

APPROVAL AWARDING OF TRANSLATION AND INTERPRETATION CONTRACT

Councillor Lynne Ayres, Cabinet Member for Children’s Services, Education, Skills and the University

Deadline date: AUGUST 2022

Cabinet portfolio holder: Responsible Director:	Councillor Lynn Ayres, Cabinet Member for Children’s Services, Education, Skills and the University Charlotte Black, Executive Director for People and Communities
Is this a Key Decision?	YES – This has been included on the Forward Plan, KEY/20JUN22/01
Is this decision eligible for call-in?	YES
Does this Public report have any annex that contains exempt information?	NO
Is this a project and if so has it been registered on Verto?	N/A

RECOMMENDATIONS

The Cabinet Member is recommended to:

1. Approve the awarding of the Translation and Interpretation services contract from the NHS SBS Framework to Capita Translation and Interpretation services Ltd for a period of 48 months from 8th November 2022 to 7th November 2026, At an approximate total contract value of £680,000

1. PURPOSE OF THIS REPORT

- 1.1 This report is for the Cabinet Member for Children’s Services, Education, Skills and the University to consider, exercising delegated authority under paragraph 3.4.3 of Part 3 of the constitution in accordance with paragraph (b) of their portfolio.
- 1.2 This report seeks the Cabinet Member for Children’s Services, Education, Skills and the University’s approval to authorise the award of the call-off contract to Capita Translation and Interpretation Services Ltd.

- 1.3 The awarding of this contract would cover the period from 8th November 2022 to 7th November 2026. This contract is for four years. The expected annual approximate total value is estimated as £170,000 based on historic spend which is rising at approximately 3% per annum.

2. **TIMESCALE**

Is this a Major Policy Item/Statutory Plan?	NO	If Yes, date for relevant Cabinet Meeting	N/A
---	-----------	---	------------

3. **BACKGROUND AND KEY ISSUES**

- 3.1 Translation and Interpretation services are currently provided to Peterborough City Council (PCC) by Capita via the NHS SBS Framework 402 Lot 7 Interpretation, Translation and Transcription Services. This contract expires 7th November 2022 and the Council must procure the provision of a continued translation and interpretation service.
- 3.2 Interpretation and translation services include:
- Onsite face to face spoken language interpreting
 - Prebooked remote spoken language interpreting (MS Teams, Skype, telephone)
 - On demand telephone and video interpreting
 - Deaf, Deafblind and British Sign Language interpreting (face to face and video)
 - Transcription of documents
- 3.3 Prices for language services have remained stable over the lifetime of the Council's existing translation and interpretation contract. Council spend on the provision of Translation and Interpretation Services has been rising each year as it is dependent on factors outside of the Council's control: Global trends (conflict/war, Covid pandemic) national policy (Brexit, inflation) and local population growth. Future savings are therefore unlikely.
- 3.3 PCC's highest spend is onsite face-to-face interpretation which accounts for 35% of spend. Telephone and document translation spend equates to 28% and 30% respectively.
- 3.4 Children's Social Care are the main users of translation and interpretation services and approximately 82% of contract spend is within Children's Services. This estimated percentage includes PCC employing a full-time interpreter through the Capita contract. They account for around £21,876.25 of the onsite face to face costs but also do document translations too.
- 3.5 In Peterborough, Lithuanian makes up the bulk of the Interpretation costs, made up primarily of the in-house interpreter. The top 10 languages in 2021 (in order of most used) are: Lithuanian, Polish, Romanian, Urdu, Portuguese, Kurdish, British Sign Language, Slovak, Kurdish (Kur Manji), and Russian

- 3.5.1 in terms of document translation, Slovak, Farsi and Kurdish are the top 3, followed by Polish, Lithuanian, Urdu, Czech, Hindi, French and Italian.
- 3.6 The UK language market was the largest interpreting market in Europe with over 1600 UK language service companies. The translators and interpreters used by these companies are mostly freelancers who choose who and where to work, often working with multiple language provider. Hence, we have had challenges ensuring onsite face to face translations for Children's Social Care
- 3.7 Brexit has had a negative effect on Language Service providers. Notably, the difficulty acquiring new translators and loss of work as clients/translator move away from UK. The impact of Covid pandemic and Brexit on the Language Service Market may make delivering on time, onsite face to face and quality services an ongoing challenge for all language service providers.

4. Procurement process

- 4.1 An options appraisal was completed, considering all viable procurement routes for provision of Translation and Interpretation Services. The three main public frameworks for Translation and Interpretation Services were evaluated and those demonstrating a competitive pricing model were evaluated fully, based on historic 2021 Usage. NHS SBS Pricing indicated that Capita were the best value supplier on the framework at an annual cost of £149,505. In 2021 PCC actual spend was £167,425.
- 4.2 In May 2022, the Peterborough and Cambridgeshire Joint Commissioning Board (PCJCB) were presented with an analysis and recommendation paper containing the options appraisal set out at section 7.1 of this report. Analysis showed that public sector Framework Agreements offered the best value for money. In particular, the NHS Shared Business Services Translation framework with a fixed cost pricing structure. PCJCB approved PCC purchasing Translation and Interpretation Services via the NHS Shared Business Services framework agreement.
- 4.3 Due to the nature of this requirement, procurement deemed the best option was to utilise an existing public framework. The framework that most suitably meets the needs of this requirement is NHS SBS Interpretation and Translation Services Framework Reference SBS/21/NL/ZWV/10127 Lot 6 PCC are able to access this framework by virtue of being a Local Authority. Awarding a contract under this framework will allow public sector procurement compliance, reduction in costs, and better monitoring of the spend. Capita were selected as the successful contractor due to being deemed the most economically advantageous option following evaluation of all options as part of this procurement.

5. ANTICIPATED OUTCOMES

5.1 Translation services are part of the Council’s Public Sector Equality Duty. The service meets this obligation by ensuring accessibility for customers and communities we serve. As a result, translation and interpretation services:

- Support engagement between Council Officers, families, people and communities.
- Helps Council Officers support high risk families.
- Provides a high-quality service at a low cost

5.2 Awarding the call-off contract to Capita via Framework Agreement SBS/21/NL/ZWV/10127 Lot 6 will ensure the outcomes are met and PCC continues to provide service users with translation and interpretation services.

6. REASONS FOR RECOMMENDATION

6.1 A comparative analysis of alternative frameworks against PCC’s requirements and usage was undertaken to identify the most competitive provider. By comparing provider prices against PCC’s historic usage, savings and benefits were estimated. Following evaluation of our options and being compliant with the Framework requirements for Direct Award it was deemed that this was the favoured option. This reduces time, effort and resources spent on commissioning and procurement activities. This process is compliant with Public Contract Regulation 2015 and PCC’s Contract Procurement Rules 2016. Therefore as a result of full analysis and evaluation calling off from Framework SBS/21/NL/ZWV//10127 Lot 6 is the most economically advantageous option and will deliver the best value for money. Furthermore, in awarding to the incumbent supplier who has consistently delivered a good service we can ensure continuity of service provision.

7. ALTERNATIVE OPTIONS CONSIDERED

7.1 **Procure through a tender process:** This was rejected on the basis that there are several Public Sector Language Service Frameworks that list 20 to 30 language providers on their framework all with a proven track records of delivering language services. These frameworks include for example, the Crown Commercial service, NHS Shared Business Services and ESPO. Approved providers on these frameworks are quality checked while pricing is standardised. The alternative options are outlined below:

No	Option
1	Run an open procedure in accordance with Public Contracts Regulations 2015
2	Run a further competition against one of the existing Frameworks as detailed below ESPO – Ref 402-20 Lot 1c NHS SBS - Ref SBS/21/NL/ZWV/10127 Lot 6

7.2 **To do nothing** – this was rejected as access to quality translation and interpretation service enables Council Officers carry out duties and communicate with people, families and communities.

8. IMPLICATIONS

8.1 Legal Implications

The Public Contracts Regulations 2015 and framework agreement protocol for use of NHS Shared Business Services Interpretation and Translation Services have been complied with. PCC to enter into call-off contract with the successful supplier.

8.2 Financial Implications

The total value of a four-year Translation and Interpretation Services based on existing usage is £680,000 and could be higher depending on global and local factors. This is in excess of £500,000 threshold and is a key decision.

8.3 Equalities implications

There are no negative equalities implications arising from this decision.

8.4 Carbon Impact Implications

The impact of the translation and interpretation contract on the Councils carbon emissions and environment will be almost negligible.

The Translation and interpretation contract provides Council Officers with a number of carbon neutral alternatives including Prebooked Remote Spoken Language Interpreting via MS Teams, Skype or Telephone.

9. DECLARATIONS / CONFLICTS OF INTEREST & DISPENSATIONS GRANTED

9.1 None.

10. BACKGROUND DOCUMENTS

Used to prepare this report, in accordance with the Local Government (Access to Information) Act 1985) and The Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012

10.1 [ATC-UK-Survey-and-Report.pdf](#) [accessed 2 May 2022]