

Every day, councils need formal transcript records of what's been said; at meetings, hearings, investigations and interviews. And whether you're sharing them on your website, using them in legal proceedings or archiving them for the future, those records must be timely and accurate.

With budgets under pressure, the challenge is to find more cost-effective ways of working. With Appen, councils can get high quality transcripts, notes and minutes – and generate savings. Pay only for what you need, when you need it.

How can we help?

Appen can provide official transcript records for:

- Legal Services, from evidence gathering to court hearings
- Property, Planning and Procurement meetings and inquiries
- Licensing, Trading Standards and Environmental Health hearings and appeals
- Council Tax and Housing Benefit investigations
- Adult Social Services hearings and appeals
- Children's Services, including confidential interviews under secure conditions, either remotely or in person
- Human Resources, from disciplinary hearings to training events
- Coroners' inquests
- Public meetings, 'Town Hall' events and regular committee meetings



About Appen

Appen is a leading provider of digital, audio and video transcription in the UK, offering a range of transcription services with expertise in secure transcription solutions and official record transcripts.

We provide transcription services for investigations, witness interviews, meetings, and formal hearings.

Appen's services

We offer:

- **Transcription** – a verbatim account of every word and sound, or our 'intelligent verbatim' service, capturing only what is said, rather than how.
- **Summaries** – a shorter version of your transcript with 40 per cent fewer pages, but all key points covered.
- **Note taking** – when recording isn't possible, our trained note takers attend in person or dial in from a remote location.
- **Language Services** – transcription and translation in more than 180 languages and dialects.
- **Recording** – equipment and/or trained technicians to help capture audio/video.



What makes Appen different?

- **Quality** – ISO9001 certified services, with highly trained transcribers and a formal quality audit process.
- **Information and data security** – our information management systems are ISO27001 certified and approved by the UK Government's Cyber Essentials scheme.
- **Confidentiality** – all members of staff sign confidentiality agreements, with some security-cleared to the very highest levels.
- **Experience** – Appen works extensively with local authorities as well as Coroners' Services and police forces, producing transcripts to PACE and ABE specifications.
- **Responsiveness** – a bespoke, 'on demand' service with a flexible pricing structure.
- **Physical security** – some of the highest security standards in the industry, and a state of the art, secure in-house facility.



Find out more

To find out more about Appen's services for local authorities, please contact us at: enquiries_exeter@appen.com or 01392 213958.