

**Nottinghamshire Police and Crime Commissioner**  
**Notice of Decision**



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<b>For Decision or Information</b>	Decision
<b>Date received*:</b>	14 August 2017
<b>Ref*:</b>	2017.037

\*to be inserted by Office of PCC

**TITLE: AWARD OF FRAMEWORK AGREEMENT FOR TELEPHONE INTERPRETING**

**EXECUTIVE SUMMARY:**

**1. PURPOSE OF THE REPORT**

The purpose of this report is to recommend approval for award of contract to thebigword Group Limited for the provision of Telephone Interpreting for the period 01 August 2017 to 30 June 2019 with the option to extend to 30 June 2020, utilising CCS Framework RM1092 "Language Services" Lot 3 "Telephone Interpreting and Video Language Services."

**2. SUPPORTING INFORMATION**

The current contract for Telephone Interpreting is with Language Line, which is due to expire on 08.10.2017. This contract can be terminated prior to this date if we wish either formally or by ceasing to use the service.

Leicestershire performed a regional retender activity for the procurement of all Language Services for East Midlands Forces. The recommendation is that we move from Language Line to thebigword, using CCS Framework RM1092 Lot 3 (Telephone Interpreting and Video Language Services) which is one of the CLEP recommended routes to market; thebigword are the only supplier listed on this Lot.

A visit was arranged for the East Midlands and some West Midlands Forces to thebigword's head office in Leeds to establish how they operate. Their call handlers and translation services are based at their head office, with the majority (95%+) of their interpreters are home based in the UK. They work with the MoJ, the NHS and 10-11 other Police Forces; they handle 750,000 calls a year of which 70% are automatically connected to an interpreter using access codes and language codes when dialling in. A demonstration of how the system worked was provided; a Polish interpreter was reached in 13 seconds using the automatic system, and a Twi interpreter (very rare) via the operator in just over 2 minutes. Calls can also be pre-booked and set up for a later date and time.

**INFORMATION IN SUPPORT OF DECISION: (e.g report or business case)**

Further information on the procurement process and its outcomes can be made available from EMSCU if required.

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**FINANCIAL INFORMATION** (please include if is it capital or revenue or both. What the split is and the totals being requested. Is this a virement/ something already budgeted for or something that requires additional funding. Are there any savings that can be offered up/or achieved)

CCS achieved value for money for this framework via national competition, from which thebigword was awarded the contract. There is no financial commitment required from either force. Finance has confirmed that there is a budget of £54,000.00 for this service.

Signature:   
**Chief Finance Officer**

Date: 24<sup>th</sup> August 2017

<b>Is any of the supporting information classified as non public or confidential information**?</b>	Yes	X	No	
If yes, please state under which category number from the guidance**				
3 - Information relating to the financial or business affairs of individuals or organisations (including the Police Force and the Police and Crime Commissioner). This could include contemplated as well as past or current activities.				

**DECISION:**

Approval to the following recommendations is therefore sort of the Nottinghamshire Police and Crime Commissioner to sign up to the CCS framework agreement RM1092 "Language Services" Lot 3 "Telephone Interpreting and Video Language Services."

**OFFICER APPROVAL**

I have been consulted about the proposals above and confirm that the appropriate advice has been taken into account in the preparation of this report. I am satisfied that this is an appropriate request to be submitted to the Police and Crime Commissioner.

Signature:  
**Chief Executive**



Date: 13<sup>th</sup> September 2017

**DECLARATION:**

I confirm that I do not have any disclosable pecuniary interests in this decision and I take the decision in compliance with the Code of Conduct for the Nottinghamshire Office of the Police and Crime Commissioner. Any interests are indicated below:

The above request has my approval.

Signature:  
**Nottinghamshire Police and Crime Commissioner**



Date:

20/9/17

\*\* See guidance on non public information