

## OFFICER DECISION RECORD 1 FORM

This form should be used to record Officer Decisions in Excess of £100k (but below the key decision threshold), or where required by Financial, Contract or other Procedure Rules or following formal delegation from Cabinet or a Cabinet Member or a Council Committee.

**Decision Reference No: AHWB.049.2019 Communication Service for Deaf and Deafened People**

**BOX 1**

**DIRECTORATE:** Adults Health & Wellbeing

**DATE:** 12<sup>th</sup> Sept 2019

**Contact Name:** Lesley Hunt  
Commissioning Officer and Marie Hall  
Contracts Officer

**Tel. No.:** 01302 737745

**Subject Matter:** To re-tender the Communication Service for Deaf and Deafened People to commence from 1 April 2020. The current contract ends 31 March 2020.

**BOX 2****DECISION TAKEN**

To undertake an EU compliant procurement exercise of the Communication Service for Deaf and Deafened People for a new contract to commence on 1 April 2020 for 36 months with the option to extend for 2 x 12 months. The current contract ends 31 March 2020.

Current Council spend is around £21k per annum. Doncaster Clinical Commissioning Group (CCG) and Doncaster and Bassetlaw Hospital Trust (DBHT) are charged for any health assignments in addition to this.

The Council wishes to commission a service on an outcome focused approach that will provide Doncaster residents who are deaf, deafened or deafblind with a:

- comprehensive and independent communication service available at the times required by Service Users and other parties involved in the assignment,
- fully accessible service, easy for stakeholders to contact and compliant with all equal opportunities legislation,
- qualified and competent communication support,
- responsive to the communication needs of the Service User and other parties involved in

the assignment,

- person centred, flexible service that can meet complex needs of Service Users' e.g. dual sensory loss, mental health needs.

### Service Review 2019

A full service review has been undertaken to inform future commissioning. It was identified that there had been some issues around cancellations/non-attendance of interpreters that had been booked for appointments. This appears to have improved since Doncaster Council and partners decided to increase the guaranteed freelance fee from two to three hours.

However, the fees are still below the NUBSLI (National Union of British Sign Language Interpreters) guidelines due to financial constraints of the contract that has now been in place for over 8 years.

BID continues to strive to meet the communication needs of the deaf community in Doncaster by providing a robust accessible booking process and providing high quality communication support and professionals. A team of dedicated co-ordinators manage the booking process and work closely with service users and professionals.

All BID's interpreters are registered with NRCPD (National Registers of Communication Professionals Working with Deaf and Deafblind People (UK)) with a minimum Level 6 qualification.

In June 2019 BID introduced a new web-based portal booking system.

It is clear from the previous feedback from service users there have been some issues around cancellations/non-attendance of interpreters that had been booked for appointments.

The issues appear to be with the freelance interpreters rather than the contracted staff members, we have addressed this by increasing the appointment times from 2 to 3 hour minimum slots in-line with other organisations using the freelance interpreters.

### **BOX 3**

#### **REASON FOR THE DECISION**

- **This is a statutory Service**
- Doncaster Adults service along with DCCG and DBTH have contracted a BSL service for a number of years to meet the communication needs of Deaf, Deafened or Deafblind residents
- This service is to provide Communication Support services that effectively meet the needs of residents, regardless of ethnicity, disability, gender, age, sexual orientation religion or belief.
- The new contract will be jointly commissioned (Doncaster Council, Doncaster Clinical Commissioning Group and Doncaster, Bassetlaw Foundation Teaching Hospital) and provides the opportunity to refresh the current Service Specification and to ensure that it fits with the current Adults Transformation Strategy and makes use of new technology.
- The current contract is due to expire 31<sup>st</sup> March 2020 is held by BID services.
- Quarterly contract review meetings take place with BID and the service is working well and is demonstrating added value (providing an in house interpreter and offering quality

improvement meetings with the deaf community)

- However in 2018 BID were only achieving 75% against performance target of 98% to fulfil assignments, primarily because the contract paid below the market rate exacerbated by a shortage of fully qualified Communication Support Interpreters.
- It was agreed (ODR ref: AHWB 0.68.2018) to increase the rate paid to freelancers from 1 November 2018. The in house interpreter remained at the original rate. This has improved the fulfilment rate, which is currently 94%.

#### **BOX 4**

##### **ALTERNATIVE OPTIONS CONSIDERED AND REJECTED**

- Option of purchasing through a translation and interpreting framework, however concerns that this may not offer a fully responsive service that meets the needs of the deaf community in Doncaster. The current contract provides a part time in house interpreter employed in Doncaster supported by freelance interpreters. Additionally we can incorporate social value for the benefit of the Doncaster Deaf Community e.g. incentives to upskill trainee interpreters and raise awareness of the needs of deaf people to service providers.
- Options of whether not to jointly commission with DCCG and DBTFH considered however economies of scale may not be realised and additionally having one contract makes it clearer for members of the deaf community of Doncaster.

#### **BOX 5**

##### **LEGAL IMPLICATIONS**

Section 1 of the Localism Act 2011 provides the Council with a general power of competence, allowing the Council to do anything that individuals generally may do.

Section 111 of the Local Government Act 1972 gives the Council the power to purchase goods and services.

The procurement of the service must be undertaken in accordance with the Council's contract procedure rules.

Legal Services should be consulted at the earliest opportunity to provide the contractual documentation.

**Name: Paula Coleman    Signature: By e-mail    Date: 20.09.19**

Signature of Assistant Director of Legal and Democratic Services (or representative)

#### **BOX 6**

##### **FINANCIAL IMPLICATIONS:**

Based on the contract changes outlined above by the service it is likely that when retendered the annual cost will increase from the current £21k although it is not possible at this stage for the

service to quantify by how much.

There is a budget of £40k for this service so it is assumed the increase can be met from this with no budget pressure. If the contract were to increase beyond this budget then the service would need to identify where the additional cost would be funded from.

There is also the expectation that the recharges to DBH and CCG will increase which will offset some of the additional cost, this increase should be communicated to the relevant organisations as part of the contract procurement to ensure they are aware and in agreement with the additional cost.

**Name:** Chris Temperton **Signature:** by email **Date:** 19/09/19

Signature of Chief Financial Officer and Assistant Director of Finance (or representative)

## **BOX 7**

### **OTHER RELEVANT IMPLICATIONS**

#### **Procurement:**

The Services to be procured are subject to the Public Contract Regulations 2015. The value of the proposed services is higher than the current EU threshold a contract notice is to be published in the Official Journal of the European Union or the UK e-notification service post brexit.

In addition to the advertising requirement, the Councils Contract Procedure Rules required that for contracts valued above £181,302 a minimum 10% weighting of the contract award criteria will need attributing to the delivery social value outcomes.

Name: \_Shaun Ferron\_\_\_\_\_ Signature: \_\_\_Via Email\_\_\_\_\_ Date: \_\_30.09.19\_\_\_\_\_

Signature of Assistant Director (or representative)

**ANY IMPLICATIONS SENT TO DEPARTMENTS SHOULD GENERALLY BE SUBMITTED AT LEAST 5 WORKING DAYS IN ADVANCE TO ENSURE THESE CAN BE GIVEN THE RELEVANT CONSIDERATION.**

## **BOX 8**

**EQUALITY IMPLICATIONS:** (To be completed by the author).

Key stakeholders have been consulted and this highlighted some of the issues in providing this service. The service will be available to all adults in need of the service in Doncaster irrespective of age, disability, ethnicity, sexual orientation and religion

**BOX 9****RISK IMPLICATIONS:** (To be completed by the author)

The impact of not tendering this service will lead to inequalities towards meeting the communication needs of the Deaf, Deafened and Deafblind service users/patients. The impact of this will include lack of access to mainstream health, social care, housing and other services as the client group would be disadvantaged in terms of not being able to attend appointments.

**BOX 10****CONSULTATION****BOX 11****INFORMATION NOT FOR PUBLICATION**

In accordance with the Freedom of Information Act 2000, it is in the Public's interests for this decision to be published in full, redacting only the signatures.

**Name:** Gillian Parker **Signature** by email **Date:** 09/10/2019

Signature of FOI Lead Officer for service area where ODR originates

**BOX 12****BACKGROUND PAPERS**

Please confirm if any Background Papers are included with this ODR : NO

(If YES please list and submit these with this form)

**BOX 13  
AUTHORISATION**

Name: Phil Holmes Signature: \_\_\_\_\_ Date: 09/10/2019

Director of Adults Health & Wellbeing

**Does this decision require authorisation by the Chief Financial Officer or other Officer**

**YES/NO**

**If yes please authorise below:**

Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Chief Executive/Director/Assistant Director of \_\_\_\_\_

**Consultation with Relevant Member(s)**

Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Designation \_\_\_\_\_

(e.g. Mayor, Cabinet Member or Committee Chair/Vice-Chair)

**Declaration of Interest YES/NO**

**If YES please give details below:**

**PLEASE NOTE THIS FORM WILL BE PUBLISHED ON THE COUNCIL'S WEBSITE IN FULL UNLESS IT CONTAINS EXEMPT OR CONFIDENTIAL INFORMATION.**

Once completed a PDF copy of this form and any relevant background papers should be forwarded to Governance Services at [Democratic.Services@doncaster.gov.uk](mailto:Democratic.Services@doncaster.gov.uk) who will arrange publication.

It is the responsibility of the decision taker to clearly identify any information that is confidential or exempt and should be redacted before publication.