



Assurance Group  
London Borough of Barnet,  
2 Bristol Avenue, Colindale,  
London NW9 4EW  
2 October 2019  
Our ref: 5610072

Thank you for your request received on 6 September 2019, for the following information:

**Under FOI legislation, I would like to ask you to kindly provide me with the below information for the Barnet council.**

**Please can you provide financial information relating to the:**  
**total cost of interpreting services in the last 2 years and the number of requests made**  
**total cost of translation services in the last 2 years and the number of requests made**  
**total cost of BSL interpreting in the last 2 years and the number of requests made**  
**total cost of spoken video interpreting in the last 2 years and the number of requests made**  
**total cost of non-spoken (BSL) video interpreting in the last 2 years and the number of requests made**

**I would also be grateful if you could provide us with information that includes:**  
**Hourly cost of face to face interpreting services**  
**Cost per minute of telephone interpreting services**  
**Cost per minute of spoken video interpreting services**  
**Cost per minute of non-spoken (BSL) video interpreting services**  
**Breakdown of the top 10 most popular languages**

**How many video interpreting sessions were made last year for all languages, including British Sign Language?**

**Can you please provide details of your current provider(s) (company name, date contract was awarded)?**

**When are your current language service contracts with your incumbent(s) due to end?**

**Please can you provide the name, job title, email address and contact number for the person(s) responsible**

- for awarding any contracts relating to these services**
- For managing the day to day running of the services**

**Please let me know if there is anything additional that you need me to send across.**

We have processed this request under the Freedom of Information Act 2000.

## **Response**

I can confirm that London Borough of Barnet holds the information you requested.

***Please can you provide financial information relating to the: total cost of interpreting services in the last 2 years and the number of requests made –***

Volume: 5380 - Combined info of cost and volume commercially sensitive.

***\* total cost of translation services in the last 2 years and the number of requests made***

Volume: 240

***\* total cost of BSL interpreting in the last 2 years and the number of requests made***

Volume: 79 - Combined info of cost and volume commercially sensitive.

***LBB Spend analysis, subject to information being available publicly:***

The London Borough of Barnet can report total cost with the provider per annum, however, is unable to provide a breakdown by category as per questions above;

The total cost for 2018/19 - £114,408

The Total cost for 2019/20 - £57,760

***I would also be grateful if you could provide us with information that includes:***

***\* Hourly cost of face to face interpreting services***

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

***\* Cost per minute of telephone interpreting services -***

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

***\* Breakdown of the top 10 most popular languages***

Pashtu  
Arabic  
Albanian  
Dari

Farsi (Persian)  
Polish  
Romanian  
Portuguese  
Vietnamese  
Turkish

***How many video interpreting sessions were made last year for all languages, including British Sign Language?***

No Video interpreting were completed last year.

***Can you please provide details of your current provider(s) (company name, date contract was awarded)?***

D.A Languages

Start date of contract: 01/05/2017

***When are your current language service contracts with your incumbent(s) due to end?***

31/03/2020

***Please can you provide the name, job title, email address and contact number for the person(s) responsible · for awarding any contracts relating to these services · For managing the day to day running of the services***

Maria Kaphouris

Procurement Contract Manager

[Maria.kaphouris@barnet.gov.uk](mailto:Maria.kaphouris@barnet.gov.uk)

We consider that the qualified exemption set out in Section 43 (Prejudicial to commercial interests) subsection 2 applies to some of 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**

- The council has a commitment to transparency
- There is a legitimate public interest in how public money is spent

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

- The impact on the ability of the council and its contractors to negotiate the best deals in a highly competitive commercial environment.
- The overall contract value has been published.

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

### **Further information**

If you are interested in the data that the council holds you may wish to visit Open Barnet, the council's data portal. This brings together all our published datasets and other information of interest on one searchable database for anyone, anywhere to access. <http://open.barnet.gov.uk/>

### **Advice and Assistance : Direct Marketing**

If you are a company that intends to use the names and contact details of council officers (or other officers) provided in this response for direct marketing, you need to be registered with the Information Commissioner to process personal data for this purpose. You must also check that the individual (whom you wish to contact for direct marketing purposes) is not registered with one of the Preference Services to prevent Direct Marketing. If they are you must adhere to this preference.

You must also ensure you comply with the Privacy Electronic and Communications Regulations (PECR). For more information follow this Link [www.ico.org.uk](http://www.ico.org.uk)

**For the avoidance of doubt the provision of council (and other) officer names and contact details under FOI does not give consent to receive direct marketing via any media and expressly does not constitute a 'soft opt-in' under PECR.**

### **Your rights**

If you are unhappy with the way your request for information has been handled, you can request a review within the next 40 working days by writing to the Information Management Team at: [foi@barnet.gov.uk](mailto:foi@barnet.gov.uk). Or by post to Information Management Team (FOI) London Borough of Barnet, 2 Bristol Avenue, Colindale, NW9 4EW

If, having exhausted our review procedure, you remain dissatisfied with the handling of your request or complaint, you will have a right to appeal to the Information Commissioner at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF (telephone: 0303 123 1113; website [www.ico.org.uk](http://www.ico.org.uk)). There is no charge for making an appeal.