

## **6 August 2021: NRPSI calls on MoJ to review language services contract following sale of majority stake in existing contractor**

NRPSI has written to the Ministry of Justice (MoJ) requesting a review of its language services contract following news that an American private equity firm has acquired a majority stake in its principal language services contractor.

The new partnership between Susquehanna Private Capital ("SPC") and thebigword Group ("TWB") – the MoJ's contractor for Lot 1 (the provision of face-to-face, video and telephone interpretation) of its language services contract – was [announced on 5 August 2021](#).

NRPSI Executive Director and Registrar Mike Orlov said: "NRPSI believes that such a material change in ownership of the MoJ's principal language services contractor warrants a re-appraisal of the supplier holding the contract. It is a matter of due diligence to know exactly who is delivering such an important public service."

NRPSI has been lobbying the MoJ for several years to review how it delivers language services to the criminal justice system to make them more transparent, accountable, and fair. NRPSI considers that the MoJ's language services provision must be supported by an agreed set of professional standards, a transparent disciplinary process managed by an independent body, and fair working conditions and pay for interpreting professionals.

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### **Related news**

NRPSI has also written to the police about thebigword's material change in ownership to ask it to review whether the agency should still be on the supplier list for [Dynamic Purchasing System](#) (DPS) contracts.

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Cintra Language Services Group Ltd ("Cintra") has announced a DPS contract win to provide language services to nine forces in the Midlands region. In its release, Cintra states that 'the new contract will provide an increase of 11.6% to the hourly minimum rate paid to interpreters'. NRPSI has written to Cintra to request further details of the terms and conditions for interpreters under the new contract. Specifically, it has asked what the actual hourly engagement fee is, what the minimum time for a booking is and what the travel time allowances will be.

[Read Cintra's release](#)

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