

Information Governance Department
East Wing
St. Pancras Hospital
4. St. Pancras Way
London NW1 0PE
Freedom.Information@Candi.nhs.uk

23 March 2015

Reference: 2015-237

Dear 

Re: Information Request – Freedom of Information Act 2000

Following your request for information we received on the 23 February 2015, we are providing you with access to some of the recorded information held by Camden and Islington NHS Foundation Trust in answer to your enquiry.

You requested the following information:

1. **“Name of designated person responsible for managing the Interpreting and Translation Services in C&I.**

Refusal Notice

I must advise you that the Trust is withholding your request for this information under section 40(2) of the Freedom of Information Act 2000 because it is personal information as defined in the Data Protection Act 1998, as it relates to a third party who is a junior employee within the Trust. The disclosure would constitute a breach of at least one of the Data Protection Principles defined in the Data Protection Act 1998 and it would be unfair to this individual and beyond their reasonable expectation to release this information into the public domain.

Section 40(2) of the Freedom of Information Act 2000 is an absolute exemption which means that the Trust is not obliged to consider whether or not it is in the public interest to release this information.

2. Who are your current providers of Translation and Interpreting Services?

- The Big Word (TBW)
- Central and North West London NHS Foundation Trust (CNWL)
- RAD

3. Is the service contracted?

- TBW is contracted via the LPP/CCS Framework

Chair: Leisha Fullick
Chief Executive: Wendy Wallace

Your partner in
care & improvement 

- CNWL is contracted under SLA
 - RAD – is cost and volume
- 4. If the service is contracted, when did the contract commence and when is it due to expire?**
- TBW – commenced 1 March 2012 and is being extended for a further 2 years to December 2017
 - CNWL is an annual rolling SLA, with 6 months' notice and currently is due to expire March 2016
- 5. Was the contract awarded after using an OEJU tendering process or via a framework, if so which one.**
- TBW was initially part of an OJEU tender run by LPP and the Trust was part of that evaluation panel. This then established the Buying Solutions framework RM 738/1
- 6. How many Face to Face interpreting (Not BSL) bookings did you have during the 2013/14 financial year?**
- TBW 960
 - CNWL 2,617
- a. How much did this cost during this time period for face-to-face interpreting services?**
- 7. How many Telephone interpreting (Not BSL) bookings did you have during the 2013/14 financial year?**
- TBW 73
 - CNWL 10
- a. How much did this cost during this time period for telephone interpreting services?**
- 8. How many BSL bookings were made during 2013/14?**
- Bookings 41
- a. How much did this cost during this time period for BSL (British Sign Language) interpreting services?**
- 9. How many written translation bookings were made during 2013/14?**
- CNWL 76

a. How much did this cost during this time period for Translations services?

Refusal Notice

The Trust is unable to provide any information in relation to the above questions 6a, 7a, 8a and 9a because it is commercially sensitive information and an exemption under section 43(2) of the Freedom of Information Act 2000 applies:

Section 43(2) states:

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).

Please note that this service was subject to a full tender, and is undergoing a pan-London procurement review as part of a huge EU wide LPP framework tender. If the Trust provides both activity, by type and costs, it would be:

- a) releasing locally negotiated pricing information which would undermine any future tender of the service and
- b) providing information that could lead to an unfair advantage to the requestor should they choose to make a bid in the legal tender for this service.

Section 43 is a qualified exemption meaning that a public test must be applied in order for the Trust to rely on it. The Trust therefore must therefore conduct a balancing test to establish whether the public interest in releasing the information outweighs the public interest in withholding it.

The Trust is of the opinion that releasing this information would prejudice the commercial interests of both the Trust and a third party for the above mentioned reasons and therefore on this occasion the public interest in withholding the information outweighs the public interest in disclosing it.

I do hope you are satisfied with the way in which your response was handled, if not you may request an internal review at the above email address within 28 days of this letter. When contacting the Trust please use the above reference that is unique to your request.

If you remain unsatisfied with the outcome of the internal review, you may seek further recourse by lodging an appeal with the Information Commissioner' Office at

Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF and on the Information Centre's website. www.ico.gov.uk/

Yours sincerely


Interim Information Governance Officer