

Freedom of Information request 245-17

Request

Can I request the following please, who do you use for Translations and Interpreter's. What named individual is responsible for deciding this?

Response

A small range of providers of services is maintained based upon historic relationships and continuing value for money judged against the Scottish Government National Contract. The Scottish Government is currently reviewing and renewing the national Interpreting and Translation contract arrangements.

We currently use the services of the following providers:

Interpretation Services

Alpha Translating & Interpreting Services Ltd
LanguageLine Solutions

British Sign Language Services

Deaf Action
Dumfries & Galloway Council
Mary Dunlop
Jackie Greenshields
Maureen Greig
Donna Jewell
Just Sign Ltd
Nicolle Murdoch
Gill Wood

Translating Services

Heriot Watt Trading Ltd

If you are not satisfied with the way your request has been handled or the decision given, you may ask NHS Borders to review its actions and the decision. If you would like to request a review please apply in writing to, Freedom of Information Review, NHS Borders, Room 2EC3, Education Centre, Borders General Hospital, Melrose, TD6 9BS or foi.enquiries@borders.scot.nhs.uk.

The request for a review should include your name and address for correspondence, the request for information to which the request relates and the issue which you wish to be reviewed. Please state the reference number **245-17** on this request. Your request should be made within 40 working days from receipt of this letter.

If following this review, you remain dissatisfied with the outcome, you may appeal to the Scottish Information Commissioner and request an investigation of your complaint. Your request to the Scottish Information Commissioner should be in writing (or other permanent form), stating your name and an address for correspondence. You should provide the details of the request and your reasons for dissatisfaction with both the original response by NHS Borders and your reasons for dissatisfaction with the outcome of the internal review. Your application for an investigation by the Scottish Information Commissioner must be made within six months of your receipt of the response with which you are dissatisfied. The address for the Office of the Scottish Information Commissioner is, Office of the Scottish Information Commissioner, Kinburn Castle, Doubledykes Road, St Andrews, Fife.

