

## FOI Request 3857

### NHS Warwickshire North CCG

Under FOI legislation, could you please provide me with financial information relating to the following services by the WNCCG:

- costs of face to face interpreting services
- costs of telephone interpreting services
- costs of written translation services

I would appreciate it if you could provide us with the above information for the last 2 financial years, the current year and budget for next year?

I would also appreciate if you could please provide me with the following information:

1. The annual cost for each of the services
2. Whether interpreting hourly fee is inclusive of travel or plus costs?
3. How much is the cost per hour?
4. Breakdown of the top 30 most popular languages used over these periods
5. Details of your current provider(s) (company name, date contract was awarded)
6. Spend per language service provider (LSP)
7. When are your current language service contracts with your LSPs due to end?
8. Where do you advertise your face to face interpreting and translation contracts?
9. Name, addresses and contact point(s) for your Procurement Department responsible for awarding Interpreting and Translation contracts.

### Response

The CCG is unlikely to need translation and interpretation services because our commissioned providers have their own contracts and our primary care providers will obtain their services via NHS England (the Primary Care function transferred from the old PCTs to NHS England rather than to the CCGs).

As part of our Service Level Agreement with Arden Commissioning Support (ACS) we have access to a call-off agreement with Language Line via the Health Trust Europe framework but, to date, we have not had occasion to utilise this so our spend is nil. This agreement runs until 30<sup>th</sup> September 2015.