

BATH AND NORTH EAST SOMERSET

**SPECIFICATION FOR TRANSLATION, INTEPRETATION & BSL
INTERPRETATION SERVICES**

1 December 2017 to 30 November 2021

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In Bath & North East Somerset we feel that all members of the local community have the right to equal access to information and services. For this reason, we are looking for a Provider to deliver the following services:

Interpretation means face to face, spoken and telephone interpretation from one language to another.

Translation means translating written material from one language to another.

BSL Interpretation means using British Sign Language to interpret back and forth between two or more individuals.

1. Estimation of Need

Bath & North East Somerset has a population of 177, 643 people. The main contributory outcome for the population through this contact is:

- **All employees and residents have fair and equal chances of accessing employment, health and other services**

In the Bath & North East Somerset Census 2011 (all usual residents over the age of 3) **132** people indicated that their first language was signing. Up to **859** reported that English was not their first language and would require the services of an Interpreter. See Appendix 1 for a breakdown of first languages.

2. Description of the Service

The aim of this service is:

- a) to assist the Client's staff to communicate with people with specific communication needs including:
 - people from all cultural and ethnic backgrounds
 - disabled people (including people with sensory impairments, people with learning disabilities and Deaf and DeafBlind people)
 - families/children and young people working with social care
 - people with mental health issues
- b) To enable the Service User including members of the general public , carers, and their families to:
 - have equal access to the local services and information
 - have their needs identified and met
 - participate in and contribute to the services they receive

The service will be split into the following two lots

- 1). Translation and Interpretation
- 2) British Sign Language Interpreting

2.1 LOT 1 – Translation and Interpretation Key deliverables:

2.1.1 Interpretation

Details of service

Typically, the requirement of the Interpreter is to accompany the Client's professional staff to the following types of appointments and settings:

- Education related meetings.
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- Social care visits/assessments of vulnerable adults which can be very sensitive and could be volatile situations, for example the service user may be subject to abuse.
- Social care visits/assessments of vulnerable children addressing needs which can be very sensitive and could lead to volatile situations for example, child protection issues. For more information about the types of situations please follow this link <http://www.online-procedures.co.uk/swcpp/>
- Ensure the needs of Deaf people are met
- Ensure members of the public can access public events/conferences.
- Assist young people within the Youth Justice System

Length of meetings

On average the length of a meeting is 60 minutes.

Languages:

The most common requested languages in the last 12 months for this service are:

- Polish
- Arabic
- Bengali
- Italian
- PunjabiRussian
- Spanish
- Chinese
- Tagalog

However, most European languages may be requested at some point.

3.1.2 Telephone Interpretation

Details of service

The requirement of the Interpreter is to provide interpretation in an emergency situation. In the future, there may be the opportunity to Skype and we would request the provider to explore the options of using new technologies.

Languages:

The most common requested languages for this service are:

- Polish

- Arabic
- Cantonese
- Italian
- Bengali

- Spanish
- Romanian
- Punjabi
- Turkish

However most European languages could be requested

Length of meetings

On average the length of a telephone interpretation is 15-30 minutes

2.1.3 Translation Services:

Details of service:

Typically, the requirement of the Translator is to translate the following types of documents of varying lengths:

- Educational translation including Special Educational Needs meeting minutes and Family Information Service documents
- Social care assessments, care plans and notes
- Medical translation
- BSL translation

Languages:

The most common requested languages for this service are:

- Arabic
- Polish
- Italian
- Spanish
- Chinese
- Tagalog

However, most European languages may be requested at some point.

Transfer of documents

All documents will be sent to the Translator securely via email using a GCSX/GSI/Globalscape account (free for the Service Provider to use).

<http://www.globalscape.com/>

2.2 LOT 1 – BSL Interpreting Key deliverables:

2.2.1 BSL Interpreting

Details of Service

Typically, the requirement of the BSL Interpreter is to accompany the Client's professional staff to:

- Social care visits/assessments of vulnerable adults which can be very sensitive and could be volatile situations for example the service user may be subject to abuse.
- Social care visits/assessments of vulnerable child addressing needs which can be very sensitive and could be volatile situations for example, child protection issues. For more information about the types of situations please follow this link <http://www.online-procedures.co.uk/swcpp/>
- Ensure members of the public can access public events/conferences
- Communication with different groups of deaf people for example – Deaf people and those who are hard of hearing who may not use BSL.

Length of meetings

On average the length of a meeting is 60 minutes

Languages:

The most common requested languages for this service are:

- British Sign Language
- Braille
- Lip speakers
- Speech to text
- Deafblind communicators

2.3 Venues

The venue for all of the above services will generally be at any one of the following places:

- **Education settings** including all B&NES schools
- **Service user's homes** across the Bath and North East Somerset locality.
- **Council offices** including
 - Civic Offices, , Temple Street, Keynsham, Bristol, BS31 1LA
 - The Hollies, High Street, Midsomer Norton, Radstock, BA3 2DP
 - One Stop Shop, 3-4 Manvers Street, Bath, BA1 1JQ
 - Guildhall, High Street, Bath, BA1 5AW
- **Children's Centres:**
 - Bath West:**
Twerton Children's Centre, Woodhouse Road, Twerton, Bath, BA2 1SY
Moorlands Children's Centre, Moorfields Road, Bath, BA2 2DQ
 - Bath East:**
Weston Children's Centre, Penn Hill Road, Bath, BA1 4EH
Parkside Children's Centre, Charlotte Street, Bath, BA1 2NE
St Martin's Children's Centre, 150 Frome Road, Odd Down, Bath, BA2 5RE
 - Keynsham & Chew Valley**
Keynsham Children's Centre, 65 West View Road, Keynsham, Bristol, BS31 2UE
Chew Valley Children's Centre, Chew Lane, Chew Magna, Bristol, BS40 8QA
 - Norton Radstock:**
Paulton Children's Centre, Plumtre Close, Paulton, Bristol, BS39 7RD
Peasedown Children's Centre, Bath Road, Peasedown St John, Bath, BA2 8DH
Radstock Children's Centre, The Street, Radstock, BA3 3PR
Midsomer Norton Children's Centre, Pows Orchard, Midsomer Norton, BA3 2HY

These are not exclusive of all venues and at times request may be made for attendance at venues outside of Bath & North East Somerset.

2.4 Confidentiality

Anything said within the arranged meeting must not be repeated by the Translators, Interpreters and BSL Interpreters outside of the meeting.

Translators, Interpreters and BSL Interpreters are allowed to disclose information to the Client's professional staff only, where they fear the safety of an individual could be seriously threatened, e.g. child protection, mental health, adult abuse. If the issue is regarding the

Client's staff they should report this to their manager (the provider) who will then bring it to the attention of the Client's Contract Manager as soon as possible. In these cases records should be kept until agreement is reached for their disposal.

2.5 Transfer of Documents

Electronic and Hardcopy – all electronic data is to be secured both internally, in transit and externally, according to the best practice laid out in ISO 27002 and CSEAG IA Standards and GPGs.

The provider must comply with the commissioner's policies and guidelines on Mobile and Remote Working/Mobile Device Usage and confidential waste disposal.

All private information and notes will be deleted after receiving payment and satisfaction from the Service User and the Client.

2.6 Quantity of Service

Core service hours:

- Monday to Friday between the hours of 8.00am and 8.00pm.

Out of hours may be required in an emergency:

- Monday to Friday 8.00pm to 8.00am
- Saturday, Sunday and Bank Holidays

2.7 Quality Standards

- The provider must be able to provide an easy to use, quick and efficient booking service.
- In emergency situations, the provider must be able to accommodate same day and next day bookings where possible.
- Translators, Interpreters and BSL Interpreters must treat all information received in the course of their duties as confidential, unless required by law to disclose information.
- All translations deadlines are agreed between the Provider and the Client. Interpreters should arrive 10 minutes early to every assignment and in exceptional circumstances will telephone the Client if any lateness is anticipated.
- Translators, Interpreters and BSL Interpreters should be emotionally resilient due to the information that they may hear and should be made aware that the meetings they are attending could involve volatile relationships and be very complex.
- The dialogue or text will be interpreted, signed or translated word for word. Nothing will be added and nothing will be taken away. Everything that is spoken will be interpreted/ signed including conversations between the Clients and conversations between the service users.
- Translators, Interpreters and BSL Interpreters will give equal attention to the Service User and the Client.

- Translators, Interpreters and BSL Interpreters shall be impartial and unbiased.
- Translating, Interpreting and Signing is a neutral third party language conduit and has no role in the decisions taken by the Client or service provider.
- Translators, Interpreters and BSL Interpreters will not intervene in the interview unless clarifying any issue or misunderstanding. The interpreter will not offer advice. At times a service user may need bi-lingual advocacy but this service will not be provided by the provider. The Client will advise the service user if need be.
- Translators, Interpreters and BSL Interpreters are obliged to seek clarification on words or phrases they do not understand.
- The Translators, Interpreters and BSL Interpreters may interrupt the interview/meeting if they feel the Service User does not understand concepts being explained. This may be due to lack of knowledge of British customs and practice rather than a language issue.
- The Provider will allocate Translators, Interpreters and BSL Interpreters best suited for the requirements of the service requested and where possible to ensure continuity of the Interpreter's.
- As a minimum, the Provider must ensure that all Translators, Interpreters and BSL Interpreters complete the online Child Protection Training.
- The Provider must give assurances that all service records will be stored safely and complying with Information Governance policies.
- In the rare occasion when the Provider does not have a Translators, Interpreters or BSL Interpreters for a particular requested language then it is the responsibility of the Provider to source the appropriate Interpreter.
- The Provider will receive a penalty charge if Translators, Interpreters or BSL Interpreters arrives late to an arranged appointment. The Client will receive a penalty charge for late cancellations.

2.8 Equality & Diversity

The successful Provider will be required to demonstrate how their service will be inclusive and comply with the 2010 Equality Act.

3. Budget

As a guide, the estimated budget for this service across both lots is around £21,000 per annum on a spot purchase basis but this could vary depending on the actual needs for the service over the year. This figure is indicative of what was approximately spent over the last 12 months.

Appendix 1

B&NES Census 2011 : First Language	Value	Percent
All usual residents aged 3 and over	170,629	100
English (English or Welsh if in Wales)	163,360	95.7
Welsh/Cymraeg (in England only)	64	0
Other UK language: Total	3	0
Gaelic (Irish)	2	0
Scots	1	0
French	394	0.2
Portuguese	119	0.1
Spanish	415	0.2
Other European Language (EU): Total	2,857	1.7
Italian	370	0.2
German	320	0.2
Polish	1,195	0.7
Slovak	104	0.1
Czech	50	0
Romanian	85	0
Lithuanian	63	0
Latvian	26	0
Hungarian	110	0.1
Bulgarian	84	0
Greek	194	0.1
Dutch	82	0
Swedish	78	0
Danish	44	0
Finnish	21	0
Estonian	3	0
Slovenian	1	0
Maltese	13	0
Any other European Language (EU)	14	0
Other European Language (non EU): Total	129	0.1
Albanian	22	0
Serbian/Croatian/Bosnian	19	0
Ukrainian	11	0
Any other Eastern European Language (non EU)	9	0
Northern European Language (non EU)	68	0
Other European Language (non-national): Total	1	0
Yiddish	1	0
Russian	167	0.1
Turkish	102	0.1
Arabic	260	0.2
West/Central Asian Language: Total	121	0.1
Hebrew	6	0
Kurdish	6	0
Persian/Farsi	79	0