

It would be extremely valuable to have an insight into how the contract is being formally assessed, and the results of these observations - the more so in the light of the disappearance of any overt monitoring process. I would very much like to know whence springs the asseveration that there has been no lowering of standards or qualitatively adverse effect.

As regards the breach of EU regulations, it is difficult to define "due regard". I should like to refer you to recent developments in the NW of England and the quashing order issued by the courts with regard to the ALS contract. This is very positive news, and shows that the process of outsourcing is coming under deserved scrutiny. I would appreciate your opinions on this matter.

As to your allegation that there has been no breach of contract, I should like to assure you that many instances of such breaches have taken place. I do not wish to burden you with anecdotes, but I am currently collating the information which I am receiving on an almost daily basis, and will be pleased to furnish you with all the data to hand should you subsequently require this.

I am naturally aware of the existence of WIGITS and would appreciate the chance to liaise with this particular group, since I presume we share the common goal of establishing and maintaining interpreting standards. Similarly, in my capacity as President of SITA, I am interested in cooperating with all service providers in order to ensure the continuing quality of service provision.

Thank you in advance for your kind attention, and I look forward to receiving your feedback with respect to the abovementioned issues at your earliest convenience.

Yours sincerely,

Melanie Beaumont

