

Equality Analysis Screening Stage Blank Form – Online EA System

Stage 1 Screening Data

1. What are the objectives and expected outcomes of your proposal? Why is it needed? Make sure you highlight any proposed changes.

The current translation and interpreting services contract expires on 31 March 2017; this is a procurement for a new service. The new contracting arrangements will be shared with two other London Boroughs, Barnet, and Harrow, and the new service in Brent will begin on 01 April 2017. This is a demand led service, required to ensure fair and equal access to council services and information about services for people who do not speak or read English, it will include:

- Spoken face to face interpreting
- British Sign Language (BSL) interpreting
- Telephone Interpreting
- Translation
- Video interpreting

Use of telephone interpreting will be encouraged as it provides immediate access to an interpreter and is a cost effective way of providing the service with no minimum charges or cancellation fees incurred.

The invitation to tender stated that a single supplier would be selected for award of all three contracts, and selection would be on the most economically advantageous tender. The Council considered the following in addition to the evaluation of social value proposals:

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| • Implementation Plan | 5% |
| • Implementation Approach | 20% |
| • Booking Systems and Processes | 5% |
| • Interpreter Recruitment and Selection | 5% |
| • Dealing with Fluctuating Demand | 5% |
| • Language Matching | 10% |
| • Savings and Service Options | 5% |
| • Meeting Language Demand | 5% |
| • Meeting Urgent Demand | 5% |
| • Monitoring and Reporting | 10% |
| • Invoicing | 5% |
| • Complaints and Feedback | 10% |
| • Using Feedback to Improve Service | 5% |
| • Incorporating Innovation | 5% |

These quality criteria were then weighted against tender price and Social Value in the ratio 45:45:10, in line with the framework requirements.

2. Who is affected by the proposal? Consider residents, staff and external stakeholders.

This service is for residents who do not speak or read English, including BSL users, and staff who come into contact and need to interact with these residents. In Brent, 6.7% of the population cannot speak English well or at all, including 1.2% of the population who cannot speak English at all. This varies by ward, from 0.6% in Queens Park to 2.5% in Alperton. In

two wards, Alperton (14.3%) and Wembley Central (12.4%), more than one in ten people cannot speak English well or at all.

Analysis of the current service take-up shows that it is used most by the Children and Young People department (78%), followed by Housing Needs, Adult Social Care and Customer Services.

The contracting arrangements will be shared with two other London boroughs: Barnet, and Harrow.

The following paragraphs are an update to the EA following the procurement process: The chosen supplier has demonstrated that they understand, and can meet the needs of Brent's widely diverse residents. The supplier has provided translation services to the Immigration Advisory Service, Refugee Legal Centre, and the Refugee Migrant and Justice Centre for over ten years, and has access to a wide portfolio of rare, unusual and emerging spoken languages. They will carry out a targeted recruitment campaign within the three boroughs to recruit linguists in required languages, identified through the Local Authorities' usage data; Census data; regional research; Local Authority demographic data; and their own regional usage data from local clients.

They have also demonstrated that they are able to accommodate change. The supplier has a dedicated research and development team to understand the borough and predict possible changes in requirement; they will also liaise regularly with Brent to understand insights into the movement of people into the area. For example, the rising numbers of Unaccompanied Asylum Seeking Children with new entrants arriving from Syria, Afghanistan and Eritrea indicating a potential increase in demand for face-to-face interpreting for Arabic, Tigrinya, Pashto and Dari. Unaccompanied children arriving in Brent from Afghanistan, Albania, Iran, Eritrea and Vietnam was highlighted by the Head of Looked After Children as one of their highest interpreting needs.

The supplier's dedicated Research and Development Team will also monitor and evaluate language use; alongside regular liaising with Brent and monitoring of world news, which will ensure the service remains responsive to Brent's shifting language requirements.

The service provides video interpreting and online services, and will ensure that staff are all able to use these systems by providing induction and training, and testing of each user profile before the services goes live, and ongoing 24 hour technology support throughout the duration of the contract, which includes remote on screen trouble shooting and assistance. The supplier will ensure compatibility with the council system.

All linguists will take part in a bespoke contract induction and annual training programme.

The supplier will performance manage and report on activity for all three boroughs individually; data are tracked through the advanced management system. There is a robust performance management framework which includes client satisfaction surveys; feedback questionnaires; a feedback and a complaint section in the portal, and 24 hour helpline. Issues will be reported at the monthly quality management meeting, which are used to adapt working practices to incorporate lessons learned and performance improvements. Performance issues will have formal action plans with timed objectives, developed by the supplier in conjunction with each Local Authority, keeping the Local Authority informed of progress. The Local Authority will be provided with a monthly Complaint Report which includes associated action plans and results from satisfaction surveys. There is an escalation process for unresolved or recurring complaints.

3.1 Could the proposal impact on people in different ways because of their equality characteristics?

Age – yes:

This service is mostly used (78%) by the Children and Young People department, and ensures confidential and safeguarding matters can be discussed and understood by all parties.

Disability – yes:

This service will provide equal access to Brent council services for those who have a hearing impairment or a visual impairment. In the last year, the tenth most used face to face translation was for British Sign Language. This is 3.5% of all face to face communications. The translation service was used three times to translate English into braille, 1% of the overall service.

Gender Reassignment - no

Marriage and civil partnership - no

Pregnancy and maternity – yes:

This service is mostly used (78%) by the Children and Young People department, and ensures confidential and safeguarding matters can be discussed and understood by all parties.

Race– yes, indirectly as this is a language service

The details of languages required are included in the other section.

Religion or belief - no

Sex - no

Sexual orientation – no

Other – nationality and language – yes:

This will provide equal access to (information about) Brent's services for those who do not speak or read English; currently there is a demand for this service for unaccompanied asylum seekers, and for those with no recourse to public funds.

The top ten languages accessed, which comprise 76% of the service for face to face communication are:

Arabic	14.7%	(770)
Gujarati	11.3%	(589)
Romanian	9.4%	(492)
Somali	9.2%	(480)
Tamil	7.4%	(388)
Polish	7.2%	(376)
Pashto	5.9%	(306)
Portuguese (All)	3.6%	(189)
Urdu	3.5%	(184)
British sign language	3.5%	(183)

And for telephone interpreting (80% of provided service):

Gujarati	14.6%	(534)
Arabic	13.7%	(502)
Romanian	11.3%	(414)
Somali	10.6%	(388)
Polish	9.6%	(351)
Portuguese	7.1%	(259)
Tamil	5.3%	(196)
Spanish	2.9%	(105)
Farsi	2.8%	(102)
Urdu	2.7%	(100)

3.2 Could the proposal have a disproportionate impact on some equality groups?

If you answered 'Yes' please indicate which equality characteristic(s) are impacted

Yes – this would have a positive impact on some people with specific disabilities – those with a hearing and/or a visual impairment and for BSL users, as it provides interpreting services for them, both face to face, and by video, and translation into Braille.

Owing to the nature of the service and the diversity profile of the borough, residents from different nationalities with limited English languages skills are more likely to benefit from the service which will enable equal access to council services and information about services. This also includes refugees and asylum seekers, as well as Gypsies and Roma.

3.3 Would the proposal change or remove services used by vulnerable groups of people?

No, the procurement of this service will ensure continuity of services used by vulnerable people. The service has been used predominantly for social work safeguarding assessments; family court proceedings; no recourse to public funds assessments; and assessments of unaccompanied asylum seekers.

3.4 Does the proposal relate to an area with known inequalities?

The purpose of this contract is to alleviate inequalities enabling all people to access services, regardless of English speaking/reading capability, whether due to speaking other languages, or to disability.

3.5 Is the proposal likely to be sensitive or important for some people because of their equality characteristics?

This is important for, and the proposed changes have a positive impact on people with hearing impairments and/or visual impairments, including BSL users who experience barriers in accessing council services and information about services due to disability or language.

3.6 Does the proposal relate to one of Brent's equality objectives?

Yes, the proposal relates to the objective: *To ensure that local public services are responsive to different needs and treat users with dignity and respect.*

The translation and interpretation service will ensure that all residents will be able to interact with the council and access council services and information about these.