

## Response to Request for Information

### Interpreting and Translation Service

I can confirm that the information requested is held by City of Wolverhampton Council. I list below the information that is being released to you.

In your request you asked:

Please can you complete the information below regarding your interpretation, translation and British sign language services being used at your organisation.

1. Can you please tell me who your current supplier(s) is and provide a breakdown of the cost of the services? [D A Languages \(\\*cost breakdown is commercially confidential\)](#).
2. Please list your top ten most popular languages for the last 2 years?  
[Punjabi](#)  
[Polish](#)  
[Romanian](#)  
[BSL \(British Sign Language\)](#)  
[Mirpuri \(Pahari, Pahari-Pothowari, Pothohari, Potohari, Potwari\)](#)  
[Arabic](#)  
[Urdu](#)  
[Kurdish / Kurdish Sorani](#)  
[Czech](#)
3. Can you please provide details of your current provider(s) (company name, date contract was awarded and date of renewal)?  
[D A Languages,](#)  
[3/2/2018 to 2/2/2020 with a 2 yr ext - currently extended to 4/2/2022.](#)
4. What language services have you provided during the COVID19 pandemic? -  
[Face-to-face interpreting, telephone interpreting, Video remote interpreting and Translation / Transcription services.](#)
5. How many interpreting requests have not been filled during the COVID 19 pandemic and what languages were they? - [2](#)  
[Deaf Relay](#)  
[Punjabi](#)
6. Are you providing video interpreting services? How is this being provided and what are the costs per minute? [Yes \(\\*Commercially confidential\)](#)

City of Wolverhampton Council  
Civic Centre, St. Peter's Square,  
Wolverhampton,  
WV1 1SH

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7. Can you please provide the name and contact details of the person responsible for the set up and implementation for Interpreting and Translation services

Name: [Jose Vitoria](#)  
Position: [Procurement Manager](#)  
Email: [Jose.vitoria@wolverhampton.gov.uk](mailto:Jose.vitoria@wolverhampton.gov.uk)  
Contact Number: [N/A](#)  
Department: [Procurement](#)

\*I can confirm that Wolverhampton Council holds the information you requested however, we are withholding that information since we consider that the following exemptions apply to it.

We consider that the qualified exemption set out in Section 43 (Prejudicial to commercial interests) subsection 43(2) applies to the information requested. Therefore, we have decided to withhold the information.

In applying this exemption, we have had to balance the public interest in withholding the information against the interest in favour of disclosure.

#### **Factors in favour of disclosure**

In applying the public interest test the Council gave careful consideration to the arguments for and against disclosure. When considering factors which would favour disclosing the information, the Council had to assess whether disclosure of the information would:

- Allow for more informed debate on the issue;
- Promote accountability and transparency for our decisions and in our spending of public money; and
- Assist the public to understand good decision-making by public bodies and challenge our decisions.

#### **Factors in favour of withholding**

The Council considers that the information you have requested, which we have identified above, is exempt from disclosure under Section 43(2) of the Freedom of Information Act. Section 43(2) of the Act permits the Council to withhold information if its disclosure would, or would be likely to, prejudice the commercial interests of any person, including the public authority holding it.

The Council considers that to disclose the information you have requested, at this stage, would prejudice the commercial interests of the parties concerned and this information is therefore exempt from disclosure under section 43 of the Act.

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With regards to the Council's commercial interest, if the Council disclosed this type of information it would adversely affect our ability to engage with parties concerned.

Having taken into account the arguments for and against disclosure, the Council decided that the public interest in this case is best served by maintaining the exemption and by not disclosing the information requested, at this stage.

The Council considers that the possible benefits of disclosure are outweighed by the real risk of causing prejudice to the commercial interests of the parties concerned and the Council itself. Releasing the requested information could prejudice the Council's future negotiation capabilities and reduce confidence third parties have with the Council in order to facilitate the decision making process. Both the Council and any third party would be reluctant to have free and frank discussions if all that is discussed is subject to scrutiny with no safe space for 'confidential communications', the requested information may prejudice pending or future decisions which would be detrimental to the Council and or third parties.

In all the circumstances of the case, the public interest in maintaining the exemption outweighs the public interest in disclosing the information.

Please quote the reference number 1928633 in any future communications.

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to:

Information Governance Team  
Governance  
City of Wolverhampton Council  
Civic Centre  
St. Peter's Square  
Wolverhampton WV1 1SH

Email: [foi@wolverhampton.gov.uk](mailto:foi@wolverhampton.gov.uk)

If you are still dissatisfied with the Council's response after the internal review you have a right of appeal to the Information Commissioner, contact details can be found on their website: [www.ico.org.uk](http://www.ico.org.uk)

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