

FOI number: **HBC_FOI_20190248**
Date FOI Received: **24/03/2019**
Department: **Customer Services**
Title: **Interpretation services**
Description: **Details of council interpretation services and spend.**

Request: *(As Redacted sent by requestor)*

Dear FOI Officer,

Regarding your usage of interpretation services, I would like to make the following requests under the Freedom of Information Act:

1) From 1st January 2017 – 31st December 2017 how much did the council spend of interpreting services?

2) Do you service interpreting requirements in-house or do you outsource to a third party company?

3) If you use a third party to service interpreting requirement

a. What is the name of the organisation you outsource to?

b. is the interpreting services provision contracted under a OJUE/Framework or is the service provided off contract?

c. if contracted what OJUE/Framework contract is the council accessing and when does the contract expire?

d. please provide both dates if telephone and face to face interpreting are contracted separately

4) Who is the senior responsible officer for interpreting services at the council?

Please send me your response via email to <REDACTED>

Response: *(Response as Redacted sent by service)*

Please find below our response

1) From 1st January 2017 – 31st December 2017 how much did the council spend of interpreting services?

£193.55

2) Do you service interpreting requirements in-house or do you outsource to a third party company?

Outsource to a third party company

3) If you use a third party to service interpreting requirement

a. What is the name of the organisation you outsource to?

- Language Line Solutions

b. is the interpreting services provision contracted under a OJUE/Framework or is the service provided off contract?

- Subscription service

c. if contracted what OJUE/Framework contract is the council accessing and when does the contract expire?

- October 2019

d. please provide both dates if telephone and face to face interpreting are contracted separately

- Not applicable

4) Who is the senior responsible officer for interpreting services at the council?

Judith Fear, Head of HR & Customer Services

If you have any queries about the processing of your request then please do not hesitate to contact me. Further information explaining the Council's process for responding to information requests together with a complaints/appeals procedure is available in our reception or via our website at:

<https://www.hertsmere.gov.uk/Your-Council/Official-Publications--Guides--Policies/Access-to-Information.aspx>

The Information Commissioner oversees the application of the Freedom of Information Act. You may contact the Information Commissioner at:

Information Commissioners Office

Wycliffe House, Water Lane

Wilmslow

Cheshire SK9 5AF

Telephone: 01625 545700

Website: www.informationcommissioner.gov.uk

Please include the above reference number on all correspondence related to this request.

Thank you for your request.

Kind regards

Information Services