

Date: 27th June 2024
Our ref: FOI/24/012768/W

FREEDOM OF INFORMATION REQUEST REFERENCE NO: FOI/24/012768/W

I write in connection with your request for information dated 11/06/2024, received by Greater Manchester Police (GMP) for the following information:

I am writing to request the below information regarding GMP (and additional Police Forces in the North West region)'s contract for Interpreting and Translation Services under the Leicestershire Police National DPS for Language Services, procured in 2022 (contract ref: A0866).

My queries relate to the contracted KPI 2 ('Booking Confirmations'): "The Service Provider will ensure that 98% of booking confirmations (booking accepted and linguist assigned) are provided to the Customer as soon as available but by no later than the timescales included in Section 3".

Could you please provide, by quarter:

- 1. The performance of the contract against KPI2***
- 2. The associated service credit in £***

Result of Searches

Following receipt of your request searches were conducted within Greater Manchester Police (GMP) to locate the requested information and I can confirm the information requested is held by GMP. However, I am not obliged to provide the information requested as exemption applies.

Section 17 of the Freedom of Information Act 2000 requires Greater Manchester Police, when refusing to provide such information (because this 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.

The exemption which applies is:

Section 43(2) – Commercial Interest

Section 43(2) is a prejudice based and qualified exemption, as such is subject to a harm and public interest test. Please see below.

Harm

To provide the contractual and performance details that are not already published online would likely prejudice the businesses' reputations. Providing such information could affect the commercial interest of the business therefore disturbing the profits seen within the business.

A less likely but still possible outcome from providing such information could lead the business owners to seek legal action against GMP.

Factors Favouring Disclosure

To provide the information would allow for a better-informed public awareness and debate.

Factors Favouring Non-Disclosure

By not disclosing the commercial information relating to the procurement process would prevent any harm to the commercial interest of the named businesses. Providing the information could be detrimental to the business itself, as this could affect the number of customers; furthermore, this could put the trader under financial strain.

Balancing Test

When balancing the public interest Greater Manchester Police has to consider whether the information should be released into the public domain. The most persuasive reason for disclosing the information would allow for a better-informed public awareness and debate, which needs to be weighed against the strongest reason for non-disclosure, which in this case is the damage it could cause to the business' reputation and finances. In this instance the case for disclosure is not made.