



COMMUNITY JUSTICE SECURITY

DECISION RECORD

Decision Record Number 21

This document records a decision taken by the Police and Crime Commissioner, together with details of the advice he received prior to taking the decision.

Decision taken

The Police and Crime Commissioner has taken the decision to:

Formalise the agreement with Significant for the continued provision of the Live BSL service which has been based on a verbal ongoing basis since the service inception back in 2014

Details of advice taken

Advice was provided from the Force's Equality and Diversity Advisor and from East Midlands Police Legal Services.

Martin Scoble
OPCC Chief Executive
3rd August 2017

END



COMMUNITY JUSTICE SECURITY

Northamptonshire Police and Crime Commission

Supporting Report to the Police and Crime Commissioner

Date of Report	1 August 2017
Subject	Significant – Sign Video Live BSL Service
Report Author	David Smith

1. Purpose of Report

- 1.1 To formalise the agreement with Significant for the continued provision of the Live BSL service which has been based on a verbal ongoing basis since the service inception back in 2014

2. Decision(s) Recommended:

- 2.1 To sign the agreed contract between Significant and the OPCC on behalf of Northamptonshire Police

3. Relevant background / Chronology of Key Events:

- 3.1 In 2014 Northants Police signed a 3 month temporary contract to provide a live BSL service where BSL users can contact the FCR using a computer and webcam. The BSL users signs over a video link to an interpreter who in turn contacts the FCR on the dedicated Disability Priority Line and relays the conversation to a call handler.
- 3.2 There has been an informal agreement to roll over the temporary contract whilst Northants Police was working with its partners on the Tri-Force Collaboration.
- 3.3 Since the decision was made that 'communications' was to be removed from the collaboration it was decided that we needed sign up to a permanent contract initially over 1 year.
- 3.4 Northants Police were the first 'Blue Light' service in the country to adopt this type of service.

4. Consultation:

- 4.1 The service was originally setup as an outcome of feedback from BSL users in the d/Deaf community who were struggling with contacting the Police for non-emergency matters.
- 4.2 In 2016 an updated survey with the d/Deaf community confirmed that over 70% of those questioned would use the service if needs be
- 4.3 Consultation with the Force Equality and Diversity Advisor confirms that provision of the service ensures compliance with it'd duty under the Equality Duty to provide methods of contact suitable to people with differing disabilities.

5. Compliance Issues:

5.1 Is this a decision of 'significant public interest?'

- 5.1.1 The total amount of the service means this need not be a decision of public interest, however it is delivering direct services to the public.

5.2 Is the recommended decision consistent with the priorities set out in the Northamptonshire Police and Crime Plan 2017/21?

- 5.2.1 Yes, it enables users of BSL (an identified language in itself) to be able to communicate with the force using their chosen method. This is no different to the translation services required for speakers of other languages such as Polish, Gujarati, French etc

5.3 What are the financial and procurement implications of this decision?

- 5.3.1 There is an annual 'line rental' of £1,188 (£99 per month) and £3.47 per minute of live video usage. Estimated annual cost is no more than £3,000 per annum.
- 5.3.2 Liability is held by Significant up to £10,000,000 in case of misinterpretation

5.4 Will further decisions be required?

- 5.4.1 We would look to provide a longer term contract after this one expires

5.5 Legal Implications

- 5.5.1 It helps Northants Police to meet its legal requirement under the Equality Act 2010, Equality Duty, to provide different methods of communication and inclusion of people within the d/Deaf community to contact us using their preferred method.

5.6 Risk Management

- 5.6.1 Any misinterpretation that may lead onto legal jeopardy including the collapse of a legal case, defamation or mis-representation is covered by the indemnity policy of the provider, Significant, up to the value of £10,000,000

5.7 Has an Equality Impact Assessment been undertaken?

5.7.1 Not originally, however the outcome is positive outcome for the d/Deaf community with no negative impact on any other protected characteristic.

6. Evaluation of alternative option(s):

- 6.1 Leicestershire Police were charged with seeking an East Midlands regional solution. However, any tender process would commit us to the successful provider. The other leading contender ('Interpreter Now', used by Leicestershire Police) would have been considerably more expensive (at least 4 times) according to the primary quotation. We still have very favourable rates provide by Significant.
- 6.2 Also, we have a very good working partnership with Significant and Deaf Hub (a local CIC) and we work in partnership to support the d/Deaf community within Northamptonshire.
- 6.3 As the contract would be less than £20,000 over the 5 year period we decided to stay with Significant as we already had joint branding in place, the fees were cheaper and they had provided BSL video translations for free.

7. List of background reports used to compile this report:

Most of the original documentation for the service provision appears to have been mis-laid

8. List of appendices accompanying this report (if any):

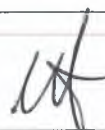
1 year Contract

9. Approvals

Date

Has this report been approved by the author's line manager?

Has this report been approved by the Chief Executive?



3/8/17