



**Via Email Only**

30<sup>th</sup> April 2021

**Freedom of Information Ref No. FOI43**

Dear [REDACTED]

Thank you for your Freedom of Information request received on 29<sup>th</sup> March 2021.

**You asked Money and Pensions Service the following:**

**“1. Are you on any of the below frameworks for language services (face to face interpreting spoken and non-spoken, telephone and video interpreting and translation) if so which one?**

**Eastern Shires Purchasing Organisation (ESPO)**

**London Procurement Partnership (LPP)**

**NHS SBS**

**North East Purchasing Organisation (NEPO)**

**NOECPC**

**Health Trust Europe (HTE)**

**Crown Commercial Services (CCS)**

**2. If you are not on any of the above frameworks please confirm how you are accessing services.**

**3. What is the expiry date/s of your current language services contracts including telephone interpreting, face to face interpreting spoken and non-spoken and translation?**

**4. Who is your current provider for each of these services?**

**5. What was the spend by year for the last 2 financial years (2018 and 2019) in total and broken down by service**

- Telephone Interpreting
- Face to Face Interpreting
- British Sign Language
- Translation

**6. Who is the Contract Manager and Senior Responsible Owner in regard to language services?”**

**Money and Pensions Service Response:**

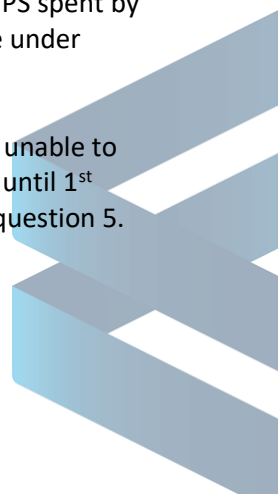
I refer to the letter I sent to you on 28<sup>th</sup> April 2021.

On reflection we have decided that the information you have requested concerning the amount MaPS spent by year broken down by service is not commercially sensitive and is therefore not exempt from release under Section 43 of the Freedom of Information Act.

I have provided this information in the document enclosed with this letter. I should add that we are unable to supply the amount MaPS spent for language services in 2018 because the organisation did not exist until 1<sup>st</sup> January 2019. Also, we are unable to supply the amount spent according to the categories listed in question 5. The reason for this is our computer system does not record the services under those categories.

**Money and Pensions Service**

120 Holborn, London EC1N 2TD t: +44 (0)115 9659570 w: MoneyAndPensionsService.org.uk





**Money &  
Pensions  
Service**

I hope this information is helpful. If you have any queries about my response to your request do not hesitate to contact me. Please remember to quote the reference number above in any future communication.

Yours sincerely,

**[REDACTED]**  
**Complaints & Freedom of Information Officer**

Encl: MaPS Language Line Services Information

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#### **Your right to complain under the Freedom of Information Act**

If you are not happy with this response you can ask for an internal review by e-mailing [foi@maps.org.uk](mailto:foi@maps.org.uk) or by writing to Money and Pensions Service, 120 Holborn, London, EC1N 2TD. Any review request should be sent within two months of the date of this letter.

If you are not content with the outcome of an internal review you may apply directly to the Information Commissioner's Office (ICO) for a decision. Generally, the ICO cannot make a decision unless you have exhausted our own complaints procedure.

The ICO can be contacted at: Wycliffe House, Water Lane, Wilmslow Cheshire SK9 5AF  
<https://ico.org.uk/global/contact-us/> or telephone 0303 123 1113 or 01625 545745