

Communication and Language Services Specification – Key Performance Measures

Lot 5 Interpretation and Translation Services for D/deaf and Deafblind people

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:-

Minimum monthly reporting: -

- Booking time and date
- Confirmation time and date
- Venue of appointment / video
- Details of translation request
- Language/professional
- Booker reference
- Interpreter reference
- Number &% of named interpreter requests received and met
- % & Number of preferred sex of interpreter requests received and met
- % & Number of interpreters from outside areas requests received and met
- Number of requests to not fulfil using a particular interpreter received, and met and action taken to investigate summary
- & Number of booking requests made in each Level
- % & Number of bookings requested for face to face / telephone and video
- % and number of bookings met by face to face / telephone and video
- % & Number and date of bookings cancelled and charged for
- % & Number of booking requests fulfilled including % met within specified timescale
- % & Number of appointments met with which level of qualified interpreter
- Cost of each appointment / translation
- Length of each appointment booked and actual length of appointment

Minimum quarterly reporting: -

- % & Number of interpreter appointments/translations delivered by interpreter from Liverpool City Region and Cheshire

- Number of interpreters/translators being trained from Liverpool City Region and Cheshire
- Number of newly qualified interpreters/translators from Liverpool City Region and Cheshire
- Number of interpreters available for delivery of contract, new interpreters recruited and interpreters leaving
- Summary of training and information and communication support provided under the relevant clause to Contracting Authority staff and their organisation including numbers trained /staff 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 feedback
- Reporting on Contracting Authority and patient/family/carer feedback relating to the service
- Updates on progress with contract implementation plans