

**Compliance Team – Health Records**

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## FOI REQUEST NUMBER 67 2015

**Request:**

1. The name of the designated person responsible for the managing of interpreting and translation services on behalf of Norfolk and Suffolk NHS Foundation Trust?
2. Who are your current providers of Translation and Interpreting services?
3. Is the service contracted?
4. If the service is contracted, when did the contract commence and when is it due to expire?
5. Was the contract awarded after using an OJEU tendering process or was the service accessed through a framework, if so which one?
6. How many face-to-face interpreting (not BSL) bookings have you had during 2013/2014 financial year?
7. How many telephone interpreting bookings were made during 2014?
  - 7a. How much did this cost during this time period for telephone interpreting services?
8. How many BSL (British Sign Language) bookings were made during 2014?
  - 8a. How much did this cost during this time period for BSL (British Sign Language) interpreting services?
9. How many written Translation bookings were made during 2014?
  - 9a. How much did this cost during this time period for Translations services?

**Response:**

1. Ravi Seenan
2. Face to face – Cintra, translation – Pearl Linguistics, telephone interpreting – Language Line Services, British Sign Language – Deaf Connexions & Clarion
3. Yes
4. July 1 2013, it will expire on July 1 2016
5. Framework – INTRAN
6. 1,277
- 6a. £88,794.40
7. 186
- 7a. £1,505.93
8. 36
- 8a. £4,536.45
9. 49
- 9a. £5,368.92

The Trust provides a complaints procedure to deal with complaints about the Trust's handling of requests for information. If you feel you need to make a complaint, in the first instance, you should contact a Non-Executive Director via the Chair of the Trust. If you feel you have exhausted our internal complaints procedure, you also have the right and may feel you wish to write to the Information Commissioner who can be contacted on telephone number 01625 545740 or at [www.ico.gov.uk](http://www.ico.gov.uk).