

Communication and Language Services Specification - Key Performance Indicators

Lot 4 Provision of spoken language interpreters

Monitoring and Reporting

The Contractor will provide monthly and 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
- Future / emergency booking or on-demand booking
- Venue of appointment/ telephone / video
- Language
- Booker reference
- Interpreter reference
- Number &% of named interpreter requests received and met
- % & Number of preferred sex of interpreter requests received and met
- % & Number of interpreter 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 booking requests fulfilled including % met within specified timescales
- % & 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 number charged for
- % & Number of appointments met with which level of qualified interpreter

- Number and languages of bookings fulfilled by an Interpreter who has not undertaken a Language Assessment together with a description of the circumstances and action taken to provide future assessments.
- Cost of each appointment
- Length of each appointment booked and actual length of appointment
- % & Number of interpreter appointments delivered by interpreter from Liverpool City Region and Cheshire

Minimum quarterly reporting: -

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