



# Ministry of Justice

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**Our Reference:** 91702

10 July 2014

## **Freedom of Information Request**

Dear Angela Snodgrove,

Thank you for your emails of 21<sup>st</sup> and 27<sup>th</sup> June 2014, in which you asked for the following information from the Ministry of Justice (MoJ):

***“Please supply me with a copy of the following service contracts:***

***(a) court transcription services***

- i) For transcripts of an in court audio recording of the hearing***
- ii) For translations of documents or telephone conversations***

***(b) Court translation services***

***(The Language Service Contract)”***

Your request has been handled under the Freedom of Information Act 2000 (FOIA).

I can confirm that the department holds information that you have asked for, and I am pleased to provide this to you. Please find attached the following documents held by the MoJ in response to your query:

**A copy of the Framework Agreement for Tape Transcription Services:**

**1. Conditions of Contract for Services**



01. CONDITIONS OF  
CONTRACT FOR SER'

**2. Specification for the Provision of Tape Transcriptions**



02. Sch 4 - Tape  
Transcription Panel

### 3. Contractor Vetting Requirements



03. Contractor  
Vetting Requirements

### 4. Pricing Schedules (for Authorised Bodies and the department)



04. TTP Schedule 5  
AB



05. TTP-Schedule  
5-Departmental

### A copy of the Contract for Court Reporters and Transcripts within Time Limits for the Crown Courts:

#### 1. Conditions of Contract for Services



06. Conditions of  
Contract

#### 2. Specification



07. Crown Court  
Reporting Contract -

#### 3. Codes of Practice



08. Annex - Codes  
of Practice

#### 4. Pricing Schedule



09. Pricing Schedule\_

### A copy of the Contract for Court Reporters Court Reporters and Transcripts within Time Limits for the Court of Appeal – Criminal and Civil Divisions and the Administrative Court:

## 1. Conditions of Contract for Services



10. Conditions of Contract\_

## 2. Specification



11. Specification

## 3. Appendices



12. Appendix 1



13. Appendix 2



14. Appendix 3

## 4. Pricing Schedule



15. Pricing Schedule

The contract schedules attached above have been redacted. The supplier's pricing has been redacted in addition to personal details of the supplier's staff for data protection purposes under section 40 and section 43(2) of the Act.

We are also not obliged, under section 40(2) of the Act, to provide information that is the personal information of another person if releasing would contravene any of the provisions in the Data Protection Act 1998 (DPA) for example, if disclosure is unfair.

The terms of this exemption in the Freedom of Information Act mean that we do not have to consider whether or not it would be in the public interest for you to have the information.

You can find out more about Section 40(2) by reading the extract from the Act and some guidance points we consider when applying the exemption, attached at the end of this letter.

You can also find more information by reading the full text of the Act (available at <http://www.legislation.gov.uk/ukpga/2000/36/section/40>) and further guidance <http://www.justice.gov.uk/guidance/foi-exemptions-guidance.htm>.

The Data Protection Act can be found at the following link:

<http://www.legislation.gov.uk/ukpga/1998/29/contents>

We are not obliged to provide information relating to commercial interests. In this case, we believe that the redacted information would, or would be likely to, prejudice the commercial interests of any person including the department who holds it (section 43(2) of the Act).

In line with the terms of this exemption in the Freedom of Information Act, we have considered whether it would be in the public interest for us to provide you with the information. In this case, we have concluded that the public interest favours withholding the information.

When assessing whether or not it was in the public interest to disclose the information to you, we took into account the following factors:

Public interest considerations favouring disclosure:

- There is a general public interest in the disclosure of this information to ensure that there is transparency in, and accountability for, the management of public funds; that public money is being used effectively and that the Department is providing maximum value for taxpayer money.
- Immediate publication serves the public interest by providing up-to-the-minute information.

Public interest considerations favouring withholding the information:

- There is a public interest against disclosure due to the impact it would have on the achievement of taxpayers' value for money and on contractors' competitiveness.
- In addition the MoJ has a commercial responsibility to suppliers to hold confidential any information made available through the course of procuring goods and services, for example, pricing/rates offered and accepted.
- Releasing information of this nature into the public domain may prejudice the commercial activities and interests of both the MoJ and its suppliers were this information made available to competitors. Releasing the information of the supplier's pricing would prejudice them in any future competition.
- Disclosure could also enable the pricing strategy for certain work to be deduced, to the detriment of our service providers and therefore place their competitors at a commercial advantage.

We have reached the view that, on balance, the public interest is better served by withholding this information under Section 43(2) of the Act at this time, as in this case, we believe that the information would, or would be likely to, prejudice the commercial interests of any person including the department who holds it (section 43(2) of the Act).

### **Language Services Contract**

Please see below the link to the Language Services Contract which covers Face to Face interpreters including provision for the deaf and deafblind, Telephone Interpreters and Written Translations:

<https://online.contractsfinder.businesslink.gov.uk/Common/View%20Notice.aspx?site=1000&lang=en&noticeid=264052&fs=true>

The new interpreting contract was introduced to tackle the inefficiencies and inconsistencies in the previous system. We now have a system that is robust, sustainable and able to deliver a quality service at an affordable level. In addition, the new contract and Framework Agreement significantly reduce the administrative burden on operational staff; provide detailed management information to help facilitate better planning; deliver a 24/7 one-stop shop for the provision of all language services; and allow greater scope to tackle inefficiencies – for example where, under the old arrangements, certain interpreters would spend more time travelling than interpreting. It has already saved taxpayers £15m in its first year, and continues to save money. We have seen dramatic improvements over the life of the contract so far, with performance currently at 94% success rate; record numbers of bookings are now being made and fulfilled; and we continue to drive further improvement in performance.

You can also find more information by reading the full text of the Act (available at <http://www.legislation.gov.uk/ukpga/2000/36/contents>).

You have the right to appeal our decision if you think it is incorrect. Details can be found in the 'How to Appeal' section attached at the end of this letter.

#### Disclosure Log

You can also view information that the Ministry of Justice has disclosed in response to previous Freedom of Information requests. Responses are anonymised and published on our on-line disclosure log which can be found on the MoJ website: <https://www.gov.uk/government/organisations/ministry-of-justice/series/freedom-of-information-disclosure-log>

Yours sincerely

**Julie Homer**

## How to Appeal

### Internal Review

If you are not satisfied with this response, you have the right to an internal review. The handling of your request will be looked at by someone who was not responsible for the original case, and they will make a decision as to whether we answered your request correctly.

If you would like to request a review, please write or send an email **within two months of the date of this letter** to the Data Access and Compliance Unit at the following address:

Data Access and Compliance Unit (10.34),  
Information & Communications Directorate,  
Ministry of Justice,  
102 Petty France,  
London  
SW1H 9AJ

E-mail: [data.access@justice.gsi.gov.uk](mailto:data.access@justice.gsi.gov.uk)

### Information Commissioner's Office

If you remain dissatisfied after an internal review decision, you have the right to apply to the Information Commissioner's Office. The Commissioner is an independent regulator who has the power to direct us to respond to your request differently, if he considers that we have handled it incorrectly.

You can contact the Information Commissioner's Office at the following address:

Information Commissioner's Office,  
Wycliffe House,  
Water Lane,  
Wilmslow,  
Cheshire  
SK9 5AF  
Internet address: <http://www.ico.org.uk/>