

Information Governance

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Littlemore Mental Health Centre
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1 October 2018
Reference no. 18190232

Dear

Request for Information: Freedom of Information Act

Thank you for your email of 18 September making a request for information under the Freedom of Information Act. You requested the following information and the Trust is able to provide the information below in response:

Request:

- 1) From 1st January 2017 – 31st December 2017 how much did your Trust spend of interpreting services?
- 2) Do you service interpreting requirements in-house or do you outsource to a third party company?
- 3) If you use a third party to service interpreting requirement
 - a. What is the name of the organisation you outsource to?
 - b. is the interpreting services provision contracted under a OJUE/Framework or is the service provided off contract?
 - c. if contracted what OJUE/Framework contract is the Trust accessing and when does the contract expire?
 - 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?

Response:

- 1) Face-to-face: £ 85998.0972

Telephony: £7,340.13

- 2) Outsource

3) a. Face-to-face: Language Empire

Telephony: Language Line

b. The current Face-to-Face provision was contracted under a Framework.

The current Telephony provision was direct awarded due to unanticipated circumstances where the original supplier had been awarded via an Open procurement procedure.

c. The current Face-to-Face provision is contracted through the use of the NHS SBS Framework Agreement. The current award will last until October 2019 .

The current Telephony provision will last until September 2019.

d. See above answer to question c.

4. There is no senior responsible officer for interpreting services as the services are used by a variety of different departments across the Trust. The letting of contracts is co-ordinated between the Procurement Lead and the Head of Inclusion.

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to me and I will ensure the decision is reviewed. The Trust will consider undertaking a review if requested to do so within 40 working days of the date the response is received by the applicant, and will apply discretion if a longer period of time has passed.

Should you wish to make a complaint as a result of the outcome of such a review, you may apply directly to the Information Commissioner's Office (ICO) for a decision.

Generally, the ICO cannot make a decision unless you have exhausted the complaints procedure provided by the Trust for FoI Act matters.

The ICO can be contacted at:

The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF

Please contact me if there are any further queries.

Kind regards,

Yours sincerely,

Mark Underwood

Head of Information Governance