



OFFICIAL EXECUTIVE DECISION NOTICE PUBLISHED BY DEMOCRATIC SERVICES

Notice is hereby given that the following decision(s) have been made today by Cabinet Members at the London Borough of Hillingdon:

Title of decision	Translation and Interpretation Services – Contract Extension
Reference No.	1479
Date of decision	Friday 01 August 2025
Call-in expiry date	Friday 08 August 2025
Relevant Select Committee	Corporate Resources & Infrastructure Select Committee
Relevant Wards	N/A

Decision made

Cabinet Members making the decision	Councillor Ian Edwards, Leader of the Council Councillor Jonathan Bianco, Cabinet Member for Corporate Services & Property
Decision	Approved That the Leader of the Council, in consultation with the Cabinet Member for Corporate Services & Property, agreed to extend the current contract with THE BIG WORD for the provision of Translation and Interpreting Services to the London Borough of Hillingdon for a ONE year period from 21 August 2025 to 20 August 2026 at a cost of £117,000 for the period. That this decision is conditional upon an AI solution being identified for implementation in August 2026.
Reason for decision	The initial term of this contract will conclude on 20 August 2025; therefore, approval is requested for a one-year extension. This extension will enable the service to explore emerging and cost-effective technologies and align with the Council's key Digital partners (ICS.AI and Jadu) to deliver a new operating model, e.g. potential to use AI for interpreting and translation services. Additionally, Members considered the potential of AI to provide more effective and efficient translation solutions and agreed to the contract extension subject to that work being undertaken.
Alternative options considered and rejected	Allow the current contract to expire and work 'off contract' with less favourable terms.

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	<p>The Resident Hub manages the contract, while service areas like Adult and Children's Social Care, Place, and Corporate Resources decide on interpretation and translation needs.</p> <p>The Council's medium-term plan for T&I services post-August 2026 will be to re-tender through compliant procurement. Officers are also exploring AI-driven interpreting and machine translation (with ICS.AI, our development partners) to enhance service delivery and provide cost-effective solutions.</p> <p>Immigration is projected to be a significant driver of population growth, with net immigration accounting for a substantial portion of the increase. The need for interpreting and translation services is likely to remain high due to the diverse linguistic backgrounds of migrants.</p> <p>After extended talks with the supplier, the council secured lower rates for the one-year contract extension than those in the current agreement.</p>
Classification	Part II – Members Only and Not for Publication
Link to associated report	That this report be declared as exempt from publication as it involves the disclosure of information in accordance with Section 100(A) and paragraph 3 of Part 1 of Schedule 12 (A) to the Local Government Act 1972 (as amended), in that the report contains information relating to the financial or business affairs of any particular person (including the authority holding that information) and that the public interest in withholding the information outweighs the public interest in disclosing it.
Relevant Officer contact & Directorate	Vicky Mills & Zeenat Kapadia – Resident Hub Managers, Corporate Services Michelle Kenyon – Assistant Category Manager – Procurement
Any interest declared by the Cabinet Member(s) / dispensation granted	N/A

Implementation of decision & scrutiny call-in

[Internal Use only]	
When can this decision be implemented by officers?	<p>Officers can implement Cabinet Member decision in this notice only from the expiry of the scrutiny call-in period which is:</p> <p>5pm on Friday 08 August 2025</p> <p>However, this is subject to the decision not being called in by Councillors on the relevant Select Committee. Upon receipt of a</p>

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	valid call-in request, Democratic Services will immediately advise the relevant officer(s) and the decision must then be put on hold.
Councillor scrutiny call-in of this decision	<p>Councillors on the relevant Select Committee shown in this notice may request to call-in this decision. The request must be before the expiry of the scrutiny call-in period above.</p> <p>Councillors should use the Scrutiny Call-in App (link below) on their devices to initiate any call-in request. Further advice can be sought from Democratic Services if required:</p> <p>Scrutiny Call-In - Power Apps (secure)</p>
Further information	<p>These decisions, where applicable, have been taken under The Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012.</p> <p>This is the formal notice by the Council of the above executive decision, including links to the reports where applicable.</p> <p>If you would like more information on this decision, please contact Democratic Services on 01895 250636 or email: democratic@hillingdon.gov.uk.</p> <p>Circulation of this decision notice is to a variety of people including Members of the Council, Corporate Directors, Officers, Group Secretariats and the Public. Copies are also placed on the Council's website.</p> <p style="text-align: right;">Democratic Services London Borough of Hillingdon Civic Centre High Street Uxbridge UB8 1UW</p>