



RECORD OF DECISION TAKEN UNDER DELEGATED POWERS OUTLINED IN THE CONSTITUTION – Part 3 Section 16

DELEGATED OFFICER DECISION Louise Mattinson
TAKEN BY:
PORTFOLIO
AREA: ALL

SUBJECT: Interpreting and Translation Services Contract

1. DECISION

That Blackburn with Darwen Borough Council enters into a contract with Language Empire for the provision of interpreting and translation services.

2. REASON FOR DECISION

The Council does not currently have a formal contract for interpreting and translation services.

Language Empire has been used on a trial basis for the last nine months and the feedback has been positive. The performance levels have been positive and the supplier is keen to encourage smarter working, such as telephone and video interpretation services. Following the successful trial, approval is sought to award a contract through the NHS Shared Business Services framework agreement.

3. BACKGROUND

There have been on-going problems with booking interpreters and translation services across the Council. This became worse in July 2018 when a local supplier used by a number of teams was no longer available. In addition, there were performance issues with the other main supplier.

The Contracts and Procurement Team looked at alternatives and following discussions with Salford City Council became aware of an NHS framework agreement. The suppliers on this framework had been through a fully EU compliant procurement exercise and offered very competitive rates. This led to the trial with Language Empire, one of the companies on the framework agreement.

4. OPTIONS CONSIDERED AND REJECTED

Other options considered and rejected:

- 1) Continuing with the current arrangements. This was rejected because firstly the intermittent performance of the current supplier. Secondly, the framework offered an opportunity to improve on the current pricing.
- 2) Undertake our own tendering exercise. This was rejected because it would take more time and it was felt we would not be able to obtain better pricing than the rates available on the NHS framework.

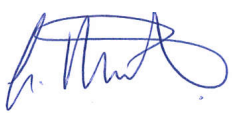
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5. DECLARATION OF INTEREST
All Declarations of Interest of the officer with delegation and the any Member who has been consulted, and note of any dispensation granted should be recorded below:

VERSION:	1
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CONTACT OFFICER:	Chris Aston and Steven Oldham
DATE:	28/3/19
BACKGROUND DOCUMENTS:	

Signed:



Louise Mattinson – Director of Finance and Customer Services	Date: 12th April 2019
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