



25 September 2018

Information Rights & Compliance Team
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Our Ref: FOI 3047

Thank you for your request concerning the usage of interpretation services.

Your request has been considered and processed in accordance with the requirements of the Freedom of Information (FOI) Act 2000.

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

The Trust report in financial years; the spend for 2017/18 was £73,973.62.

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

The Trust has a contract with a third party provider for delivering these services.

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

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

The name of the organisations that provided these services (to 30th September 2018) were:

- Hertfordshire & Buckinghamshire Services – Hertfordshire Interpreting & Translation Services (HITS)
- Essex Services – Essex Interpreting
- Norfolk Services – INTRAN (via HITS)
- Telephone Interpreting – Language Line

Following the completion of a recent procurement process the Trust is moving to a single provider (HITS) for all services.

b. Is the interpreting services provision contracted under an OJUE/Framework or is the service provided off contract?

The service is provided on contract (OJUE).

c. If contracted what OJUE/Framework contract is the Trust accessing

The contract was put out to tender in 2016/17 via Due North (managed by Hertfordshire Procurement on behalf of local providers).

d. When does the contract expire?

The new contract the Trust is entering into will expire in 3 years.

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

As explained under 3 a) the Trust is moving to a single provider (HITS).

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

The responsible officer for interpreting at the Trust is the Inclusion & Engagement Team Manager.

Please note: The Trust follows government procurement guidelines and therefore does not accept cold callers.

Should you require further clarification, please do not hesitate to contact me.

Please find enclosed an information sheet regarding copyright protection and the Trust's complaints procedure in the event that you are not satisfied with the response.

Yours sincerely

Sue Smith

**Sue Smith
Information Rights Officer**

Enc: Copyright Protection and Complaints Procedure Information Leaflet.

If you would like to complete a short survey in relation to your Freedom of Information request please scan the QR code below or click [here](#).

