

Date: **24 July 2019**

Our reference: **FOIRQ5231**

Dear Sir/Madam,

Thank you for your request for information processed under the Freedom of Information Act 2000. Please see our response to your request below:

Your Request and Our Response (in bold)

Please see below an FOI request for the following information regarding the translator service used by GOSH 'Bigword'.

We intend on using the information gathered as part of an article that will be published in a peer reviewed dental journal

FOI Information Request:

- a. What is the cost of the use of Bigword per telephone conversation?*
- b. How much does it cost for a face to face translator to attend an appointment for approx 1 hour?*
- c. What is the overall cost of Bigword to the Trust per year?*

Our Request for Clarification

We requested clarification on the time period you require for the following question, e.g. financial year 2018/2019?

- c. What is the overall cost of Bigword to the Trust per year?*

Your Response to Our Request for Clarification

We would like to find out the overall cost of Bigword to the Trust in the financial years of 2017/2018 and 2018/2019

Our Response (in bold)

Great Ormond Street Hospital for Children is unable to respond to your following request for information; except for questions (c):

- a. What is the cost of the use of Bigword per telephone conversation?*
Please see note**
- b. How much does it cost for a face to face translator to attend an appointment for approx 1 hour?* **Please see note****

- c. *What is the overall cost of Bigword to the Trust per year? Please see our response for the following financial years you have specified:*

2017-18 - £599,835.10 (+ vat)

2018-19 - £523,606.80 (+ vat)

Please note:Great Ormond Street Hospital for Children NHS Foundation Trust is unable to respond to your request for information in the format of a breakdown in relation to questions (a) and (b) of your request. The Trust is able to withhold information where it believes that disclosure would be likely to prejudice the commercial interests of any person, including the public authority (the “Trust”) holding it. We have therefore conducted a public interest test to consider the balance of the public interest on disclosure under Section 43 (Commercial Interests) of the Freedom of Information Act (FOIA) 2000.**

The Trust is of the view that disclosure of information would, or would be likely to prejudice the commercial interests of both the Trust and third party where there is a 50% chance that disclosure would prejudice the competitive market for procuring future services. This is because our current contract expires in January 2020 and we, therefore, need to consider our options on re-procurement for assurances that we obtain the most competitive price during the tendering process.

The Trust also needs to respect third party commercially sensitive information leading up to the tendering process. The Trust’s private patients business is also looking to contract for certain specialised interpreting service. We therefore strongly believe that disclosure of the information at this present time would likely to prejudice the commercial interests of both parties concerned.

The Trust acknowledges that disclosure of information would demonstrate a willingness to be transparent and possible costs sustained by the Trust as a publicly funded body. However, we do believe in maintaining fairness of the tender process as disclosure of costs could, potentially, lead to the public from benefiting in the competitive market place. Your request for information is therefore exempt under Section 43(2) (Prejudice to Commercial Interests) of the FOIA.

Please note:

The information provided under the Freedom of Information Act 2000 is the information held on the date your request was received by the Trust.

We trust the information provided is sufficient and helped to answer any issues, concerns or questions. Should you have any further queries in relation

to this request, please do not hesitate to contact the FOI Team and quote the above reference number on any related correspondence.

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Yours sincerely

Freedom of Information team

Great Ormond Street Hospital for Children NHS Foundation Trust
Email: foiteam@gosh.nhs.uk

[Enclosed – Your rights – see next page]

Your Rights

If you are dissatisfied with the response you have received to your request for information, please contact the FOI team and quote your reference number on all correspondence relating to your request.

You can also write to the Head of Quality & Safety at the following address:

Quality & Safety team
Great Ormond Street Hospital
LONDON
WC1N 3JH

If you are still not satisfied with your response, you also have the right to appeal to the Information Commissioner.

You can contact the Information Commissioner's Office at the following address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF