisation you outsource to? - Word 360

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

c. if contracted what OJUE/Framework contract is the Trust accessing and when does the contract expire? - HealthTrust Europe. Expiry Date: 31/03/2019 (currently under review)

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

4) Who is the senior responsible officer for interpreting services at the Trust? – Operations Manager, Patient Access