

Date: **25 November 2019**

Our reference: **FOIRQ5270**

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

The following questions refer to any interpretation from another language into English, or from English to another language as well as BSL interpretation. For the last 3 financial years (2016/17, 2017/18, 2018/19), please could you provide the following:

Great Ormond Street Hospital for Children NHS Foundation Trust (the ‘Trust’) is a single site, specialist tertiary paediatric trust. Please see our response to your following request for information below:

1. *What suppliers have the Trust been using for Interpretation Services?*
Our main contract is with Bigword. We also directly employ our own interpreters
2. *Could you provide the total annual spend for interpreter services in each of the past 3 financial years (2016/17, 2017/18, 2018/19) to date as well as broken down by language / BSL? Please see the total annual spend for each financial year below:*

2016/2017 - £523,359.04

2017/2018 - £599,835.10

2018/2019 - £523, 606.80

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 relating 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 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 parties 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. We therefore need to consider our options on whether to extend or re-procure. If we choose to re-procure then we need assurance that we shall 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. We consider also that disclosing this information would be likely to prejudice the commercial interests of the Big Word in forthcoming NHS tenders to be operated by local Trusts.

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 where disclosure of providing a breakdown of costs requested could, potentially, lead to the public from benefiting in the competitive market place. Your request is therefore exempt under Section 43(2) (Prejudice to Commercial Interests) of the FOIA.

3. *Which languages did the interpreters support the Trust with? The contract with Big Word covers all languages; but there is no distinctive list of languages centrally recorded by the Trust. We cannot therefore respond to your following sub-questions (a) and (b). Please see note below ***

- a) *Please list each language in order of highest to lowest in terms of use/bookings*
- b) *Please list how many times/bookings the interpreters worked for you in each language*

Please note: **The Trust does not centrally record this level of detail and would require a manual search through individual records, including the need to contacting a third party to obtain advice and assistance. The Trust has estimated that to process your request for this question alone would very much exceed the cost limit of 18 hours stipulated for processing a request for information under Section 12 of the Freedom of Information Act 2000.

Section 12(1) of the FOIA allows the Trust to refuse a request where the cost of compliance is estimated to exceed the appropriate limit. The appropriate limit for Section 12 purposes is defined by The Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulation 2004 - SI 2004 No. 3244 ('Fees Regulation').

Under regulation 3 of the Fees Regulation the appropriate cost limit for the Trust is £450. The Fees Regulation also states that all authorities should calculate the time spent on the permitted activities at the flat rate of £25 per person, per hour. This means that the appropriate limit will be exceeded, if it would require more than 18 hours' work for the Trust to carry out the following activities in complying with the request:

- determining whether the information is held
 - locating the information, or a document containing it;
 - retrieving the information, or a document containing it; and
 - extracting the information from a document containing it.
4. *What is the name of the person within the Trust who is responsible for the commission of Spoken Language services?* **Martin Nightingale ***
5. *What is the name of the person with the Trust who is responsible for the commission of BSL services?* **Martin Nightingale ***

Please note: * the above named person has refused consent for their above personal data to be used for direct marketing purposes.

The Privacy and Electronic Marketing Regulations state that an individual must consent to processing of their personal data for marketing purposes. Re-use of their data for this purpose without explicit consent would therefore be a breach of their rights under the Data Protection Act 2018.

The Trust takes breaches reported by our staff seriously and we will make relevant complaints, including referrals to the Information Commissioner, if necessary.

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.

Re-use of information

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For information which is not Great Ormond Street Hospital for Children NHS Foundation Trust copyright, e.g. external websites, please contact the named party directly.

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 not 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