

Executive Decision Making by an Officer with Delegated Powers

Decision to be taken by: Ann James, Executive Director of Children's Services in consultation with Cllr Stephen Davies

Pursuant to an Authorisation from: Cllr Stephen Davies, Cabinet Member for Children's Safeguarding and Early Years on 20 June 2023: Translation and Interpretation Service

Report title: Translation and Interpretation Service – Award of Contract(s)

The decision	<p>Following a competitive tender process under the NHS SBS Interpretation and Translation Services framework' for the supply of Interpretation and Translation services, having consulted with the Executive Director of Children's Services and the Cabinet Member for Children's Safeguarding and Early Years, in accordance with the Individual Cabinet Member decision of 20 June 2023:</p> <p>DECISION</p> <ol style="list-style-type: none">1. To award individual call-off contract by each partner for the supply of Gloucestershire Translation and Interpretation service to the Word360 (Registered Company No. 05498277). The four partners as part of a multi-organisation tender collective 'One Gloucestershire', are as follows:<ul style="list-style-type: none">• Gloucestershire Hospitals NHS Foundation Trust (GHT),• Gloucestershire Health and Care NHS Foundation Trust (GHC),• NHS Gloucestershire Integrated Care Board (ICB),• Gloucestershire County Council (GCC)2. The proposed contract shall continue for an initial period of 3 years and include an option to extend its term for a further period of not more than 1 year (+1). <p>The framework timescales since approval of the ICM report (link below) mean that the extension can only be for one year. The impact should be minimal as the total spend will be reducing.</p> <ol style="list-style-type: none">3. To terminate the current contract 30th June 2025 with the incumbent supplier, following one month's notice as approved in the ICM decision below.
Background documents	<p>Individual Cabinet Member Decision (20/06/2023): Translation and Interpretation Service</p> <p>ICM Decision (19/07/2022): Translation and Interpretation Service – CCS framework 5+2 to one tenderer</p>

<p>Reasons for the decision</p>	<p>Following a competitive tender process (in accordance with the ICM Decision 20th June 2023), Word360 has been identified as the winning bidder, deemed to offer the Council and One Gloucestershire the best value for money.</p> <p>This is based on Word360 achieving the highest overall score in terms of price and quality and having passed all other aspects of the Selection Questionnaire (pass/fail), security standards and financial robustness.</p> <p>This also included evaluation of social value considerations, worth 10% of the overall score, through providers' submissions to the Council's Social Value Portal. The following services shall be awarded to the winning bidder:</p> <p>Lot 1 – Face-to-Face (Spoken) Interpretation Lot 2 - British Sign Language (BSL) as a second tier only, as we currently have a tier 1 supplier contracted separately. Lot 3 - Telephone Interpretation Lot 4 – Document Translation and ancillary Services Lot 5 - Video Interpretation Lot 6 – One Stop Shop (Fully Managed Services)</p> <p>Individual cabinet member decision to approve a variation to the current DA Languages contract to include a clause to terminate on one month's notice was approved 20/6/23 (please refer to background documents section).</p>
<p>Resource implications</p>	<p>To include confirmation that the decision is within budget and the resources are available:</p> <p>The contract value for GCC is based on expenditure for the financial year 2022-23, totalling £324,800.</p> <p>Budgets are managed by the relevant department/team who request/book the service as the provider directly charges the respective budget holder. Commissioning receive total monthly invoices and work closely with budget holders to cross reference invoices and maintain overall oversight of council expenditure as a whole, monitoring and planning future spend.</p> <p>Demand for the service has increased year on year we anticipate spend to remain at this level as a minimum, any increase in expenditure will be shared between relevant departments rather than one cost centre.</p>

	<p>The total spend as a 'One Gloucestershire' multi-organisation tender collective is approximately £800,000 per annum across all four partners.</p> <p>Once contracts are awarded Commissioners will maintain a monthly audit trail to support budget holders to manage expenditure levels.</p>
<p>Who has been consulted?</p>	<ul style="list-style-type: none"> ▪ Cllr Stephen Davies, Cabinet Member for Children's Safeguarding and Early Years ▪ Internal Support Services: <ul style="list-style-type: none"> ○ Legal Services ○ Strategic Procurement ○ Finance ○ Communications ○ Information Management Service
<p>What were their comments?</p> <ul style="list-style-type: none"> ▪ Cllr Stephen Davies, Cabinet Member for Children's Safeguarding and Early Years approved this award. ▪ Consultation with relevant support services including Commercial, Legal and Finance have been completed and all Officers have reviewed the decision report. 	
<p>Background/Context</p> <p>Under the Equality Act 2010 organisations are required to provide information in the most appropriate ways, so that communities who do not speak/read English as their main language and disabled people have access to the same quality of information and receive fair and appropriate services. Gloucestershire County Council has commissioned an Interpretation and Translation service since 2016 following a serious case review in 2012 recommended improvements in the interpretation and translation service offered by GCC.</p> <p>The new One Gloucestershire contract allows increased flexibility to maximise the use of our resources, improve our ability to negotiate better prices for larger volumes of services and address social inequality and exclusion by reducing barriers to accessing healthcare and council services through continuity of service and care. It also allows Commissioners to work together to address issues across the system and improve consistency and assuring quality.</p> <p>Mobilisation period for the new contract has been built into the timeline with a staggered start date with GHT & GHC beginning their contract one month before ICB & GCC which will support learning from implementation period.</p> <p>The award of the contract allows seamless continuation of the service and enables the Local Authority to meet our Public Sector Equality duties with the provision of the service.</p>	
<p>Alternative options considered and why they were rejected</p> <p>Alternative options considered in relation to this decision and why they were rejected – not those considered as part of the previous Cabinet/Cabinet Member decision, if applicable.</p> <ol style="list-style-type: none"> 1. The option to not to award the contract was rejected as the new contract will allow GCC to focus on service improvements as part of a One Gloucestershire model and to run the service. 	

Risk Analysis

The following risks and mitigations have been identified:

- 1. Expenditure does not remain within the levels set out in the report**
 - Monthly audit of spend will remain in place to monitor expenditure.
 - Regular communications with teams to reduce any unnecessary expenditure such as ensuring early cancellation to avoid charges for late cancellations.
 - The provider will need to raise with commissioners annually any requests for inflationary uplifts.

- 2. Issues with relationship between 4 partner organisations and governance arrangements**
 - Initial development of a memorandum of understanding between 4 partner organisations to clearly outline how the contract will be managed
 - Currently the requirements around information sharing are unknown. Commissioners and IG colleagues across all organisations will develop data sharing agreements as necessary, in conjunction with the new provider.”
 - Regular pre-meetings between Commissioners, at a minimum quarterly but more regularly during the first year of the contract
 - Regular contract and performance monitoring meetings between Commissioners and provider(s), at a minimum quarterly.
 - Once the contract is in place we will work with the provider to deliver the ‘one stop shop’ and move forward with Sharing Agreements, if required,

- 3. Meeting demand for translation and interpretation**
 - Lot 6 of the contract has a ‘One Stop Shop’ (Fully Managed Services), this requires the provider of the Services to call on sub-contracted suppliers to fulfil demand if required.
 - Commissioners will work closely with the Provider and sub contracted provider(s) to support local communities to gain skills, qualifications and experience to become future translators and interpreters.
 - Commissioners and providers will work with community organisations and adult education to review potential suitable diploma level course.

Equalities considerations


The award of the contract allows seamless continuation of the service and meeting our Public Sector Equality duties.

The new contract will engage local community organisations and group and offer opportunities for training and development to those interested in becoming freelance interpreter or translator.

All bidders have submitted the social value response through the social value portal.

Has an Equality Impact Assessment been completed? Yes - published [here](#)

If ‘Yes’, please attached the signed Equality Impact Assessment.

<p>Has any conflict of interest been declared by any Cabinet Member consulted on the decision?</p> <p><i>The council's Monitoring Officer should be consulted, in the first instance, if any conflict of interest is declared by a Cabinet Member.</i></p> <p>If any conflict of interest declared, was a dispensation granted by the Audit and Governance Committee of the Council?</p>	<p>Yes/No</p> <p>Date of dispensation:</p>
<p>Does this decision report form or any supporting papers provided contain confidential or exempt information?</p> <p><i>(Refer to Democratic Services Unit for advice if necessary)</i></p>	<p>Yes/No</p> <p><i>If Yes, please provide details of document(s) that are confidential or exempt</i></p>
<p>Does this decision need to be published on the GCC website?</p> <p><i>(Refer to guidance on "Executive Decisions taken by Officers").</i></p>	<p>Yes</p>
<p>In coming to this decision I have given due and full regard to the requirements of the Public Sector Equality Duty contained in section 149 of the Equality Act 2010 ("the Act") by reference to the law itself and also the relevant Equality Impact Assessment, which was prepared in accordance with the requirements of the Act.</p> <p>Having fully considered all available information, I have decided to reject any alternative options and take the recommended decision(s), for the reasons set out in this report.</p> <p></p> <p>Signed</p> <p>Name Ann James</p> <p>Title Director of Children's Services</p>	
<p>Date 2nd May 2024</p>	
<p>Contact details for further information:</p> <p>Officer: David Flosse-Harris</p> <p>Email: David.Flosse-Harris@gloucestershire.gov.uk</p>	
