

Communication and Language Services Specification - Key Performance Indicators

Lot1 Translation

Monitoring and Reporting

The Contractor will provide quarterly reports on service delivery to each of the contracting authorities. The final detail and specification of the reports will be determined in consultation with the Contractor and the Contracting Authority. In terms of providing assurance of service delivery the following information is required as a minimum:-

- Reference number and brief description of request
- Language
- Date request received
- Date request delivered
- % and no of requests delivered and received within agreed timescales
- % & Number and date of requests cancelled and those charged for
- Cost of each assignment
- % & Number of translators involved in service delivery from Liverpool City Region and Cheshire
- Number of people from Liverpool City Region and Cheshire being trained as translators & % of whole
- Summary of training/information provided to Contracting Authority staff and their organisation including numbers engaged
- Summary of information and communication support provided for each organisation and numbers engaged
- Summary of social value work undertaken and other provisions to maximize social value made by Contractor
- Number of complaints received and nature of complaint
- Number of complaints resolved & outstanding
- Summary of action taken in response to complaints and other feedback
- Updates on progress with contract implementation plans