

Date: 1 May 2019

Re: Freedom of Information Request
Ref: 96- 2019

Thank you for your email dated 4th April 2019 requesting information relating to the contracts for translating and interpreting at the Trust.

The information that you require is as follows:

I am writing to request information related to the contracts for translating and interpreting under the above mentioned Act I would like your trust to provide me with the following information:

- **The length of the contract with the translating company you use**
Arrangements for the provision of translation services provided to the Trust are informal, i.e. not under contract, reviewable on an annual basis. We have just entered into a 12 month agreement for British Sign Language with an option to extend for a further year.
- **The cost to the NHS per year for your trust for translating and interpreting**
The value spent on an interpreter service, all providers for 2018-19 was £69,589
- **The date the contract ends with the current company**
As above, no formal contracts signed other than for BSL which commenced on 1st April 2019 for 12 months with an optional extension of a further year
- **The dates the contract will go out for tender**
Not applicable
- **The number of patients that used translating and interpreting in your trust area.**
April 2018 – March 2019 = 642

Should you require any further information please do not hesitate to contact me on the email address provided below.

Please remember to quote the reference number above in any future communications.

If you are dissatisfied with the handling of your request, you have the right to ask for this to be investigated internally.

If you are dissatisfied with the information you have received, you have the right to ask for an internal review.

Both processes will be handled in accordance with our Trust's Freedom of Information Policy and the Freedom of Information Act 2000.

Internal investigation and internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to: Freedom of Information Review, The Clatterbridge Cancer Centre NHS Foundation Trust, Clatterbridge Road, Bebington, Wirral, CH63 4JY

If you are not satisfied with the outcome of the internal investigation/review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

In order for us to ensure customer satisfaction and to monitor compliance with the Freedom of Information Act 2000, we would be grateful if you could take a couple of minutes to complete a short feedback form via the link below:

<https://www.surveymonkey.co.uk/r/H39RFMM>