



Information Governance Team

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Dear Sir/Madam

Freedom of Information Act 2000 (FOIA)

Request ID: FOI553960384

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

You have requested the following information

1. Please confirm your overall spending on Translation and Interpreting Services, for each of the financial years:

a. 2020-2021: £439,650

b. 2022-2023: £487,729

2. Please provide a breakdown of languages for the last 12 months.

In response to Question 2 we refer you to the attached document

3. What languages were your suppliers not able to supply in 2022?

The languages our suppliers were unable to supply in 2022 were Fulla, Krio and Soninke.

4. Which external supplier(s) do you currently use to deliver your interpreting and translation services ?

The majority of our services are delivered in-house through suitably qualified personnel, which are directly employed by the Council with the occasional use of external suppliers in exceptional circumstances. Please refer to the attached table.

5. Are you able to provide approximate fee / interpreting session for:

a. In-person/face to face interpreting

b. Telephone interpreting

c. Video interpreting

With regards to the approximate fees for interpreting sessions it is confirmed that the Council does hold information pursuant to your request. However, it is our view that the information is exempt from disclosure under Section 43(2) – Commercially Sensitive Information. Section 43(2) exempts information from disclosure where disclosure of that information would, or would be likely to, prejudice the commercial interests of any person (an individual a company the public authority itself or any other legal entity). This is because our fees are as per the ESPO Framework prices and we are required to comply with a Customer Access Agreement to acknowledge that our suppliers' pricing and other relevant information under this framework remains as commercially sensitive information

It is the Council's position that the third-party providers and its own commercial interests would be prejudiced and/or would be likely to be prejudiced by the disclosure of the requested information.

Once the information is disclosed this means that it will be in the public domain and it could not only be used by the requester but also any other providers in a similar market.

Arguments in favour of disclosure.

- Promote accountability and transparency for the Council's decisions and in its spending of public money.
- Assist the public to understand and challenge our decisions
- Inform the public of the activities carried out on their behalf, allowing for more user involvement and collaborative decision making.
- Enable the public to better scrutinise the public monies spent

Arguments against disclosure.

- There is a public interest in allowing public authorities to withhold information which if disclosed, would reduce providers' ability to compete in a commercial environment
- The successful providers operate in a competitive market. If prejudicing the commercial interests of the successful providers in the market would distort competition in that market, this would not be in the public interest.
- Disclosure of information may cause unwarranted reputational damage or loss of confidence in the Council.
- Revealing information such as a pricing mechanism can be detrimental to a provider's commercial interest. If an organisation has knowledge of a provider's business model, it can exploit this for its own commercial interest. This would also have a detrimental impact on the Council on other contracts and procurements by distorting the market, for the reasons stated above.

Having considered the arguments for and against disclosure, the Council has decided that the public interest in this case is best served by maintaining the exemption under section 43(2) FOIA and by not disclosing the information requested.

The decision to withhold the information requested is therefore upheld on the basis that Section 43(2) in relation to commercially sensitive information has been applied correctly.

6. If you outsource the provision of interpreting services to an external provider, could you please confirm:

a. Whether the provider was contracted via a national framework? If so, which one?

We confirm our provider, which is ESPO, was contracted via a national framework.

b. When does the current contract expire?

Our current contract is due to expire in February 2024 with the option to extend to February 2025 which will be implemented following governance approval.

c. Is there is an exclusivity clause, which would prevent the trust from piloting new cost saving interpreting services during the duration of your contract with your existing provider?

No.

7. From which budget within your organisation are interpreting services funded?

All costs are recharged to the service area which has commissioned the work.

8. Where do you advertise your tenders? If you do not do a full tender / which frameworks would you use?

We confirm the Council currently uses the e-tendering platform along with other available frameworks. The e-tendering platform is available for you to access by using the below link:

www.csw-jets.co.uk

9. What is the start and end date for either the framework or direct contracts you have with interpreting and translation supplier(s)?

In response to Question 9 we refer you to our response to Question 6b

10. Please provide the name and email of the contract manager for the service

Dr Kulwant Manku, who is the manager of the Coventry Interpretation and Translation Unit (CITU), currently manages the contract for the service.

Email: Kulwant.Manku@coventry.gov.uk

11. If we would like to engage in conversation with a member of staff in your organisation to discuss the innovation we propose to develop, who would be the most suitable person to approach?

Dr Kulwant Manku.

The supply of information in response to a FOI 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.

For information, we publish a variety of information such as: [FOI/EIR Disclosure Log](#), [Publication Scheme](#), [Facts about Coventry](#) and [Open Data](#) that you may find of useful if you are looking for information in the future.

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 icocasework@ico.org.uk.

Please remember to quote the reference number above in your response

Yours faithfully

Information Governance

List of Languages:

1. Albanian	46. Soninke
2. Amharic	47. Spanish
3. Arabic	48. Sudanese
4. Bengali	49. Swahili
5. Bulgarian	50. Sylheti
6. Cantonese	51. Tagalog
7. Czech	52. Tamil
8. Dari	53. Telugu
9. Farsi	54. Thai
10. French	55. Tigre
11. Fullah	56. Tigrinya
12. Georgian	57. Turkish
13. German	58. Twi
14. Greek	59. Ukrainian
15. Gujarati	60. Urdu
16. Hindi	61. Uzbek
17. Hungarian	62. Vietnamese
18. Igbo	63. Yoruba
19. Italian	
20. Krio	
21. Kurdish	
22. Kurdish Badini	
23. Kurdish Kirmanji	
24. Kurdish Sorani	
25. Latvian	
26. Lingala	
27. Lithuanian	
28. Malayalam	
29. Mandarin	
30. Mirpuri	
31. Nepali	
32. Oromo	
33. Pashto	
34. Persian	
35. Polish	
36. Portuguese	
37. Potwari	
38. Punjabi	
39. Romanian	
40. Russian	
41. Serbian	
42. Shona	
43. Slovak	
44. Slovakian Roma	
45. Somali	

Service	Framework Provider
Face to face interpretation service	Supreme Linguistic Services t/a Premium Linguistic Services
Non spoken (Sign language)	BID Services
Telephone	AA Global Language Services
video Interpreting (spoken/non spoken)	Supreme Linguistic Services t/a Premium Linguistic Services
Translation services	ITL (North East)