



Prestige Network
The Language Specialists

Telephone 0870 770 5260

Standardised Interpreting Service System for all DWP Units in the UK

Scrupulous efforts are made to reach equal representation and social inclusion of all clients

The first step in this long term, painstaking work is the arrangement made with language service providers to bridge the communication gap between the staff of each Government Department and their clients.

As language services are becoming more and more important in the day-to-day operation of the Job-centre Plus, Social Security and Pensions Service offices throughout the UK, signals coming from the Advisers reached the Central Procurement of the DWP raising the issue of the need for a more effective and more reliable service that could replace the age old practice of using in house staff and local interpreters. The involvement of professional companies as intermediaries became inevitable.

Prestige Network was recently entrusted with the task to provide Face-to-Face Interpreting service for all the units of the Department throughout the UK.

Prior to awarding this contract Central Procurement evaluated every aspect of our operation from recruitment to the quality control process and Prestige Network met their rigorous set of criteria. However, we will continue to audit

our operations on an on-going basis to ensure that we provide the highest quality service possible and to eliminate the chance of failing our customer in any respect.

The quick accessibility of the service in good customer care is a key factor in our mind. Therefore we made the booking process as easy as possible for the Advisers.:

- ▶ Enquire is made by calling 0870 770 5260
- ▶ Booking details are taken
- ▶ Booking is made
- ▶ Confirmation
- ▶ Booking takes place
- ▶ Feedback and evaluation

Needless to say that this award is a great distinction for us as and we believe that it reflects our commitment to deliver the best service possible for our customers. We hope it also gives an additional confidence in our business for all of our actual and potential customers and they won't hesitate to contact us if they have any language requirements.

PRESTIGE NETWORK

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