



Response to Request for Information

Reference FOI 002584
Date 26 July 2018

Interpreting Services

Request:

Under the Freedom of Information Act legislation, could you please provide me with financial information relating to the following services:

- costs of face to face interpreting services
- costs of telephone interpreting services
- costs of written translation services

I would appreciate it if you could provide us with the above information for the last 2 financial years, the current year and budget for next year?

I would also appreciate if you could please provide me with the following information:

1. The annual cost for each of the services?
2016 = £96,132
2017 = £126,130
2018 = £65,380
The budget for 2019-2020 has not yet been determined.
2. Whether interpreting hourly fee is inclusive of travel or plus costs?
Included
3. How much is the cost per hour?
The Council considers that the information you have requested, which we have identified above, is exempt from disclosure under Section 43 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.

We should explain that, under Section 43(2) of the Freedom of Information Act 2000, the Council considers that to disclose the information you have requested, at this stage, would prejudice the commercial interests of the parties that have tendered for the contract hence this information is therefore exempt from disclosure.

This information is commercially sensitive to the tenderers and it is important to their competitiveness that they are able to remain as a participant in the market.

When considering public interest for and against disclosure of this requested information, the Council considers that the public interest in withholding the information from disclosure to the wider world outweighs the public interest in disclosure.

The reason for this is by releasing the information it would be potentially damaging to the business of the supplier to share their pricing with third parties and would likely prejudice the commercial interest of the parties concerned. The Council considers that it would not be in the public interest to release this information as it is likely to be damaging to the business of the supplier.

It might also have a negative impact on fair competition in future tender processes and that it is not common knowledge and would likely be used by competitors in a particular market to gain a competitive advantage. The Council also considers that disclosure of such information would be damaging to the Council's commercial interest as it would be likely to:

- (a) discourage companies/individuals from providing the Council with commercially sensitive information in the future or undertaking contracts with the Council;
- (b) adversely affect the Council's bargaining position during future contractual negotiations.

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 and challenge our decisions.

Against these considerations the Council had to balance the likelihood of disclosure having an adverse affect on the commercial interest of the tenderers concerned and the Council itself.

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 tenderers concerned and the Council itself. In this case there is an overriding public interest in ensuring that companies are able to compete fairly and in ensuring there is competition for public sector contracts.

4. Breakdown of the top 30 most popular languages used over these periods?
The following is for the last 6 months (relating to the new DA contract)

LANGUAGE

BSL (British Sign Language)

Czech

Punjabi

Mirpuri (Pahari, Pahari-Pothowari, Pothohari, Potohari, Potwari)

Polish

Romanian

Urdu

Vietnamese

Kurdish / Kurdish Sorani

Italian

Albanian

Russian

Hungarian

Portuguese

Slovak

Sudanese Arabic

Latvian

Twi

Arabic

Lingala

Spanish

Amharic

Lithuanian

Cantonese

Mandarin

5. Details of your current provider(s) (company name, date contract was awarded)?

We can confirm that the department holds information that you have asked for in relation to the above. However, the information is exempt under section 21 of the FOI Act because it is reasonably accessible to you, and I am pleased to inform you that you can access it on our website via the following link:

<http://www.wolverhampton.gov.uk/tenders>

Select - Contracts Register

Section 21(1) of the Freedom of Information Act exempts disclosure of information that is reasonably accessible by other means, and the terms of the exemption mean that we do not have to consider whether or not it would be in the public interest for you to have the information.

You can find out more about Section 21 by reading the extract from the Act, available at: <http://www.legislation.gov.uk/ukpga/2000/36/section/21>

6. Spend per language service provider (LSP)?

Communication Plus (Faircom Plus)

2016 = £19,908

2017 = £8,744

2018 = £1,044

D A Languages Ltd

2018 = £48,388

The Bigword Interpreting Serv. Limited

2016 = £76,224

2017 = £117,386

2018 = £15,948

7. When are your current language service contracts with your LSPs due to end?
[Publicly available on the Contract Register](#)

8. Where do you advertise your face to face interpreting and translation contracts?
We can confirm that the department holds information that you have asked for in relation to the above. However, the information is exempt under section 21 of the FOI Act because it is reasonably accessible to you, and I am pleased to inform you that you can access it on our website via the following link:

www.wolverhamptontenders.com

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9. Name, addresses and contact point(s) for your Procurement Department responsible for awarding Interpreting and Translation contracts?
Jose Vitoria, City of Wolverhampton Council, Civic Centre, Procurement Dept, St Peters Square, Wolverhampton, WV1 1RL
jose.vitoria@wolverhampton.gov.uk