

Ref: FOI2021/7597

Date Received: 14<sup>th</sup> July 2021

Response Due: 23<sup>rd</sup> August 2021

Date: 12<sup>th</sup> August 2021

Dear Sir/Madam

You asked:

**Please can you provide separately for FY19/20 and FY20/21 the below information in relation to the authorities interpreting requirements?**

**1. How many face-to-face bookings took place in each FY in total**

Please see refusal notice (below).

**2. How many face-to-face bookings took place in each FY broken down by language**

Please see refusal notice (below).

**3. How many face-to-face bookings were unfulfilled in each FY in total**

Please see refusal notice (below).

**4. How many face-to-face bookings were unfulfilled in each FY by language**

Please see refusal notice (below).

**Section 43(2) - Commercial interests.**

*(2) Information is exempt information if its disclosure under this Act would, or would be likely to, prejudice the commercial interests of any person (including the public authority holding it).*

Section 43(2) is a qualified exemption and subject to the prejudice test and the public interest test. Under the prejudice test we have to consider if disclosure of this information would, or would be likely to, prejudice our commercial interests or the commercial interests of a third party.

Consideration is also given to the harm disclosing this information would be likely to cause, combined with other information already in the public domain (mosaic effect) or possibly released at a future date

(precedent effect). The public interest test considers and balances the public interest in disclosing this information against the public interest in not disclosing this information and uses this assessment to decide whether there is sufficient justification in withholding this information under this exemption.

Information disclosed under the FOIA is considered to be public information, and while there is a presumption towards disclosure, consideration needs to be given as to who will have access to this information beyond the requestor and the purposes for which they could use the information.

### **Prejudice to commercial interests**

The Trust has examined the impact of releasing the information withheld under Section 43 (2) in order to decide if disclosure would be likely to prejudice our commercial interests or the commercial interests of a third party. As we have provided the 'off-contract' spend for face-to-face interpreting, we believe that to also provide the number of face-to-face bookings filled and unfulfilled would be likely to prejudice the commercial interests of ourselves and those who intend to tender for this service.

### **Public Interest Test**

There is, of course, a public interest in promoting transparency of public authorities' decisions and accountability, however, the disclosure of the information currently withheld under this exemption would be likely to prejudice commercial interests of the Trust as it will reveal details which would be likely impact on future spending and also prejudice our ability to effectively negotiate and achieve best value for the public purse.

It is the view of the Trust that, at this time, the public interest in withholding the information outweighs the public interest in disclosing it.

### **5. In each FY how much was spent off contract for face-to-face interpreting**

2019-2020 - **£99,960**

2020-2021 - **£73,721**

### **6. In each FY how much did the Authority pay for additional travel for face-to-face bookings**

N/A

### **7. How many telephone interpreting bookings took place in each FY in total**

Language Line – Please see attached.

### **8. How many telephone interpreting bookings took place in each FY broken down by language**

Language Line – Please see attached.

### **9. How many video interpreting bookings took place in each FY in total**

N/A

### **10. How many of these video bookings were on demand and how many were pre booked**

N/A

I trust that this information is helpful to you, however if you are not entirely satisfied with this response, please do not hesitate to contact the Information Governance Department on 01257 488271. If we do not

hear from you within 28 days, we will assume that we have been able to accommodate your request under the Freedom of Information Act 2000.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Alison Balson'. The signature is stylized, with a large, looped 'A' and a cursive 'Balson'.

Alison Balson  
Director of Workforce

PLEASE NOTE:

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to: Information Governance Department, Wrightington, Wigan and Leigh NHS Foundation Trust, Suite 9 Buckingham Row, Brick Kiln Lane, Wigan, WN1 1XX.

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision at:

The Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire, SK9 5AF

Helpline number: 0303 123 1113