Re: Request for information under the Freedom of Information Act 2000

Thank you for your email, dated 8 July 2019, making a request under the Freedom of Information Act 2000 for access to information which may be held by NHS Greater Preston Clinical Commissioning Group (CCG).

Please find detailed below NHS Greater Preston CCG’s response to your request, which is formatted as follows:-

1. Details of NHS Greater Preston CCG’s decision in regard to the information requested.
2. A schedule of all the records covered by your request.
3. A statement concerning copyright and re-use of public sector information.
4. Details of how you can appeal this decision should you wish to do so.

This letter addresses each of these parts in turn:-

1. Decision

I can confirm that NHS Greater Preston CCG holds part of the information requested.

2. Schedule of records/FOI response

Request: Total cost of interpreting 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

Response:
It should be noted that the CCG also pays for interpreter services booked by its member GP practices.

<table>
<thead>
<tr>
<th>Financial year</th>
<th>£</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total face to face interpreting spend in 2017/18</td>
<td>2438.64</td>
</tr>
<tr>
<td>Total face to face interpreting</td>
<td>1368.72</td>
</tr>
<tr>
<td>spend in 2018/19</td>
<td></td>
</tr>
<tr>
<td>----------------------------------------</td>
<td>----------</td>
</tr>
<tr>
<td>Total telephone interpreting spend in 2017/18</td>
<td>3,921.60</td>
</tr>
<tr>
<td>Total telephone interpreting spend in 2018/19</td>
<td>8,917.08</td>
</tr>
<tr>
<td>British Sign Language 2017/18</td>
<td>33,129.12</td>
</tr>
<tr>
<td>British Sign Language 2018/19</td>
<td>26,883.50</td>
</tr>
</tbody>
</table>

We do not hold information relating to the number of requests received by each provider.

**Request:** total cost of translation services in the last 2 years and the number of requests made

**Response:** Nil.

**Request:** 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

**Response:** The CCG wishes to exempt this information under Section 43 of the FOI act as this could prejudice the commercial interests of the provider when negotiating service costs with other organisations.

**Request:** Breakdown of the top 10 most popular languages

**Response:** The CCG does not hold this level of information.

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

**Response:** Nil.

**Request:** 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?

**Response:** The CCG uses Lifeline for face to face interpreting, Language Line for telephone interpreting and Co-sign for BSL. The CCG does not have a ‘contract’ for these services, it has a rolling service level agreement; this is a historical agreement which has been in place since the legal existence of the CCG and there is no definitive end date.

**Request:** 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

**Response**: We do not have a staff member who is responsible for awarding contracts relating to, or for the day to day running of these services. However, we can advise that our Director of Finance and Procurement is Matt Gaunt, who can be contacted by email at: gpccg.enquiries@nhs.net and by phone on 01772 214232.

3. Copy and reuse of public sector information provided in FOI response

Most of the information provided by NHS Greater Preston CCG in response to Freedom of Information Act 2000 requests will be subject to copyright protection. In the majority of cases the information will be owned by NHS Greater Preston CCG. The copyright for other information may be owned by another person or organisation, as indicated in the information itself: in this case you must apply to the copyright owner to obtain their permission.

You are free to use any information supplied for your own use, including for non-commercial research purposes. It may also be used for the purposes of news reporting. However, any other type of re-use, for example, by publishing the information or issuing copies to the public will require the permission of the copyright owner.

4. Right of appeal to FOI response

If you are dissatisfied 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 are entitled to complain in the following way:

Initially you should complain in writing to the freedom of information officer, either by email on gpccg.foi@nhs.net or post to Chorley House, Lancashire Business Park, Leyland, PR26 6TT, specifying why you feel you have been wrongly denied access to the information requested. The freedom of information officer will ensure your complaint is investigated under NHS Greater Preston CCG’s internal processes and provide you with a written response within 20 working days.

If you are not content with the outcome of your complaint, 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 NHS Greater Preston CCG.

Yours sincerely

Helen Curtis
FOI Lead
Head of Quality and Performance