

**REPORT OF THE LEADER****TRANSLATION AND INTERPRETATION SERVICE UPDATE****Purpose of the Report**

1. To provide an update on the Translation and Interpretation Service.

**Information and Advice**

2. Policy Committee approved a change in the delivery of translation and interpretation services on 12 September 2012, specifically to enter into a shared services arrangement with Nottingham City Council.
3. When approval was given, Nottingham City Council was approached and was interested in exploring a shared service arrangement.
4. Over the last few months extensive discussions have taken place with the City Council and detailed operational, financial and HR information has been shared. Whilst in principle the City Council was supportive of a shared service arrangement, in practice this has not been possible.
5. On 19 December 2012, the City Council confirmed in writing that it was not in a position currently to enter into a shared service arrangement. This was for a variety of reasons including financial risk and HR implications relating to the translators and interpreters.
6. As the shared service arrangement cannot progress at this point in time, alternative options will now be considered which include:
  - Keep the service in house but improve the business model and processes, to reduce inefficiency and achieve a true cost recovery model
  - An innovative social enterprise model
  - A shared service arrangement with another public sector provider
  - Contract a provider to deliver the service requirements
7. There is no other clear alternative option to recommend at this point in time from the alternative options considered in the 12 September 2012 report, with further research and business modelling required before a recommendation can be made to ensure best value for money for the Council.

8. Whilst other options are explored, in the short term (up to 12 months) the translation and interpretation service will need to continue, but with service improvements and transformation required. This is in order to reduce business risk, operate a true cost recovery model and improve the efficiency of back office processes.
9. A project to look at future business delivery options will be established and this will inform the improvement of existing service delivery and vice versa.

### **Recommendation**

- i. Existing service delivery should be improved in the short term to ensure full cost recovery and best value for money.

### **Councillor Kay Cutts Leader of the Council**

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### **Constitutional Comments [NAB 24/01/13]**

1. Policy Committee has authority to approve the recommendations set out in this report by virtue of its terms of reference.

### **Financial Comments [RWK 24/01/2013]**

2. The Translation and Interpretation service is estimated to cost in the region of £90,000 per annum. The cost of the service is recovered through charges to other County Council departments and to outside bodies.

### **HR Comments [AB 24/01/13]**

3. It should be noted that the two in-house staff who run the service are no longer at risk of redundancy. They were on the section 188 notice, whilst the shared service was explored. Should the outcome of the service review lead to proposals for changes to staffing, these will be the subject of a future Committee report.

### **Background Papers**

Except for previously published documents, which will be available elsewhere, the documents listed here will be available for inspection in accordance with Section 100D of the Local Government Act 1972.

A) Policy Committee paper 12 September 2012

**Electoral Division(s) and Member(s) Affected**

All