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|  | **Market Engagement Questionnaire** **for Language Service Professionals supplying Interpreting Services for D/deaf and Deafblind People** |
| Complete and return via email to procurement.cli@kent.gov.uk by no later than **midday on Monday 16 April 2018**. |

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| **SUPPLIER DETAILS** |
| Name: |  |
| Email Address:  |  |
| Telephone Number: |  |
| Registered with NRCPD? |  |

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| **QUESTIONNAIRE**  |
| **Range of Services:** Indicate the range of different interpreting services that you can provide. |
| British Sign Language (BSL)  |[ ]   |
| Irish Sign Language (ISL) |[ ]   |
| Sign Supported English (SSE)  |[ ]   |
| Deafblind Manual (Hands On and Visual Frame) |[ ]   |
| d/Deaf Relay  |[ ]   |
| Speech to Text Reporting (Remote and On-Site) |[ ]   |
| Note Taking (Electronic and Manual) |[ ]   |
| Lip Speaking |[ ]   |
| Video Relay Interpreting (VRI) |[ ]   |
| Other (please specify): |  |
| **Public Sector Customers:** Do you provide these interpreting services to customers in the public sector? If so, please describe. In particular, please specify if provide these services in Kent. |
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| **Travel:** Where are you based, and how far are you willing to travel to supplyinterpreting services? How far, and how often, do you usually travel to supply services for customers? |
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| **Indicative Pricing:** Please indicate how much you charge for providing interpreting services (including minimum length of assignment, unsociable hours, mileage, cancellation charges, etc.). Do you charge more for more complicated assignments (e.g. relating to child/adult protection, victim/witness meetings, police custody, etc.)? |
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| **Lead Times:** How much notice do you currently receiveprior to assignments? Do you usually get all the necessary information through from the customer or agency prior to turning up at an assignment? Does this vary depending on which customer or agency you are working for, and/or by these customers/agencies’ booking processes? |
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| **Service Availability:** Do you have any restrictions as to what hours you can provide services? Are you willing to respond to requests for emergency assignments? |
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| **Contractual Arrangements:** Please confirm under what contracts of employment you currently provide services under (e.g. freelance subcontractor working for one or multiple agencies). Would you ever consider being employed by Kent County Council (or other public sector organisation) to provide an in-house service for d/Deaf and Deafblind people in Kent? If not, please explain your reasons why? |
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| **Professional Development:** Please describe what professional development opportunities you currently have access to? What professional development opportunities would you like to have access to that you don’t have currently? |
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| **Service Delivery Models:** Do you ever provide services for public sector organisations under a Public Contract, either by contracting directly with a public sector customer, or through an agency? In your experience, which service delivery models and/or purchasing processes used by Local Authority customers do you find work best and why? For example, do you find it better or worse having assignments managed by an agency?  |
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| **Working for Agencies:** In your experience, do you find some agencies better than others to work for? Please explain why this is, including examples of what works well, and what doesn’t. |
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| **Other Information:** Is there any other information you can think of that Kent County Council should consider regarding the delivery of interpreting service for D/deaf and deafblind people in Kent? |
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