



Hampshire Constabulary

Chief Constable Olivia Pinkney

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Maureen Panday
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Our ref: HC/002771/16
Your ref:

11 January 2017

Dear Ms Panday

FREEDOM OF INFORMATION REQUEST HC/002771/16

I write in response to the above referenced Freedom of Information request submitted on 28th December 2016, Hampshire Constabulary has now considered this request, which has been repeated below and have responded accordingly.

Request	Response
<p>I am writing to request the following information under the Freedom of Information Act 2000:</p> <p>1. Which arrangements does the police force use to book translators and interpreters?</p> <p>2. When do the current arrangements/contract for booking translators and interpreters come to an end/expire?</p> <p>3. Please provide details of any procurement exercise aimed to shape the future strategy of the force in relation to translation and interpreting.</p>	<p>Point 1 There are currently two contracts, 1 covering face to face translation with Language Line previously procured under the Thames Valley Police Framework Agreement and 2 covering telephone interpreting and written translation with Language Line procured under the Metropolitan Police framework agreement.</p> <p>Point 2 Both contracts were extended to cover the re-procurement of a new contract. The contracts expire 28th February 2017</p> <p>Point 3 Following a national review of Police language services (translation) led by the Home Office, Hampshire Constabulary in collaboration with other Police Forces in the South East Region</p>



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	procured a Managed Service Provider under the national ESPO framework agreement for the future requirements of translation services. This has been awarded to Capita Translating and interpreting, to commence from 28.02.17 for 3 years with the option to extend for a further 2 years.
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COMPLAINT RIGHTS

If you are dissatisfied with the handling procedures or the decision made by Hampshire Constabulary, you can lodge a complaint with the force to have the decision reviewed within 2 months of the date of this response. Complaints should be made in writing to the Public Access office at the address at the top of this letter.

If, after lodging a complaint with Hampshire Constabulary, you are still unhappy with the outcome, you may make application to the Information Commissioner at the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF, via telephone on 0303 123 1113 or 01625 545745 or at the website www.ico.org.uk

Yours sincerely

Becky Hill
Public Access Officer
Joint Information Management Unit