



MAYOR OF LONDON  
OFFICE FOR POLICING AND CRIME

## Telephone Interpreting services

### MOPAC Investment Advisory & Monitoring meeting 2<sup>nd</sup> July 2024

Report by Laura Haggis on behalf of the Marie Heracleous

**Part 1 – This section of the report will be published by MOPAC. It is classified as OFFICIAL – PUBLIC**

#### *EXECUTIVE SUMMARY*

To approve a Contract Value uplift, initiation of procurement and permission to award a new contract for telephone interpreting services.

#### **Recommendations**

The Deputy Mayor for Policing and Crime, via the Investment Advisory and Monitoring meeting (IAM), is asked to approve:

**A contract value uplift of £1.11m**, from £2.29m to £3.40m, which will allow the MPS to implement a compliant 1 year extension to existing the Language Line contract and continue providing services until August 2025.

**The reallocation of budget within OSS** of up to £1.05m to cover expected additional spend on the current contract with Language Line until August 2025.

**3. Permission to initiate a new procurement** for the provision of telephone interpreting services and delegated authority to the Director of Commercial Services to award a contract of up to £5.2m for 4 years (3+1year ) next generation of contract in 2025, which will run up to August 2029.. This is the total value of the contract notice, which is based upon an estimate of future demand for the four years of £1m per annum, plus a 20% contingency, plus additional headroom for the purposes of the contract notice.

#### **Time sensitivity**

A decision is required from the Deputy Mayor by 31<sup>st</sup> August to support a compliant extension of the contract, and to initiate procurement before current contract expires in August 2025.

**Non-confidential facts and advice to the Deputy Mayor for Policing and Crime****Introduction and background**

1. The current Language Line contract (PCD 989) was implemented in August 2021, with an initial forecasted spend of £0.685m per year. Demand has increased steadily each year and is now exceeding original projections meaning the contract headroom will be reached earlier than projected. Additionally, this service will continue to be needed in future years, therefore a new service will need to be procured once this contract expires in August 2025. .

**2. Service demand since August 2021**

	<b>FY 21/22</b> <i>(Aug 21-Mar 22)</i>	<b>FY 22/23</b>	<b>FY 23/24</b>
<b>Total Calls</b>	<b>64,904</b>	<b>91,653</b>	<b>123,418</b>
<b>Total Languages Provided</b>	<b>98</b>	<b>121</b>	<b>114</b>
<b>Interpreter Availability</b>	<b>99.30%</b>	<b>99.10%</b>	<b>99.3%</b>

3. The increased demand is a testament to the effectiveness of the service, which gets positive feedback from users. It presents significant benefits to both the front-line officer and the communities we serve, by having early deployment of an interpreter.
4. The top requested language for telephone support is consistently Romanian however, over the past 2 years there has been an increase in the requests for Ukrainian and Afghan languages (Dari and Pashto) which is likely related to be a result in refugees due to the Ukraine conflict and the Afghan resettlement programme.
5. A successful mobile application was introduced for tablets and phones in 2022, and in 2023 mobile phones were issued to all front-line officers, which made the service even more accessible, impacting demand further.

**Issues for consideration****Contributes to the New Met for London (NMfL) Plan and / or MOPAC Police &**

### Crime Plan 2022-25<sup>1</sup>

6. The ability of MPS officers and staff to communicate with victims, offenders and the public in general is of key importance to the Mayor's Police & Crime Plan and to the MPS NMFL Plan. It is only through building relationships and gaining trust that the MPS can ascertain information, provide community confidence and reassure victims of crime at the earliest opportunity.

### Financial, Commercial and Procurement Comments

7. There is no additional capital expenditure required.
8. Revenue information is commercially restricted and contained in Part 2.
9. The procurement of the new service, to continue on from the current service, with refreshed specifications will also consider the suppliers ability to meet the mayoral objectives such as London Anchor Institutions and the Mayor's Responsible Procurement Policy.
10. Commercial Services have reviewed two possible frameworks to use for this procurement. The preference is to use the Crown Commercial Services (CCS) Framework RM6141.
11. The [MPS Environment and Sustainability policy](#) will be taken into consideration. The application supports our communities, including those most impacted by the virus.

### Legal Comments

12. The Mayor's Office for Policing and Crime ("MOPAC") is a contracting authority as defined in the Public Contracts Regulations 2015 ("the Regulations"). All awards of, and modifications to, public contracts for goods and/or services valued at £214,904 or above shall be procured in accordance with the Regulations. This report confirms both the value of the original contract and the proposed modification exceeds this threshold.
13. Regulation 72 permits MOPAC to modify a contract in limited circumstances. Specifically, regulation 72(1)(b) provides MOPAC may modify a contract where:
  - It is not possible to change contractor due to technical or economic reasons; and
  - To change contractor would cause MOPAC to suffer significant inconvenience or substantial costs duplication.

Provided the value of the modification does not exceed 50% of the value of the original contract. This report confirms the above are met.

14. Paragraph 4.13 of the MOPAC Scheme of Delegation and Consent provides the Deputy Mayor for Policing and Crime has delegated authority to approve

---

<sup>1</sup> [Police and crime plan: a safer city for all Londoners | London City Hall](#)

all unforeseen variations and extensions to contracts with an original value of £500,000 or above, when the variation or extension is greater than 10% of the original value and/or is for a period of more than 12 months.

15. Paragraph 4.13 of the MOPAC Scheme of Delegation and Consent provides the Deputy Mayor for Policing and Crime has delegated authority to approve all requests to go out to tender for contracts valued at £500,000 or above. Recommendations 2 and 3 can be lawfully approved on the basis of the information contained in this report.

## Equality Comments

16. This business case has undergone an initial Equality screening. Due regard has been taken to ensure compliance with the Equality Act in particular the Public Sector Equality Duty. Real consideration has been taken to assess Equality impact caused by the proposed business case.

As a result, if Language line was not in existence, negative impacts have been identified to groups who have protected characteristics those groups are:-

- Race
- Religion
- Disability

17. Bidders will be assessed on how they deliver Social Value outcomes including how they will support in the delivery of the key objectives of London Anchor Institution's Charter and how this contract will contribute to the Authority's commitment to support those groups most impacted by the pandemic.

## Privacy Comments

18. The MPS is subject to the requirements and conditions placed on it as a 'State' body to comply with the European Convention of Human Rights and the Data Protection Act (DPA) 2018. Both legislative requirements place an obligation on the MPS to process personal data fairly and lawfully in order to safeguard the rights and freedoms of individuals.
19. Under Article 35 of the General Data Protection Regulation (GDPR) and Section 57 of the DPA 2018, Data Protection Impact Assessments (DPIA) become mandatory for organisations with technologies and processes that are likely to result in a high risk to the rights of the data subjects.
20. The Information Assurance and Information Rights units within MPS will be consulted at all stages to ensure the programme meets its compliance requirements.

21. The programme does not use currently personally identifiable data of members of the public, so there are no current GDPR issues to be considered. If the programme uses personally identifiable data of members of the public at a later date, DPIAs will be completed as needed.

### **Real Estate Implication**

22. There are no implications in relation to Real Estate.

### **Environmental Implications**

23. The MPS shall seek to request reports from awarded suppliers in respect of Social Value and Sustainability commitments and use these metrics to best inform good practice within companies operating in this market. No impact.

### **Background/supporting papers**

24. Justification Paper – Telephone Interpreting Services (exempt from publication) URN035

Report author: Laura Haggis Customer Service and Engagement Lead OSS 07471 144063

### **Part 2 – This section refers to the details of the Part 2 business case which is NOT SUITABLE for MOPAC Publication.**

The Government Security Classification marking for Part 2 is:  
OFFICIAL-SENSITIVE [COMMERCIAL]

Part 2 of Business Justification Paper – Telephone Interpreting Services is exempt from publication for the following reasons:

- Exempt under Article 2(2)(a) of the Elected Local Policing Bodies (Specified Information) Order 2011 (Data Protection Section 43 – Commercial Interests).
- The relevant sections under the FOIA that would exempt this information from disclosure, for example:
  - Data Protection Section 40,
  - Commercial Interest Section 43

The paper will cease to be exempt until August 2029, which will be completion of new contract.