Freedom of Information Request

Reference Number: EPUT.FOI.19.1148
Date Received: 9th July 2019

Information Requested:

I would like to ask you to kindly provide me with the below information for the Bedfordshire & Luton Community NHS Trust.

Please can you provide financial information relating to the:

1. total cost of interpreting services in the last 2 years
   2017-18 £45 – 55,000k
   2018-19 Services transferred to East London Foundation Trust on 1st April 2018.

2. number of requests made total cost of translation services in the last 2 years
   The Trust is unable to answer this query as we do not record this level of data.

3. number of requests made total cost of BSL interpreting in the last 2 years
   2017-18 BSL Total Cost £1 – 5,000
   2018-19 Services transferred to East London Foundation Trust on 1st April 2018
   No information available to provide number of the request made.

4. number of requests made total cost of spoken video interpreting in the last 2 years
   The Trust is unable to answer this query as we do not record this level of data.

5. number of requests made total cost of non-spoken (BSL) video interpreting in the last 2 years and the number of requests made
   The Trust is unable to answer this query as the invoices do not indicate whether the service provided was face to face or video.

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

1. Hourly cost of face to face interpreting services
   The Trust believes that this information is of commercial interest and may prejudice either the supplier or the Trust. The Trust is therefore applying Section 43 of the Act (Commercial Interests).*

2. Cost per minute of telephone interpreting services
   The Trust believes that this information is of commercial interest and may prejudice either the supplier or the Trust. The Trust is therefore applying Section 43 of the Act (Commercial Interests).*

3. Cost per minute of spoken video interpreting services
   The Trust believes that this information is of commercial interest and may prejudice either the supplier or the Trust. The Trust is therefore applying Section 43 of the Act (Commercial Interests).*

4. Cost per minute of non-spoken (BSL) video interpreting services
5. Breakdown of the top 10 most popular languages

The most popular languages:
Polish, Bengali, Romanian, Urdu, Russian, Turkish, Lithuanian, Cantonese, Punjabi

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

The Trust is unable to answer this query as data is not collected for video interpreting.

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


North Essex – Cintra, TIP – renewed via purchase orders which end 30\textsuperscript{th} June 2019.
Tongue Tied – renewed via purchase orders which ends 31\textsuperscript{st} July 2019

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

There is a new contract starting 1\textsuperscript{st} August 2019, with a new provider. This was due to end on 1\textsuperscript{st} July 2019 however an extension has been applied.

9. 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

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* Section 43: Commercial interests

(1) Information is exempt information if it constitutes a trade secret.
(2) Information is exempt information if its disclosure under this Act would, or would be likely to; prejudice the commercial interests of any person (including the public authority holding it).
(3) The duty to confirm or deny does not arise if, or to the extent that, compliance with section 1(1)(a) would, or would be likely to, prejudice the interests mentioned in subsection (2).

Publication Scheme:

As part of the Freedom of Information Act all public organisations are required to proactively publish certain classes of information on a Publication Scheme. A publication scheme is a
guide to the information that is held by the organisation. EPUT’s Publication Scheme is located on its Website at the following link https://eput.nhs.uk