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2 September 2014

Dear Mr Farrow,

### **Contract for Interpreting Services – Extension to Contract**

Thank you for your company's work with Thames Valley Police (TVP) towards the extension of the Contract for Interpreting Services. I am pleased to confirm that TVP has accepted the extension for a 12 month period, from 1 September 2014 until 31 August 2015.

As you will be aware, over the past six years, TVP and five other police forces have sourced their interpreting support through an arrangement established by TVP and held by Language Line Solutions (LLS). However, as we approached the end of this arrangement TVP had to consider its next steps, albeit with two very clear aims in mind.

The primary aim was the continued provision of a valued service through a twelve month extension to the established contract, until 31 August 2015. The forces using the contract have received excellent service and have forged sound working relationships with LLS and the interpreters who have supported our requirements over the past six years. Therefore, our preferred outcome was to extend this contract for a further year.

However, the other, critical aim was to meet the constraints imposed by significantly reduced budgets. You will be aware of the financial pressure that police forces, together with the wider public sector are under to meet increasing workloads and levels of service delivery to the front line with significantly reduced budgets. In TVP's case, savings of £38m are required between 2014/15 and 2016/17. This has substantial impacts on all areas of the police operation, including language support and has necessitated significant cost reduction work with our suppliers.

Although TVP considered other options for the supply of interpreting services within the criminal justice arena that are available for police forces to use, which would potentially offer immediate savings, the force decided to avoid such a move and remain with its established providers. Thank you for working with us in order to make retention of the current contract financially viable and therefore justifiable.

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The table (below) identifies the contract payment tariff that will come into effect for interpreters and contract users from 1 October 2014. This includes a change to the minimum chargeable period from three hours to two hours, as well as a change in the rates applicable for subsequent 15 minute increments and travel time.

TVP would like to thank you and the interpreters you have supplied through the contract for your support and look forward to continuing our association for a further year. The force understands that your company will need to share information behind the forthcoming changes with the interpreters and is happy for you to share this letter with them.

Yours sincerely,



Norman Bunce  
Principal Contracts Manager

Time/Interpreter	Minimum Booking Duration	Daily Minimum payment	15 Minute Increments thereafter	Travel Time (per 15 mins or part thereof)
Monday to Friday (0800 to 2000)	2 hours	£60.00	£6.00	£3.00
Monday to Friday (2000 to 0800), Saturday, Sunday & Public Holidays	2 hours	£80.00	£7.50	£4.00

**Travel Expenses**

	By Car	By Car where there was no reasonable public transport alternative	By Pedal Cycle
Per Mile	£0.25	£0.45	£0.20