

Staffordshire CCGs' Headquarters
First Floor
Staffordshire Place 2
Stafford
ST16 2LP

21 May 2019

Dear

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

Ref no: CAS-04388-Q4Z5J3-CC
CAS-04388-Q4Z5J3-SAS
CAS-04388-Q4Z5J3-SE
CAS-04388-Q4Z5J3-ES
CAS-04388-Q4Z5J3-NS
CAS-04388-Q4Z5J3-SOT

Thank you for your correspondence dated 10 May 2019 making a request under the Freedom of Information Act 2000 for information which may be held by NHS Cannock Chase Clinical Commissioning Group (CCG), NHS East Staffordshire CCG, NHS North Staffordshire CCG, NHS Stafford and Surrounds CCG, NHS Stoke-on-Trent CCG and NHS South East Staffordshire and Seisdon Peninsula CCG.

You requested the following information and our response is detailed below:

- total cost of interpreting services in the last 2 years and the number of requests made

The total cost of interpreting services are as follows;

North Staffordshire CCG:

Total 17/18 – £936.33
Total 18/19 - £463.40

Stafford and Surrounds CCG:

Total 17/18 - £141.40

East Staffordshire CCG:

Total 18/19 - £949.65

- total cost of translation services in the last 2 years and the number of requests made

See below

- total cost of BSL interpreting in the last 2 years and the number of requests made

See below

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

- Hourly cost of face to face interpreting services

The hourly cost per face to face varies from £27.50 to £35.

- Cost per minute of telephone interpreting services

See below

- Breakdown of the top 10 most popular languages

There are no existing contracts relating to interpreting and translating currently. Because of this, we are not actively receiving invoices which can be monitored and recorded bearing in mind that some providers will include these costs in their main contract.

Right of appeal

Should you require any further information or clarification regarding this response, or do not feel that your request has been answered as you would expect, please contact the FOI team to discuss. However, if you remain dissatisfied with the service you have received in relation to your request and wish to request a review of our decision, this can be formally requested in writing and must be within a reasonable period of time (two calendar months) from the date this response was issued

Initially you should write to the freedom of information officer, either by email on MLCSU.FOITeam@nhs.net or post to Jubilee House, Lancashire Business Park, Leyland, PR26 6TR, specifying why you feel you have been wrongly denied access to the information requested. The freedom of information team will make sure your request is investigated by an independent reviewer who was not involved in the original consideration of your request and a written response will be provided within 20 working days.

If you are not content with the outcome of your internal review, you may apply directly to the Information Commissioners Office (ICO) for a decision. Generally, the ICO cannot make a decision unless you have exhausted the complaints procedure provided by NHS Cannock Chase CCG, NHS East Staffordshire CCG, NHS North Staffordshire CCG, NHS Stafford and Surrounds CCG, NHS Stoke on Trent CCG and NHS South East Staffordshire and Seisdon Peninsula. The ICO can be contacted at:

Information Commissioners Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF
www.ico.gov.uk

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- Full details of the document/information required for re-use sufficient for NHS Cannock Chase CCG, NHS East Staffordshire CCG, NHS North Staffordshire CCG, NHS Stafford and Surrounds CCG, NHS Stoke on Trent CCG and NHS South East Staffordshire and Seisdon Peninsula CCG to identify it.
- The purpose for which the document/information is to be re-used.

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Yours sincerely



Sally Young
Director of Corporate Services, Governance and Communications

NHS Cannock Chase CCG
NHS East Staffordshire CCG
NHS North Staffordshire CCG
NHS South East Staffordshire and Seisdon Peninsula CCG
NHS Stafford and Surrounds CCG
NHS Stoke-on-Trent CCG

Cannock Chase Clinical Commissioning Group
East Staffordshire Clinical Commissioning Group
North Staffordshire Clinical Commissioning Group
South East Staffordshire and Seisdon Peninsula Clinical Commissioning Group
Stafford and Surrounds Clinical Commissioning Group
Stoke-on-Trent Clinical Commissioning Group

