

WILTSHIRE POLICE

Via email



Police Headquarters

London Road

DEVIZES

Wiltshire

SN10 2DN

disclosure@wiltshire.police.uk

Date 01/09/2023

Our ref **FOI 2023/625**

Reply contact name is:

Dear

I write in connection with your request for information, dated 13/06/2023, concerning translation and interpreting services.

I am required by the Freedom of Information Act 2000 to handle all requests in a manner that is blind as to the identity and motives of the requestor. Any information released as a response to a request is regarded as being published and therefore in the public domain without caveat.

Your request for information has now been considered and it is not possible to meet your requirements in full.

You wrote **(with Response)**:

I am writing to you under the Freedom of Information Act 2000 regarding the translation and interpreting services, including BSL, used by the force. Please could you provide the following information:

1. Name of service provider or providers
DA Languages.

2. Copy of successful tender.
3. Final pricing of successful bidder.

For questions 2 and 3 Wiltshire police are exempting this particular question by virtue of Section 43 of the Act (Commercial Interests). S43 states that information is exempt information:

If it constitutes a trade secret

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If its disclosure would or would likely to prejudice commercial interests of any person (including the public authority holding it)

This exemption is a qualified and class based exemption. A class based exemption means the legislators, when writing this piece of legislation, considered that the release of this type of information would cause harm to either the authority or individuals involved. Accordingly therefore the authority (i.e. Wiltshire Police) does not need to communicate the harm in disclosure.

In view of the fact that Section 43 (Commercial Interests) is a qualified exemption, I am required to apply a public interest test.

(Please see below)

4. Where was this opportunity advertised?

This opportunity was advertised within the South West Regional Tender requirement to the approved Suppliers on The National Police Language Services DPS Framework set up by Leicestershire Police.

5. Expiry date of the current contract.

Contract commenced 20th June 2022 for 2 years with the option to extend a further 2 year period.

6. What was the contract value of all interpreting and translation services in 2022?

Wiltshire Police spend approximately £108k per annum on language services.

7. What proportion of your interpretation services were delivered through telephone in 2022?

78% of service requests were delivered using telephone interpreting since the Contract commenced.

8. What proportion of your interpretation services were delivered through video in 2022?

3% of service requests were delivered using video interpreting since the Contract commenced.

9. What were all the languages requested in 2022?

The following languages were requested under the Contract in 2022:

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LANGUAGES REQUESTED
Albanian
Amharic
Arabic
Bengali
Brazilian Portuguese
BSL (British Sign Language)
Bulgarian
Cantonese
Czech
Dutch
Farsi
Farsi (Persian)
Fijian
French
Georgian
Greek
Hindi
Hungarian
Italian
Konkani
Kurdish / Kurdish Sorani
Kurdish Badini
Kurdish Kurmanji
Kurdish Sorani
Latvian
Latvian (Lettish)

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Lithuanian
Macedonian
Malayalam
Mandarin
Mandinka
Nepali
Pashtu
Polish
Portuguese
Portuguese (Brazilian)
Punjabi
Romanian
Russian
Somali
Spanish
Sudanese Arabic
Swahili
Sylheti
Tagalog
Tagalog (Filipino)
Tamil
Telugu
Thai
Tigrinya
Turkish
Twi
Ukrainian

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Urdu
Uzbek
Vietnamese

10. What languages were your suppliers not able to provide in 2022?

There are instances where the Supplier has been unable to fulfil a service request in 2022 for the following languages:

UNFILLED LANGUAGES
Arabic
Brazilian Portuguese
BSL (British Sign Language)
Bulgarian
Georgian
Konkani
Kurdish Sorani
Lithuanian
Malayalam
Mandinka
Polish
Portuguese
Romanian
Spanish
Sudanese Arabic
Telugu
Tigrinya
Turkish
Twi

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Ukrainian
Uzbek
Vietnamese

For questions 2 and 3:

Public Interest Test under Section 43

Considerations Favouring Disclosure:

Wiltshire Police is accountable for the public funds that it spends. There is a legitimate public interest in knowing that Wiltshire Police's financial resources are used appropriately and that value for money is achieved.

Considerations Favouring Non- Disclosure:

Disclosure of this information is likely to damage the relationship between Wiltshire Police and the service providers involved and prejudice their commercial interests. This is because the release of information that may identify unit costs of goods or a service purchased by means of a contract made between Wiltshire Police and a supplier will prejudice Wiltshire Police's position in future negotiations.

Balancing Test:

I have carefully considered your request for information and am acutely aware that any information disclosed under the Freedom of Information Act is information disclosed to the world, not just you, the requester. In this case the right of the public to know needs to be weighed against the damage caused to the service provider/s and ultimately Wiltshire Police itself.

It has been argued in the points favouring disclosure that there is an identifiable public interest in knowing that Wiltshire Police obtains value for money when outsourcing services, especially in the current financial climate, however the force's interests might be jeopardised by release of information that relates to sensitive commercial information held about business, financial or contractual issues, preventing the force from obtaining the best deal available. While there is also a legitimate public interest in knowing that Wiltshire Police tenders for services and contracts fairly and correctly, any release of this tendering information, which details fully the unit cost of various examinations, would cause harm with regard to the relationship between Wiltshire Police and the provider. Disclosure would reveal to competitors and anyone else who wishes to know, the unit cost

Section 17 of the Freedom of Information Act 2000 requires Wiltshire Police, when refusing to provide information (because the information is exempt) to provide you the applicant with a notice which: (a) states that fact, (b) specifies the exemption in question and (c) states (if that would not otherwise be apparent) why the exemption applies. In accordance with the Freedom of Information Act 2000 this letter acts as a Refusal Notice for those aspects of your request.

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Exemption applied:

Section 43 of the Act (Commercial Interests)

Wiltshire Police would like to thank you for the interest that you have shown in the Force.

Yours sincerely,

Force Disclosure Decision Maker



Wiltshire Police offers a re-examination of your case under its review procedure.



Freedom of Information Request Appeals Procedure

1. Who Can Ask for a Review

Any person who has requested information from Wiltshire Police, which has been dealt with under the Freedom of Information Act, is entitled to complain and request an internal review, if they are dissatisfied with the response they received.

2. How to Request a Review

Requests for review of a Freedom of Information request must be made in writing to the:

Force Disclosure Unit
Wiltshire Police Headquarters,
London Road, Devizes,
Wiltshire,
SN10 2DN

Email at disclosure@wiltshire.police.uk.

The reference number, date of the request and details of why the review is being requested must be included. Requests for review should be brought to the attention of the Force Disclosure Unit within 20 working days of the Force's response to the original FoI request.

3. Review Procedure

Receipt of a request for review will be acknowledged in writing to include confirmation of the reasons for the review. The review will be conducted by another Decision Maker, who is independent from the original Decision Maker. The Force Disclosure Unit will set a target date for a response. The response will be made as soon as is practicable with the intention to complete the review within twenty working days. In more complex cases the review may take up to 40 working days.

The Independent Decision Maker will conduct a review of the handling of the request for information and of decisions taken, including decisions taken about where the public interest lies in respect of exempt information where applicable. The review enables a re-evaluation of the case, taking into account the matters raised by the complaint.

4. Conclusion of the Appeal

On completion of the review the Independent Decision Maker will reply to the complainant with the result of the review. If the complainant is still dissatisfied following the review they should contact the Information Commissioner to make an appeal. The Information Commissioner can be contacted via the following details:

Information Commissioner's Office

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Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Tel: 01625 545 700
Fax: 01625 524 510
Email: mail@ico.gsi.gov.uk

Please note that the ICO's offices will be closed for the foreseeable future and are therefore unable to receive correspondence via post.

If you should wish you contact them, please visit <https://ico.org.uk/global/contact-us/>