



5 June 2019

FREEDOM OF INFORMATION – DECISION NOTICE

Dear Requester

FOI Reference Number: 000528

I refer to your email of 13 May requesting information in respect of interpreting services.

I can confirm on behalf of Great Yarmouth and Waveney, North Norfolk, South Norfolk, Norwich and West Norfolk CCGs and in accordance with S.1 (1) of the Freedom of Information Act 2000 (FOIA) that we do hold some of the information that you have requested. A response to each element of your request is detailed below:

Please can you provide financial information relating to the:

- total cost of interpreting services in the last 2 years and the number of requests made
- total cost of translation services in the last 2 years and the number of requests made
- total cost of BSL interpreting in the last 2 years and the number of requests made

I would also be grateful if you could provide us with information that includes:

- Hourly cost of face to face interpreting services
- Cost per minute of telephone interpreting services
- Breakdown of the top 10 most popular languages

How many video interpreting sessions were made last year for all languages, including British Sign Language?

Can you please provide details of your current provider(s) (company name, date contract was awarded).

When are your current language service contracts with your incumbent(s) due to end?

Please can you provide the name, job title, email address and contact number for the person(s) responsible

- for awarding any contracts relating to these services
- For managing the day to day running of the services

Responses

The Norfolk and Waveney CCGs use the Intran interpreting service, see <http://www.intran.org/> which is part of a large regional contract with other public sector bodies e.g. councils etc.

In some instances, itemised spend is not held however I can confirm that for 2018/19 membership of Intran cost each CCG £2,232.00

If you wish to obtain information specifically regarding interpreting services within primary care NHS England should be able to assist you further and can be contacted at <https://www.england.nhs.uk/contact-us/foi/>

Additionally, the CCGs' can confirm the following regarding spend:

	18/19	17/18
West	£147,326.89	£40,301.25
South	£148,570.78	£60,518.59
GY&W	£61,248.26	£25,921.12
Norwich	£151,276.67	£65,780.31
North	£94,466.79	£8,891.17

The CCGs' are unable to break down the total amount spent between interpreting services, translation services and BSL interpreting or to provide the number of individual requests made as this is not held.

I would also be grateful if you could provide us with information that includes:

Hourly cost of face to face interpreting services

This Information is not held.

Cost per minute of telephone interpreting services

This Information is not held.

Breakdown of the top 10 most popular languages

LITHUANIAN
ARABIC
POLISH
BSL
HUNGARIAN
MANDARIN
RUSSIAN
ROMANIAN
FARSI
KURDISH

How many video interpreting sessions were made last year for all languages, including British Sign Language?

This Information is not held.

Can you please provide details of your current provider(s) (company name, date contract was awarded).

The CCGs' do not hold an individual contract with a translation provider to provide translation services for Primary Care Patients. Please refer to NHS England (EAST) as detailed above.

When are your current language service contracts with your incumbent(s) due to end?

The CCGs' do not hold an individual contract with a translation provider to provide translation services for Primary Care Patients. Please refer to NHS England (EAST) as detailed above.

Please can you provide the name, job title, email address and contact number for the person(s) responsible

- **for awarding any contracts relating to these services**
- **For managing the day to day running of the services**

The CCGs' do not hold an individual contract with a translation provider to provide translation services for Primary Care Patients. Please refer to NHS England (EAST) as detailed above.

I hope that this answers your queries with the information we currently hold, but if I can be of any further assistance please do not hesitate to contact me.

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review. 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

Arden & GEM CSU
FOI Team, Room 18
Scarsdale
Newbold Road
Chesterfield
S41 7PF

Email agcus.foi.norfolkaveneyccgs@nhs.net

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision. Generally, the ICO cannot make a decision unless you have exhausted the complaints procedure provided the CCG.

The Information Commissioner can be contacted at: Information Commissioners Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF, telephone 0303 123 1113, email casework@ico.org.uk

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<http://www.nationalarchives.gov.uk/doc/open-government-licence/version/3/>

Yours faithfully

Philip Humphreys

Corporate Senior Manager, Arden & GEM CSU

**On behalf of
Great Yarmouth and Waveney,
North Norfolk, South Norfolk
Norwich and West Norfolk CCGs**