



London Borough of Barnet,  
2 Bristol Avenue,  
Colindale,  
London NW9 4EW  
16 September 2020  
Our ref: 6560068

Thank you for your request received on 4 September 2020, for the following information:

**To whom this may concern**

**I am contacting you under the Freedom of Information Act 2000 to request information regarding how your interpreting and translation service is currently being provided.**

- 1. Please can you complete the information below regarding your interpretation, translation and British sign language services being used at your organisation.**
  - a. How many requests for interpreting you have had for 2019 and 2020 to date**
  - b. How many requests for translations you have had for 2019 and 2020 to date**
  - c. How much the annual cost for interpreting was for 2019**
  - d. How much the annual cost for interpreting was for 2020 to date**
  - e. How much the annual cost for translating was for 2019**
  - f. How much the annual cost for translations was for 2020 to date**
- 2. Can you please tell me who your current supplier(s) is and provide a breakdown of the cost of the services.**
- 3. Please list your top ten most popular languages for the last 2 years**
- 4. Can you please provide details of your current provider(s) (company name, date contract was awarded and date of renewal?**
- 5. What language services have you provided during the COVID19 pandemic?**
- 6. How many interpreting requests have not been filled during the COVID 19 pandemic and what languages were they?**
- 7. Are you providing video interpreting services? How is this being provided and what are the costs per minute?**
- 8. 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:**

**Position:**

**Email:**

**Contact Number:**

**Department:**

**Please can you provide the following information using the template attached.**

**Thank you in advance**

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.

However, we consider that the following exemptions apply to some of the information requested. The remaining information is not withheld and is below

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

***a. How many requests for interpreting you have had for 2019 and 2020 to date***

2,926 interpreting requests between January 2019 and August 2020

***b. How many requests for translations you have had for 2019 and 2020 to date***

224 translation requests between January 2019 and August 2020

***c. How much the annual cost for interpreting was for 2019***

***d. How much the annual cost for interpreting was for 2020 to date***

***e. How much the annual cost for translating was for 2019***

***f. How much the annual cost for translations was for 2020 to date***

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

Total Approximate cost per annum: £142,191.00

Approximate Total Contract cost: £568,764.00 (Over the lifetime of the contract)

The report to award, and decision of the Delegated Powers by Officer (DPR) is available in the public domain here and attached.

<https://barnet.moderngov.co.uk/ieDocSearch.aspx?bcr=1>

***2. Can you please tell me who your current supplier(s) is and provide a breakdown of the cost of the services.***

Current Supplier: DA Languages

Breakdown of costs is commercially sensitive information - See Refusal Notice below.

**3. Please list your top ten most popular languages for the last 2 years**

Arabic, Albanian, Farsi, Pashtu, Polish, Turkish, Vietnamese, Romanian, BSL and Dari

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

Name: DA Languages

Initial Contract Award Date: 01/05/2017

Extension Period of Contract: 01/05/2020-30/04/2021

**5. What language services have you provided during the COVID19 pandemic?**

Face-to-face interpreting, translation, telephone interpreting and video remote interpreting

**6. How many interpreting requests have not been filled during the COVID 19 pandemic and what languages were they?**

This is commercially sensitive information that we are unfortunately unable to provide - See Refusal Notice below.

**7. Are you providing video interpreting services? How is this being provided and what are the costs per minute?**

Yes, video interpreting services is provided via a variety of platforms. However, we are unable to provide the financial details requested, due to this being commercially sensitive.

**8. 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: Maria Kaphouris

Position: Procurement Business Partner

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

Contact Number: 07731339903

Department: CSG Procurement

Note: Contact details provided are in relation to the procurement lead of this service, this is not service area specific.

**Refusal Notice**

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. The prejudice would be likely to happen.

Section 43(2) is a qualified exemption and we are required to conduct a public interest test when applying any qualified exemption. This means that after it has been decided that the exemption is engaged, the public interest in releasing the information must be considered. If the public interest in disclosing the information outweighs the public interest in withholding it then the exemption does not apply and must be release. In the FOI Act there is a presumption that information should be released unless there are compelling reasons to withhold it.

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**

- commitment to openness and transparency in its commercial activities, to allow public scrutiny and to demonstrate that public funds are being used in an efficient and effective way.
- Furthermore private sector companies engaging in commercial activities with the public sector must expect some information about those activities to be disclosed.

### **Factors against disclosure**

- the recognition that disclosure may cause damage to an unsuccessful supplier's reputation, affecting the supplier's competitive position in their respective market and confidence that its customers, suppliers or investors may have in its commercial operations.
- Disclosure would be likely to deter potential bidders for future contracts from competing and sharing commercially sensitive information with us, which would negatively impact upon the quality and quantity of Councils' supplier base. The London Borough of Barnet must retain commercial confidence of third party bidders when they choose to engage in commercial activities with us. The release of this information may jeopardise this commercial confidence.

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.