

Your Request:

- 1) Total number of onsite face-to-face interpreting assignments in 2020, 2021 and year-to-date.**
 - a) Please provide a breakdown by language for 2021 and year-to-date.**

- 2) Total number of onsite face-to-face interpreting hours in 2020, 2021 and year-to-date.**

- 3) What are the minimum qualifications of the onsite face-to-face interpreters you use (if you access a government framework (i.e the CCS Languages Service framework) and it is easier to advise the interpreter qualification band (i.e band 1, 2 or 3 etc) this would be acceptable?**

- 4) Have you undertaken a physical audit on interpreter banding inline with the contract in the last 12 month?**
 - a) If yes, please share the findings**

- 5) Do you pay your supplier travel payments for face-to-face interpreting or is it an all-inclusive rate?**
 - a) If you pay travel. Please advise how much travel you paid in 2020, 2021 year-to-date**

- 6) Total number of onsite BSL interpreting assignments in 2020, 2021 and year-to-date.**

- 7) Total number of remote video interpreting assignments in 2020, 2021 and year-to-date.**

- 8) Total number of remote video interpreting hours in 2020, 2021 and year-to-date.**

- 9) Total number of remote telephone interpreting assignments in 2020, 2021 and year-to-date.**

- 10) Total number of remote telephone interpreting minutes in 2020, 2021 and year-to-date.**

- 11) Total number of remote telephone interpreting assignments in 2020, 2021 and year-to-date.**

- 12) Total number of translated documents in 2020,2021 and year-to-date**

- 13) Are the services access via a government framework?**
 - a) If so, what is the name of the framework.**

- 14) Who is the current supplier or suppliers providing the services?**

15) Are there KPI's in place with attached service credit penalties/liquidated damages?

a) If so what are the KPI's and please share if these have been achieved over the last 12 months?

b) If so, how much has the supplier paid in service credit penalties?

16) Does the current contract have a provision to increase rates within the contract period?

a) Have any rates been increased within the contract period?

b) What services have had a rate increase?

c) What was the percentage increase?

17) When did your current contract start?

18) When does your current contract expire and is there any optional extensions?

19) What is the annual contract value?

20) Who is the Senior Responsible owner for the contract?

Our Response:

Please find listed below the information held for the former CCG areas that now make up NHS Cheshire & Merseyside ICB in relation to the questions posed in respect of language and interpretation services commissioned for Primary Care:

Cheshire

1 - 3) Information not held.

4) No.

5 - 12) Information not held.

13) Yes.

13a) NHS Shared Business Services – Interpretation and Translation Services Framework / Crown Commercial Service – Approved Suppliers Of Language Services.

14) Language Line Limited.

15) No.

15a - b) Not applicable.

16) No.

16a - c) Not applicable.

17) 01 November 2021.

18) 31 March 2023 (No option to extend).

19) The contract is activity based with no annual contract value. The total activity spend for the 2021/22 financial year was £38,479.

20) Cheshire Place Head of Primary Care.

Halton

1 – 20) Information not held as language and interpretation services are managed at GP Practice level.

Knowsley

1) 2020: 60 / 2021: 67 / 2022 (to date): 116.

1a)

2021	Albanian Amharic Arabic Bahdini Bulgarian Cantonese Czech Dari Farsi	Farsi (Persian) French Hausa Hungarian Italian Kurdish Kurmanji Kurdish / Kurdish Sorani Lithuanian	Mandarin Mongolian Pashto Polish Portuguese Portuguese Brazilian Punjabi Romanian Russian	Spanish Sorani Sudanese Arabic Tamil Tigrigna Turkish Urdu Vietnamese
2022	Albanian Arabic Brazilian Bengali Bulgarian Cantonese Czech	Farsi French Hungarian Lithuanian Mandarin Mongolian Pashto	Polish Portuguese Portuguese Brazilian Romanian Russian Sorani Spanish	Sudanese Arabic Tigrigna Turkish Urdu

2) 2020: 19hrs 37mins / 2021: 58hrs 23mins / 2022 (to date): 67hrs 35mins.

3) Interpreters must hold at least one of the following qualifications:

- A fully qualified translator with qualified membership status of a relevant professional body (such as the Chartered Institute of Linguists, American Translators Association and Institute of Translation and Interpreting) and/or hold a degree in their target language.
- An honours degree in the relevant language and / or a degree in translation
- Qualifications and Credit Framework Level 7 qualification in translation such as the Institute of Linguists Educational Trust (IoLET) Diploma in Translation
- A masters level qualification in translation
- A recognised post-graduate qualification in translation

Where a translator with formal qualifications is not possible for a particular request, that the translator must have a minimum of five years' full-time professional experience in translating.

Interpreters must also have:

- verifiable experience as a professional linguist; are able to demonstrate that they have translated a minimum of 25,000 words of similar content to that which they have specified they have specialized in.
- verified references within the past 3 years
- for medical information, translators with specific experience of medical terminology will be utilised.

4) No.

4a) Not applicable

5) Travel expenses from the 21st mile can be reimbursed in accordance with the rates of reimbursement within Agenda for Change terms and conditions, up

to a maximum of £30. Expenses expected to be incurred over £30 must be agreed in advance upon requests for service by each Contracting Authority

5a) 2020: £86.20/ 2021: £523.60 / 2022 (to date): £1,762.24.

6) 2020: 69 / 2021: 67 / 2022 (to date): 94.

7) 2020: 0 / 2021: 0 / 2022 (to date): 6.

8) 2020: 0 / 2021: 0 / 2022 (to date): 4hrs 4mins.

9) 2020: 376 / 2021: 713 / 2022 (to date): 246.

10) 2020: 5948mins / 2021: 12,640mins / 2022 (to date): 14,289mins.

11) Duplicate question. Please refer to response to Q9.

12) 2020: 0 / 2021: 0. / 2022 (to date): 0.

13 – 13a) No. Framework produced by former NHS Liverpool CCG.

14) DA Languages Ltd / Signalise Co-op (BSL).

15) Yes, please find enclosed KPIs:

- LCCG Communication and Language Services Specification – KPIs Lot1

- LCCG Communication and Language Services Specification – KPIs Lot4

- LCCG Communication and Language Services Specification – KPIs Lot5

15a) Due to the pandemic the KPIs have not been monitored over the last 12 months, but the provider has achieved their KPIs throughout the contract period.

15b) There have been no penalties.

16a) No.

16b) None.

16c) Not applicable.

17) 01 September 2021.

18) 31 August 2024 (with one-year optional extension).

19) Nil.

20 Knowsley Place Commissioner/Contract Lead.

Liverpool

1) 2020: 2291 / 2021: 1305 / 2022 (to date): 2118.

1a)

Face-to-face interpreting		
Language	No. of assignments	
	2021	Year-to-date
Albanian	2	1
Amharic	5	1
Arabic	159	720
Arabic (Moroccan/Tunisian/Algerian/Libyan)	3	1
Azeri	0	1
Bengali	13	16
Bulgarian	44	23
Cantonese	316	327
Czech	38	44
Dari	2	9
Farsi (Persian)	103	98

French	1	1
Greek	3	2
Hindi	2	1
Hungarian	9	17
Italian	5	3
Kurdish / Kurdish Sorani	103	212
Kurdish Badini	9	25
Kurdish Kurmanji	0	1
Latvian (Lettish)	1	1
Lingala	1	0
Lithuanian	13	6
Mandarin	40	45
Pashtu	2	8
Polish	130	107
Portuguese	75	79
Portuguese (Brazilian)	1	9
Punjabi	4	2
Romanian	87	181
Russian	12	20
Sinhalese	1	1
Slovak	9	17
Somali	5	9
Spanish	34	38
Sylheti	0	2
Tamil	32	16
Thai	1	0
Tigrinya	11	17
Turkish	3	18
Ukrainian	0	2
Urdu	18	35
Vietnamese	8	2

2) 2020: 1799hrs 40mins / 2021: 1516hrs 34mins / 2022 (to date): 1937hrs 44mins.

3) Interpreters must hold at least one of the following qualifications:

- A fully qualified translator with qualified membership status of a relevant professional body (such as the Chartered Institute of Linguists, American Translators Association and Institute of Translation and Interpreting) and/or hold a degree in their target language.
- An honours degree in the relevant language and / or a degree in translation
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Interpreters must also have:

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- verified references within the past 3 years
- for medical information, translators with specific experience of medical terminology will be utilised.

4) No.

4a) Not applicable

5) Travel expenses from the 21st mile can be reimbursed in accordance with the rates of reimbursement within Agenda for Change terms and conditions, up to a maximum of £30. Expenses expected to be incurred over £30 must be agreed in advance upon requests for service by each Contracting Authority

5a) 2020: £1,836.87 / 2021: £3,969.87 / 2022 (to date): £7,206.20.

6) 2020: 242 / 2021: 384 / 2022 (to date): 20.

7) 2020: 0 / 2021: 0 / 2022 (to date): 20.

8) 2020: 494 / 2021: 0 / 2022 (to date): 15hrs 30mins.

9) 2020: 11,705 / 2021: 21,510 / 2022 (to date): 25,809.

10) 2020: 2,651hrs 34mins / 2021: 5,290hrs 2mins / 2022 (to date): 5,822hrs 3mins.

11) Duplicate question. Please refer to response to Q9.

12) 2020: 0 / 2021: 21. / 2022 (to date): 152.

13 – 13a) No. Framework produced by former NHS Liverpool CCG.

14) DA Languages Ltd / Signalise Co-op (BSL).

15) Yes, please find enclosed KPIs:

- *LCCG Communication and Language Services Specification – KPIs Lot1*

- *LCCG Communication and Language Services Specification – KPIs Lot4*

- *LCCG Communication and Language Services Specification – KPIs Lot5*

15a) Due to the pandemic the KPIs have not been monitored over the last 12 months, but the provider has achieved their KPIs throughout the contract period.

15b) There have been no penalties.

16a) No.

16b) None.

16c) Not applicable.

17) 01 September 2021.

18) 31 August 2024 (with one-year optional extension).

19) Nil.

20) Liverpool Place Commissioner/Contract Lead.

Sefton

1) Information not held. (Please note that these services were only commissioned by NHS South Sefton CCG & NHS Southport & Formby CCG from 01 October 2021 onwards – prior to this these services were commissioned by NHS England).

- 1a) Information not held.
2 - 3) Information not held.
4) No.
5 - 12) Information not held.
13) No.
13a) Not applicable.
14) DA Languages / Signalise.
15) Yes, contract breaches and the ability to terminate the contract is KPIs are not met. The below are KPI's to be received on request of the commissioner:
- 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
- 15a) Due for review.
15b) None.
16a) No.
16b) Not applicable.
16c) Not applicable.
17) 01 October 2021.
18) 31 March 2024 (with option to extend).
19) The contract is activity based and as yet the overall spend for translation services not received.
20) Sefton Place Contract Lead.

St Helens

- 1) Information not held on all of the specific language interpretations required. However, these have included the following languages: Hungarian, Vietnamese, Romanian, Farsi, Sorani, Arabic, Tamil, Bengali, Portuguese, Polish, Tigrinya, Spanish, Somali and Pashto.
2) Information not held. However, interpretation services are usually via telephone unless specially requested in person.
3) Information not held.
4) No.

- 4a) Not applicable.
5a – 8) Information not held.
9) 2020/21: 604 / 2021/22: 1,221 / 2022/23 (to date): 1,071.
10) 2020/21: 7,372mins. / 2021/22: 18,258mins / 2022/23 (to date): 20,885mins.
11) Duplicate question. Please refer to response to Q9.
12) Information not held.
13) No.
13a) Not applicable.
14) Language Line.
15) No.
15a – b) Not applicable.
16) No.
16a – c) Not applicable.
17) 01 May 2020.
18) 30 April 2023.
19) The contract is activity based with no annual contract value. The total activity spend for the 2021/22 financial year was £11,676
20) St Helens Place Senior Contract Manager.

Warrington

1 – 20) Information not held as language and interpretation services are managed at GP Practice level.

Wirral

- 1) Information not held.
1a) Please find enclosed 'Wirral Languages Table 2021/22' and 'Wirral Languages Table 2022/23'.
2) Information not held.
3) NVQ level 2 (Community Level Interpreter) or higher. Previous experience of community interpretation.
4) No.
4a) Not applicable
5) Inclusive rate.
5a) Not applicable.
6 - 12) Information not held.
13) Yes.
13a) The Provider will carry out the services in accordance with best practice in health care and shall comply in all respects with the standards and recommendations:
- NHS Core principles www.nhs.uk/england/aboutthenhs/coreprinciples.cmsx
 - National Service Frameworks www.nhs.uk/england/aboutthenhs/nsf/default.cmsx
 - National Institute for Health and Clinical Excellence www.nice.org
 - DH Standards for Better Health www.dh.gov.uk/en/publicationsandstatistics/publications/publicationspolicyandguidance/DH_4086665

- Appropriate clinical governance arrangements/providers own standards/specific standards relevant to the service

14) Wirral Multicultural Organisation (WMO).

15) Yes, service indicators/quality indicators KPIs.

15a) Due to the pandemic the KPIs have not been monitored over the last 12 months, but the provider has achieved their KPIs throughout the contract period.

15b) There have been no penalties.

16a) No.

16b) Not applicable.

16c) Not applicable.

17) 01 April 2022.

18) 31 March 2023 (rolling contract).

19) Payment is cost per case and the expected annual value is approximately £90,000.

20) Wirral Contract Lead.

Enc: - *LCCG Communication and Language Services Specification – KPIs Lot1*
- *LCCG Communication and Language Services Specification – KPIs Lot4*
- *LCCG Communication and Language Services Specification – KPIs Lot5*
- *Wirral Languages Table 2021/22*
- *Wirral Languages Table 2022/23*



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