



REPORT TO: CORPORATE SERVICES

1. ITEM NUMBER: **CRSPC 12/05/23**

2. SUBJECT

QUARTERLY FEEDBACK REPORT ON THE UTILISATION OF CONTRACTED LANGUAGE PRACTITIONERS: JANUARY TO MARCH 2023

ONDERWERP

KWARTAALLIKSE TERUGVOERVERSLAG OOR DIE BENUTTING VAN GEKONTRAKTEERDE TAALPRAKTISYNS: JANUARIE TOT MAART 2023

ISIHLOKO

**INGXELO YARHOQO NGEKOTA EMALUNGA NOKUSETYENZISWA
KWEENGCALI ZEELWIMI EZINGEKHONTRAKTHI: UKUSUSELA
NGEYOMQUNGU UKUYA KWEYOKWINDLA 2023**

LSU: P3360

3. DELEGATED AUTHORITY

In terms of delegation Part 7, delegation 1(12)

This report FOR NOTING BY
is

- Committee name** : (CORPORATE SERVICES
- The Executive Mayor together with the Mayoral Committee (MAYCO)
- Council

4. DISCUSSION

Tender 193S/2019/20 for the provision of a panel of language practitioners to render interpreting and translation services will be utilised until 30 June 2023. The Language Services Manager has been appointed as the contract manager responsible for

outsourcing. This report serves to indicate how these service providers have been utilised for various assignments in the reporting period.

PART 1: UTILISATION OF CONTRACTED INTERPRETERS

Simultaneous interpreting was provided at the Council meetings in January and March 2023. Consecutive interpreting was provided for the special Council meeting in February.

For the most part, interpreters are not requested for portfolio committee meetings. Upon request, an interpreter was assigned for the March meeting of the Urban Waste Portfolio Committee. The interpreter was booked for five hours but not utilised.

Sign language interpreting was rendered as follows: twice in February and three times in March. The interpreters were fully utilised at these events.

The following table reflects how interpreters were utilised at subcouncil meetings:

Table 1. Utilisation of interpreters at subcouncil meetings

Duration of interpreting	Number of meetings		
	January	February	March
Throughout the meeting	7	6	4
More than 30 minutes	0	0	1
30 minutes or less	0	0	2
No interpreting	0	0	0
TOTAL NO. OF MEETINGS	7	6	7

The following table illustrates the other events for which interpreting was requested:

Table 2. Utilisation of interpreters at other events

Request	Number of meetings		
	January	February	March
Disciplinary hearings	1	3	7
Ward Committees	0	1	1
Public engagements	0	1	0
Subcouncil Activity Days	0	1	1
Workshops, staff meetings, etc.	0	0	4

TOTAL NO. OF MEETINGS	1	6	13
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General feedback

On 1 February, Language Services could not provide interpreters for the Water and Waste Indaba nor the Ward 6 Committee meeting because none of the service providers were available.

On 15 February, the assigned service provider mistakenly went to a venue in Mitchells Plain instead of Gugulethu; therefore Subcouncil 13 did not have an interpreter.

On 29 February, the assigned service provider was booked for two meetings and forgot about the afternoon assignment for the City of Cape Town.

Clients cancelled service requests on the same day that these services were to be provided which still incurs costs as the contractors have to be paid. This happened on the following dates: 27 February, 2 March, 22 March and 28 March 2023.

PART 2. UTILISATION OF CONTRACTED TRANSLATORS

At times the Language Services Unit outsources documents for translation into Xhosa or Afrikaans. The greatest bulk of the outsourcing is for the advertisements and notices which are published in Die Burger.

There were 12 requests in the reporting period ranging from about 2 200 to about 7 700 words per request.

Other documents that were outsourced because of their length, the degree of urgency or limited in-house capacity were:

In January:

- Immunisation leaflet (into Xhosa)
- Various land use reports (into Xhosa)
- MPAC reports (into Afrikaans and Xhosa)
- City Improvement District By-law (into Afrikaans and Xhosa)
- Question to the Mayor (into Xhosa)
- Consent forms (legal texts) (into Xhosa)
- Grant-in-aid advert (into Xhosa)

In February:

- Notice to vacate (into Xhosa)
- Various land use reports (into Xhosa)
- Title deed (into Afrikaans)
- MPAC reports (into Xhosa)
- Advertisement: traffic calming (into Xhosa)

In March:

- City News tombstones (into Xhosa)
- MSDF-DSDf advertisement (into Xhosa)
- STI pamphlet (into Xhosa)
- MPAC reports (into Xhosa)
- Budget advertisement (into Afrikaans and Xhosa)
- Court order (into Xhosa)
- Questions to the Mayor (into Xhosa)
- Court motion (into Afrikaans and Xhosa)

When time allowed, these outsourced documents were checked by in-house staff. Once in-house quality assessment has taken place, the contractors are given feedback on an official form.

Financial Implications

 None Opex Capex

 Capex: New Projects

 Capex: Existing projects requiring additional funding

 Capex: Existing projects with no additional funding requirements

Policy and Strategy

 Yes No

Legislative Vetting

 Yes No

Legal Implications Yes No

Staff Implications Yes No

Risk Implications Yes The risks for approving and/or not approving the recommendations are listed below:

No Report is for decision and has no risk implications.

No Report is for noting only and has no risk implications.

POPIA Compliance Yes It is confirmed that this report has been checked and considered for POPIA compliance.

5. RECOMMENDATIONS

It is recommended that the report be noted.

AANBEVELING

Daar word aanbeveel dat daar van die verslag kennis geneem word.

ISINDULULO

Kundululwe ukuba makuqwalaselwe ingxelo.

FOR FURTHER DETAILS CONTACT

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DIRECTORATE	Corporate Services	FILE REF NO	-

Approval Form

Supported for inclusion on the agenda



Utilisation of contracted language practitioners Q3 2022-23

Report Reference: 522663
Meeting: Section 79 Portfolio Committee - Corporate Services
Meeting Date: 03.05.2023
Meeting Venue: Meeting Room 2 6th Floor Podium

Contact Person: Elise Engelbrecht
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Item	Section	Approver	Approval	Approved Date	Approver Comments
01	Author	Elise Engelbrecht	Approved	13.04.2023 10:46:38	
02	Director/Directorate Support Manager	LINDIWE NDABA	Approved	18.04.2023 08:21:15	Approved
03	Executive Director	ERNEST SASS	Approved	18.04.2023 10:03:22	
04	Legal Compliance	Joan Mari Holt	Approved with Comments	19.04.2023 08:23:57	For information.

ECS Officer: