



Education & Skills

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Customer reference:

Our reference: REQ08164

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Freedom of Information Act 2000 (FOIA)

Thank you for your request for information relating to Translation Services.

You have requested the following information:

- 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?***
 - a) Eastern Shires Purchasing Organisation (ESPO)***
 - b) London Procurement Partnership (LPP)***
 - c) NHS SBS***
 - d) North East Purchasing Organisation (NEPO)***
 - e) NOECPC***
 - f) Health Trust Europe (HTE)***
 - g) Crown Commercial Services (CCS)***
 - h) If you are not on any of the above frameworks please confirm how you are accessing services?***

Yes, Eastern Shires Purchasing Organisation (ESPO), we also have pool of our own Interpreters and Translators.

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

Face to face interpretation, written translation and telephone interpreting is provided through our own pool of interpreters and translators. To support/assist our service we have a contract with external agencies, through ESPO. Expiry date is 01February 2025.

The Council confirms that it holds the information in relation to the names of current provider(s) for these services but that it is exempt from disclosure under section 43(2) of the Freedom of Information Act 2000.

Section 43(2) of the Freedom of Information Act 2000 provides that:

“Information is exempt information if its disclosure under this Act would, or would be likely to, prejudice the commercial interests of any person (including the public authority holding it)”

In this case, disclosure of the information would be likely to prejudice the commercial interests of the provider. As a result, we are satisfied that the exemption applies.

This exemption is subject to the public interest test as detailed below:

Public interest test

There is an inherent public interest in ensuring that there is openness and transparency in the spending of public money. Transparency is likely to increase confidence in procurement procedures and purchasing decisions made by the Council. It will also enable the public to understand whether the Council is getting value for money from its purchasing decisions.

Having said this, we believe that disclosure of the provider(s) for these services could prejudice the Council’s ability to make sound purchasing decisions as providers would not be operating from a level playing field. For example, disclosure of this information to a competitor could lead to the competitor copying elements of their business model to win work without actually having the internal mechanisms (capacity, staffing skills, etc.) to deliver the product or service at the level and price outlined, when future bids with the Council or other organisations are tendered.

After considering the arguments for and against disclosure, the Council have decided to withhold the information relating to provider(s).

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

- a) Telephone Interpreting**
- b) Face to Face Interpreting**
- c) British Sign Language**
- d) Translation**

Please see details below of total agency spend for each year:

2018/2019	£66,589
2019/2020	£77,433

We do not keep a separate account of spend for each type of service and are therefore advising you as per Section 1(1) of the Act.

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

Kulwant Manku
Coventry Interpretation and Translation Unit Manager

The supply of information in response to a freedom of information request does not confer an automatic right to re-use the information. You can use any information supplied for the purposes of private study and non-commercial research without requiring further permission. Similarly, information supplied can also be re-used for the purposes of news reporting. An exception to this is photographs. Please contact us if you wish to use the information for any other purpose.

Should you wish to make any further requests for information, you may find what you are looking for is already published on the [Council's web site](#) and in particular its [FOI/EIR Disclosure log](#), [Council's Publication Scheme](#), [Open Data](#) and [Facts about Coventry](#).

If you are unhappy with the handling of your request, you can ask us to review our response. Requests for reviews should be submitted within 40 days of the date of receipt of our response to your original request – email: infogov@coventry.gov.uk

If you are unhappy with the outcome of our review, you can write to the Information Commissioner, who can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or email casework@ico.org.uk.

Please remember to quote the reference number above in your response.

Yours sincerely

Project Support & Operational Finance Assistant