



Norman Bunce MCIPS
Senior Contracts Manager

Thames Valley Police Headquarters
Oxford Road
Kidlington
Oxfordshire OX5 2NX

Tel. **01865 293751**
Fax. 01865 293767

Date 11 August 2008

«Name»
«ADR1»
«ADR2»
«ADR3»
«ADR4»
«ADR5»

Ref: NJB/«Vendor»

Dear sir or madam,

I am writing to you and to all who have provided Thames Valley Police (TVP) with face-to-face interpreting services over the last two years in order to let you know about changes which will be taking place in how TVP obtains interpreting service in the future.

I am pleased to announce that Thames Valley Police (TVP) has awarded the contract for the provision of interpreting services to Language Line Services, which will handle all booking arrangements, confirmations, interpreter payments and customer invoicing. Once this contract has gone live, all communication with regard to any booking details will come from and be handled by Language Line Services.

This contract has at its foundation the terms of the Home Office's "National Agreement on the Arrangements for the use of Interpreters, Translators and Language Service Professionals in Investigations and Proceedings within the Criminal Justice System". This identifies the requirement to pay rates comparable with those in the Home Office's contract. It also requires Language Line to deploy NRPSI and CACDP registered interpreters where available. I am pleased to advise that Language Line Services will be working in partnership with the NRPSI and will therefore have access to interpreter data via the National Register.

As part of the contract implementation process, Language Line Services will be contacting all NRPSI interpreters within the catchment area to request additional details and give the option to opt in or out of the provision of services to TVP and its partner forces.

The contract will also be available to other police forces in the South East and East of England Regions which wish to use it.

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TVP is grateful for the service it receives from interpreters and hopes that you will be able to continue to provide it with a service through the new arrangements. However, please note that only those interpreters who have given for their consent for their data to be accessed by commercial organisations via the NRPSI will be available to Language Line Services. If you have not previously agreed to this please do so now to ensure you can continue to supply services to the forces that take up this contract.

Language Line Services in partnership with Thames Valley Police will be holding awareness days in the region during the coming months. These awareness days will be advertised on the Language Line Services website and will be open to all NRPSI interpreters wanting to provide services via this contract.

Yours faithfully,

N J Bunce
Senior Contracts Manager