



**FOI: 44593561**

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

1. Name of current service provider or providers – The Big Word
2. Copy of successful tender – Exempt see below
3. Final pricing of successful bidder – £150k
4. Where was this opportunity advertised? – Proactis
5. Expiry date of the current contract – 30 September 2024
6. What was the contract value of all interpreting and translation services in 2022? – £274,629.28 face to face, £38,364.32 telephone. TOTAL £312,993.60
7. What proportion of your interpretation services were delivered through telephone in 2022? 62%
8. What proportion of your interpretation services were delivered through video in 2022? Video is classed as face to face, therefore 38% was face-to-face
9. What were all the languages requested in 2022?

<b>Bengali / Bangla (Sylheti)</b>
<b>Bengali / Bangla</b>
<b>Somali</b>
<b>Arabic (Modern Standard) North African</b>
<b>Vietnamese</b>
<b>Kurdish (Sorani)</b>
<b>Turkish</b>
<b>Pashto</b>
<b>Spanish (Spain)</b>
<b>Lithuanian</b>
<b>Arabic (Modern Standard) Middle Eastern</b>
<b>Romanian</b>
<b>Italian</b>
<b>Kurdish (Kurmanji)</b>
<b>Dari (Afghan Persian)</b>
<b>Polish</b>
<b>Mandarin</b>
<b>Punjabi (India)</b>

<b>Urdu</b>
<b>Albanian</b>
<b>British Sign Language</b>
<b>Portuguese (European)</b>
<b>Cantonese</b>
<b>Amharic</b>
<b>Tigrinya</b>
<b>Ukrainian</b>
<b>Thai</b>
<b>Spanish (Latin America)</b>
<b>Tamil</b>
<b>Russian</b>
<b>Portuguese (Brazil)</b>
<b>Gujarati</b>
<b>Sudanese</b>
<b>Greek</b>
<b>Korean</b>
<b>Farsi (Afghan)</b>
<b>Burmese</b>
<b>Oromo</b>
<b>Georgian</b>
<b>Punjabi (Pakistan)</b>
<b>Hindi</b>
<b>Wolof</b>
<b>Swahili</b>
<b>Farsi (Persian)</b>
<b>French (European)</b>
<b>Sinhala / Sinhalese</b>
<b>Japanese</b>
<b>German</b>
<b>Bulgarian</b>
<b>Zulu</b>
<b>French (African)</b>
<b>Dari (Iranian)</b>
<b>BSL   Deafblind Communication</b>
<b>Nepali</b>
<b>Bengali</b>
<b>Sylheti</b>
<b>Arabic</b>
<b>Spanish</b>
<b>Portuguese</b>
<b>Punjabi</b>
<b>French</b>
<b>Kirundi</b>
<b>Twi</b>
<b>Hungarian</b>
<b>Kurdish(Bahdini)</b>
<b>Mirpuri</b>
<b>Pothwari</b>
<b>Mwini, dial</b>

<b>Sinhala</b>
<b>Slovene</b>
<b>Lingala</b>
<b>Telugu</b>
<b>Malay</b>

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

<b>Sudanese</b>
<b>Burmese</b>
<b>Oromo</b>
<b>Georgian</b>
<b>Wolof</b>
<b>Swahili</b>
<b>Japanese</b>
<b>German</b>
<b>Zulu</b>
<b>French (African)</b>
<b>Dari (Iranian)</b>
<b>BSL   Deafblind Communication</b>
<b>Nepali</b>
<b>Mirpuri</b>
<b>Pothwari</b>
<b>Mwini, dial</b>
<b>Sinhala</b>
<b>Slovene</b>
<b>Telugu</b>
<b>Malay</b>

11. 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 – Omar Faruque, [omar.faruque@towerhamlets.gov.uk](mailto:omar.faruque@towerhamlets.gov.uk)

**Freedom of Information Act 2000**

I am pleased to provide some of the information you have requested.

I can confirm that Q2 of the information you have requested is held by Tower Hamlets Council, by law. However, I'm unable to give this to you.

The exemption applied under the Act is Section 43(2). This exemption applies is that to disclose the information would, or would be likely to, prejudice the commercial interests of the Council in securing best value from its suppliers, and further would prejudice the commercial interests of third party organisations that do business with the Council, and whose trading position could reasonably be expected to be weakened were they made public.

This is a qualified exemption, and in considering the Public Interest the council has weighed up

### **Factors in favour of disclosure**

- further the understanding of, and participation in the debate of issues of the day;
- facilitate the accountability and transparency of public authorities for decisions taken by them;
- facilitate accountability and transparency in the spending of public money;
- allow individuals to understand decisions made by public authorities affecting their lives and, in some cases, assist individuals in challenging those decisions;

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

the need to obtain value for money which is likely to be compromised by disclosure

- to disclose the information would, or would be likely to, prejudice the commercial interests of the Council in securing best value from its suppliers, and further would prejudice the commercial interests of third-party organisations that do business with the Council, and whose trading position could reasonably be expected to be weakened were they made public.

I am therefore of the view that the public interest in viewing this information is outweighed by the potential commercial prejudice that could be suffered either by us or by the relevant contractor and that therefore this information should not currently be disclosed.

Your request for information has now been considered and it has been decided that the Council cannot meet your request.