

Request Reference: 12779/17

**Q1. Which arrangements does the police force use to book translators and interpreters?**

West Midlands Police entered into a new contract with Capita Translation and Interpreting on 15th October 2017, following a further competition process that was conducted in conjunction with Greater Manchester, Cheshire, Merseyside, North Wales, Cumbria and Lancashire police. Capita supports face-to-face interpreting, telephone interpreting and translation requirements. Face-to-face and transcription assignments are predominantly booked on-line, but can also be arranged by telephone.

**Q2. When do the current arrangements/contract for booking translators and interpreters come to an end/expire?**

The contract is of 24-months duration, with options to extend for 12 or 24 months.

**Q3. Please provide details of any procurement exercise aimed to shape the future strategy of the force in relation to translation and interpreting.**

There are no plans to conduct any further procurement exercises in this business area at this time. However, performance will be monitored and strategic decisions to re-tender or extend existing arrangements will be considered in early 2019.