

5 January 2023

Information Rights & Compliance Team
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Our Ref: FOI/04474

Thank you for your request concerning our translating services & contracts.

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

Interpreting and Translation

1. Who is the point of contact that deals with interpreting and translation contracts within your organisation?

Our Inclusion and Involvement Manager manages our interpreting and translation contract.

2. What are their contact details?

All our management contact details can be obtained through [Binley's Database of NHS Management¹](#).

3. Do you access interpreting and translation suppliers directly or through a framework?

Our interpreting and translation contract runs across providers in our STP (Sustainable Transformation Partnership) i.e. our services in Essex, Bucks, Herts and Norfolk under a Pan Contract.

Currently the provider is Herts Interpreting and Translation Service (HITS) - information can be found on our Trust website - [Interpreting services \(hpft.nhs.uk\)](#)

4. If through a framework, which one do you use?

Please see the answer to question 3.

5. What is the start and end date for either the framework or direct contracts you have with interpreting and translation supplier(s)?

Start date	End date
	Feb 2023

¹ Section 21 – Information is available through other means

6. Which suppliers do you use for the following services:

Service	Supplier
Telephone interpreting	Please see the answer to question 3.
Face to face interpreting	
British Sign Language	
Video interpreting	
Written translation	
Other interpreting/translation related service	

7. How many bookings did you have in the following financial years: 2019/20, 2020/21, 2021/22.

This information is already in the public domain. Please follow this [link](#) to a previously published response. (FOI 4405)¹.

8. What was the spend on services in the following financial years: 2019/20, 2020/21, 2021/22.

Please follow the link provided under question 7.

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](#).

