



THE POLICE & CRIME COMMISSIONER FOR CLEVELAND

DECISION RECORD FORM

REQUEST: For PCC approval.

Title: Language Services

Executive Summary:
 The current contract for the provision of Language Services, which includes the provision of Face to Face Interpreting and Translation Services, British Sign Language service and telephone Interpreting services comes to an end in November 2016.

A procurement assessment has been undertaken to provide these services going forward that will deliver both quality services and value for money. Based on this work the PCC is asked to award contracts in line with the decision below and supported by the report attached to this form.

Decision: The PCC is asked to approve the procurement methods used and approve a direct award to:

ITL North East via the CCS RM1092 Framework for Face to Face Interpreting and Translation Services.

ITL North East via the ESPO Framework for British Sign Language.

The Big Word via the CCS RM1092 Framework for Telephone Services.

The cost of this contract would be £60,447 per annum or £241,789 over the 4 year term based on 2015/16 volumes and spend.

OPCC Lead Officer:
Michael Porter

Contractor Details (if applicable):
ITL North East
The Big Word

Implications:

Has consideration been taken of the following:	Yes	No	
Financial	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Legal	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Equality & Diversity	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Human Rights	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Sustainability	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Risk	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

(If yes please provide further details below)

Decision Required – Supporting Information

Financial Implications: (Must include comments of the PCC's CFO where the decision has financial implications)

Based on 2015/16 usage, it is anticipated that a saving of approximately 10% will be achieved, this equates to £7,267 per annum and £29,068 over the full four year term.

Legal Implications: (Must include comments of the Monitoring Officer where the decision has legal implication)

CCS and ESPO National framework terms to be used.

Equality and Diversity Implications

There are no diversity & equal opportunity implications associated with the award of this contract.

Human Rights Implications

There are no Human Rights implications associated with this contract. There are no sustainability implications associated with the award of this contract.

Sustainability Implications

There is no sustainability implications associated with the award of this contract.


Risk Management Implications

There are no risks associated with the award of this contract.

OFFICER APPROVAL

Chief Executive

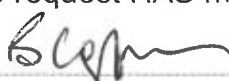
I have been consulted about the decision and confirm that financial, legal, and equalities advice has been taken into account. I am satisfied that this is an appropriate request to be submitted to the Police and Crime Commissioner.

Signed: 

Date: 19 October 2016

Police and Crime Commissioner:

The above request HAS my approval.

Signed: 

Date: 19/10/16



Report of the Chief Constable to the Police and Crime Commissioner of Cleveland – August 2016

Status: For Decision

Procurement Report for the Provision of Language Services

1. Purpose

- 1.1 The purpose of this report is to advise the Police and Crime Commissioner of the procurement process undertaken during the recent exercise to award contracts for Face to Face Interpreting, Translation Services and Telephone Interpreting.
- 1.2 In 2013 a collaborative contract between Northumbria, Cleveland and Durham for Face to Face Interpreting Services was put in place utilising the NHS SBS framework. The contract is due to expire at the end of November 2016.
- 1.3 The Telephone Interpreting contract is a MET Police contract which is renewed annually.
- 1.4 As a result of this procurement exercise three managed service contracts will be put in place to cover Face to Face Interpreting and British Sign Language, Telephone Interpreting and Translation Services.

2. Recommendations

- 2.1 That the Police and Crime Commissioner note the Procurement process used to award a contract for Interpreting Services.
- 2.2 The Police and Crime Commissioner accept the recommendation to directly award a two year contract with an option to extend for a further two years to:
 - ITL North East via the CCS RM1092 Framework for Face to Face Interpreting and Translation Services
 - ITL North East via the ESPO Framework for British Sign Language
 - The Big Word via the CCS RM1092 Framework for Telephone Services

3. Reason

- 3.1 Prior to 2013 Cleveland Police spent over £100,000 per annum on face to face interpreting services. This spend was split over 120 individuals who provided services to the Force without a formal contract in place. This process was inefficient

and costly and, therefore, in 2013 Northumbria Police led on a Regional contract for face to face interpreting via the NHS SBS framework resulting in improved working practices and savings of £148,000 over the 3 year term.

3.2 Following a review of Police Procurement by Bluelight works, a number of work streams under the Collaborative Law Enforcement Programme (CLEP) were established to look at how the Police service procured these services, what opportunities were available for collaboration and savings. Language services were one of the work streams led by CC Simon Cole from Leicestershire Police.

3.3 A working group was established; Northumbria Police represented the North East forces to review the various framework contracts which were available to forces. The recommendation from the working group was that Forces collaborated within their local regions and use the ESPO, CCS or MOJ contracts which were available.

3.4 A review of these frameworks was carried out by the Northumbria Procurement Team which was leading this contract on behalf of the 3 North East Forces. The MOJ contract was discounted immediately as it was appointed to one provider covering all services and offered no flexibility or choice. The ESPO and CCS frameworks were reviewed and the recommendations are based on their review which considered:

3.4.1 The Big Word is the only provider on the CCS Framework for Telephone Interpreting; on review the CCS Framework prices for Telephone Interpreting are cheaper than ESPO. The costs for CCS are £0.35per minute, this is a reduction of £0.33 per minute. On the ESPO agreement the cheapest rate is £0.50 per minute.

3.4.2 The rational for a direct award via the CCS Framework in line with the framework rules for Face to Face Interpreting includes:

- ITL North East is the current provider for Face to Face Interpreting therefore continuity of service will be achieved.
- On review of the specifications the quality aspects of the framework meets the operational requirements.
- The CCS framework offers greater flexibility to define the approaches to travel the ESPO travel costs are fixed.
- The cost of change will be kept to a minimum
- The Police Service as a whole receives a rebate from CCS when Forces use their contracts. This rebate provides additional benefits to the service. (E.g. funding the consultancy for the current Fleet scoping exercise.)
- ITL are the only North East based Organisation on the Framework; ESPO does not include any North East Based Organisations.
- Costs are £26.50 per hour in-ours and £28.00 per hour out of hours. This is a reduction of £1.50 per hour from the current rates. The cheapest cost on ESPO is £26.00 per hour.

3.4.3 The rational for a direct award via ESPO for British Sign Language in line with the framework rules includes:

- ITL North East is the current provider for British Sign Language therefore continuity of service will be achieved.

- On review of the specifications the quality aspects of the framework meets the operational requirements.
- The cost of change will be kept to a minimum
- ITL are the only North East based organisation.
- ESPO have agreed more competitive rates than the CCS Framework with regards to the hourly rate and minimum number of hours that have to pay for. The cost is £45.00 per hour on ESPO opposed to £47.50 per hour for the cheapest cost on CCS.

4. Implications

4.1 Finance

Based on 2015/16 usage, it is anticipated that a saving of approximately 10% will be achieved, this equates to £7,267.84 per annum and £29,071.36 over the full four year term. The budget for 2016/17 is £82,800. The anticipated annual costs based on 2015/16 volumes are highlighted in the below table:

Language Service	Current Costs	New Costs	Savings
Face to Face	£67,812.00	£35,475.500	£2,336.50
Translation	£2,997.44	£1,939.52	£1,057.92
Non Spoken	£1,440.00	£1,620.00	-£180.00
Telephone	£12,948.56	£9,521.00	£3,427.56
Transport	£12,517.14	£11,891.28	£625.86
Total	£67,715.14	£60,447.30	£7,267.84

4.2 Legal

There are no legal implications associated with the award of this contract; the contract will be based on the terms of the overarching framework contract agreed by CCS and ESPO.

4.3 Diversity & Equal Opportunities

There are no diversity and equality implications associated with the award of this contract.

4.4 Human Rights Act

There are no human rights implications associated with the award of this contract.

4.5 Sustainability

There are no sustainability implications associated with the award of this contract.

4.6 Risk

On appointment of the original ITL managed service the PCC received a number of complaints from Interpreters, these complaints have been responded to and therefore the risks are greatly reduced.

5. Conclusions

- 5.1 The CCS and ESPO Framework contracts have been awarded in full compliance with EU Legislation and the recommendations are in line with the CLEP programme.
- 5.2 Northumbria Police have carried out a review of the frameworks on behalf of the three Forces in the North East Region. It is their recommendation that the service is split to Face to Face and Translation Services, British Sign Language and Telephone Interpreting to achieve the greatest value for money.
- 5.3 Recommendations are for a direct award for each of the contracts to achieve the greatest value for money.
- 5.4 Cashable savings of approximately £7,267 per annum or £29,071 over the 4 year contract term will be achieved.

Iain Spittal
Chief Constable

Evaluation Team
Procurement and Fleet Lead Business Partner