

London Borough of Merton Business Improvement Review Report



Project Name: Merton Translation Services Review

Revision History

Document Title	Version Number	Reason for change	Date of issue
Merton Translation Services Review	Draft		

Distribution

This document has been distributed to

Name	Title	Date of Issue	Version
Suzanne Barrows	Head of Programme Office		
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1 PURPOSE OF REPORT

- 1.1 Members requested an independent review of Merton Translation Services (MTS)
- 1.2 An overview of Merton Translation Service was completed by Sean Cunniffe in April 2012

2 OBJECTIVES OF THE REVIEW

- 2.1 To make a recommendation on either continuing to deliver the service or to outsource the service.
- 2.2 To make a recommendation on the potential for maximising income and promoting the service.
- 2.3 To identify whether savings can be made by continuing the service or not.

3 SCOPE OF THE REVIEW

- 3.1 To review the Translation Service and include comments from the Equalities Steering Group and the Chair of the Disabled Employees Forum.
- 3.2 To research external providers to enable identification of costs and breadth of service.
- 3.3 To research alternative technological solutions.
- 3.4 To research what other Local Authorities are doing.

4 METHODOLOGY

- 4.1 Shadowed MTS team to gain an understanding of their role, responsibilities and process.
- 4.2 Discussed the service with the Head of Service and Senior Administration Officer.
- 4.3 Obtained the Equalities Steering Group views of the MTS service.
- 4.4 Obtained the views of the Chair of the Disabled Employees Forum of the MTS service.
- 4.5 Researched external providers of Translation Services to compare costs and breadth of service.

- 4.6 Researched alternative technological solutions.
- 4.7 Researched other London Boroughs to determine how their Translation services are provided.
- 4.8 Researched statutory and legal requirements for delivering Translation Services to residents and members of the public.
- 4.9 Analysed the MTS budget, spend and income.
- 4.10 Analysed the customer base, number of requests and trends.

5 BACKGROUND

- 5.1 A business unit within the London Borough of Merton, MTS was set up in 1987, to allow Council departments to communicate in a more effective way with all sectors of the local community. Until March 1997 the unit was receiving governmental funding via the Home Office (Section 11). Recently restructured, MTS does not employ in-house interpreters any more – it now relies solely on its pool of over 350+ freelance interpreters and translators, covering 80 languages, all of whom are insured to indemnify against any claims.
- 5.2 In the 12 months to 31 October 2012 we had a total of approx 4800 requests of which approx 1500 were requests from LBM Departments.
- 5.3 The top languages requested are: Tamil, Polish, Urdu, Portuguese, Albanian, Lithuanian, Somali, Bengali, Persian, Arabic

6 EXECUTIVE SUMMARY

- 6.1 MTS provides a quality tailored service to both internal departments and external customers.
- 6.2 The external customer's income offsets the cost of internal translation costs and the cost of MTS, also providing a surplus.
- 6.3 There are no statutory regulations to provide an in house translation service however there is a statutory duty to provide access to it as detailed in section 149 of the Equality Act 2010 and Article 14 of the Human Rights Act.
- 6.4 The stakeholders are all happy with the efficient service provided by MTS.
- 6.5 There are three options detailed in this report:
 - 1. To do nothing

2. Outsource the service
3. Actively promote the service

- 6.6 The option recommended is option 3.
- 6.7 To do nothing (Option 1) would risk the gradual loss of existing external customers to commercial service providers, reduce the surplus they provide and see a decline in the service provided.
- 6.8 There would be a gradual cost to Merton Council to run the MTS as no new external customers would be marketed to become our customers, to counteract any loss of existing external customers.
- 6.9 To outsource the service (Option 2) would not be financially viable and would cost Merton Council approximately £120K in statutory translation costs, that could potentially increase as new immigration rules are relaxed next year.
- 6.10 Option 3, the recommended option would be to still maintain the MTS and actively promote the service. Initially MTS could approach NHS Sutton and Merton in order to win their custom. If this was successful it would provide an opportunity to boost surplus without the expense of advertising.
- 6.11 Strategically MTS are in a strong position to take on this translation work as they already provide the service to Sutton Council. Also the Sutton and Merton PCT are transferring its function to Merton Council and would keep all the service in house.
- 6.12 If we won their work it would be beneficial to investigate the cost of implementing an automatic database.
- 6.13 The MTS team does not have the capacity to actively promote and market the service and there would be cost implications to do this by hiring a marketing expertise. However there is enough in the surplus to do this in the short term.

7 FINDINGS

7.1 Staffing

- 7.1.1 The administration team are managed as part of the Customer Contact team and has the equivalent of two FTE's made up of one full time member of staff and two part time members of staff. This provides sufficient cover for holidays and absence. There are a busy well respected team taking constant requests for interpreting and translation via email from internal teams and external Local Authorities and agencies, dealing with the Purchase Order requests received by post and processing the requisitions and orders.

7.1.2 0.6 of the cost of one part time employee is journalled to the Merton Link budget as part of her time is used to support Merton Link activities.

7.2 Service

7.2.1 The MTS team provide a centralised point of contact for all interpreting and translation requests providing a quality, tailored and personal service to the departments and external organisations.

7.2.2 They provide advice and guidance on matters relating to interpreting/translating and offer specialist guidance on the translation of publications and training on how to work with interpreters.

7.2.3 They offer text transcription services (i.e. transcription of printed information on to Braille, audio-tape, or diskette). They can also provide information on video, DVD or CD-Rom format.

7.2.4 The interpreting services offered are either face to face interpreting or telephone interpreting.

7.2.5 A British sign language service is also offered, which also used by employees with hearing loss disability.

7.2.6 Where a request cannot be met by MTS freelance interpreters, MTS will contact Croydon Translation Solutions or other industry service providers depending on the cost. Where this occurs MTS will source the cheapest service possible.

7.3 Process

7.3.1 The process requires an electronic request form to be completed. The team then check the MTS database for interpreters contact numbers and availability. They then contact the interpreters by phone to book the interpreter. There maybe several phone calls made to agree a convenient date and time. The requisition is raised on the Proactis system that generates an email to the interpreter who will print off the Interpreting Referral Form Purchase Order form. The interpreter attends the session and obtains a signature on the Interpreting Referral Form Purchase Order form from the requester to authorise the hours worked. The interpreter sends the signed purchase order to the MTS team who check it and may amend the hours worked on the Proactis system receipting and authorising payment to be made.

7.3.2 If the request is received from an internal department the MTS populate a journal spreadsheet monthly to email to finance.

7.3.3 External requesters are invoiced under a Service Level Agreement on a monthly basis which is checked by the MTS team. At the end of each month the amount to invoice each SLA is emailed to the Transactional

team in a spreadsheet, to raise on the ASH system and a copy emailed to the external organisation.

7.4 External organisations

- 7.4.1 There are several external organisations that rely on MTS to provide a service. The primary organisations using MTS are the London Borough of Sutton and Springfield Hospital.
- 7.4.2 Other organisations using MTS include schools, colleges, medical centres, hospitals, PCT's, Housing Associations, charities and solicitors.
- 7.4.3 The external organisations bring in an income of £259K which helps to offset the cost of internal translation costs and the MTS team.
- 7.4.4 Over recent years MTS have lost external customers to commercial service providers e.g. Probation Services, yet still maintained income from existing customers.

7.5 Stakeholders views

- 7.5.1 The Corporate Equalities Steering Group was of the opinion that the service they receive is of a high standard.
- 7.5.2 The view of the Corporate Equalities Steering Group is that access to translation services is underpinned by legislation and statutory requirements and MTS facilitates this access.
- 7.5.3 Departments are required to still meet statutory duties and will need to continue to do this in a most economic way.
- 7.5.4 The Staff Disability Forum representative was of the opinion that the service they receive was reliable and prompt. Staff use British Sign Language services and rely on a prompt service.
- 7.5.5 Staff in internal departments are also happy with the helpful and prompt service provided by MTS and state it is crucial to the delivery of statutory services to their clients.
- 7.5.6 Many of the interpreters expressed a very positive view of MTS. Common words used were courteous, polite and efficient. They were also happy with the prompt payments they receive from Merton.
- 7.5.7 One freelance interpreter stated this 'I find Merton Translation service as the most professional and prompt service. Unlike other services, Merton Translation services are impeccable in terms of booking, information providing and payments. They match clients with gender requirements and I think this provides a tailored service to people who

need help at a distressing time. My experience with them has been consistently superb’.

7.5.8 External customers also stated they were very happy with the service they receive from MTS. Frequent words used in the feedback from external customers were efficient, helpful and reliable.

7.5.9 London Borough of Sutton stated ‘Can’t fault the service, the team are friendly and helpful at all times and I would recommend them to anyone’

7.6 Internal users

7.6.1 CSF is a significant user of MTS for their case conferences, LAC, 16+ service and court cases. C & H do use the MTS but to a much lesser degree. E & R occasionally use the service along with Merton Link in Corporate Services.

7.6.2 During 2011/12 out of 1519 service requests 1131 (74%) of these were from CSF, which were all to meet statutory requirements.

7.6.3 In the same year only 4.5% of the total service requests were non statutory.

7.6.4 Merton Link have provided Polish and Tamil drop in services on a regular basis to reduce the cost of using individual interpreters. This has now been reduced to a monthly frequency due to the reduction in the number of requests for the service. This is a non statutory service and amounted to a cost of £5500 during 2011/12.

7.6.5 Translation requests are about 8% overall but council translation work is about 12%.

7.6.6 Approximately one third of the work relates to internal requests.

7.7 Legal implications

7.7.1 The equality duties set out in the Equality Act 2010 replaces the race, disability and gender equality duties established in various statutes.

7.7.2 The public sector equality duty consists of a general equality duty, which is set out in section 149 of the Equality Act 2010 and specific duties which are imposed by secondary legislation.

7.7.3 In summary the general equality duty requires Public Authorities, in the exercise of their functions to have due regard to the need to:

- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act.

- Advance equality of opportunity between people who share a protected characteristic and those who do not.
- Foster good relations between people who share a protected characteristic and those who do not.

7.7.4 Having due regard for advancing equality involves:

- Removing or minimising disadvantages suffered by people due to their protected characteristics.
- Taking steps to meet the needs of people from protected groups where these are different from the needs of other people.
- Encouraging people from protected groups to participate in public life or in other activities where their participation is disproportionately low.

7.7.5 The Act states that meeting different needs involves taking steps to take account of disabled people's disabilities. It describes fostering good relations as tackling prejudice and promoting understanding between people from different groups. It states that compliance with the duty may involve treating some people more favourably than others.

7.7.6 The 2010 duty covers the following eight protected characteristics: age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex and sexual orientation. Public authorities also need to have due regard to the need to eliminate unlawful discrimination against someone because of their marriage or civil partnership status.

7.7.7 Article 14 of the Human Rights Act prohibits discrimination on a wide range of grounds including 'sex, race, colour, language, religion, political or other opinion, national or social origin, association with a national minority, property, birth or other status

7.7.8 The courts have established that the human rights protection from discrimination includes indirect discrimination. Indirect discrimination occurs when a rule or policy that appears to apply to everyone equally actually works to the disadvantage of some groups.

7.7.9 Whilst we do not have to provide a translation service we must still provide access to translation services. Therefore if MTS closes LBM would have to find another means to provide access to translation, either by tendering for industry translations services or using another nearby borough who still provides the service.

7.8 Industry interpreting and translation services

7.8.1 There are many commercial organisations delivering interpreting and translation services. The following organisations completed a

questionnaire (See Appendix A) to obtain some idea of the services offered and the cost of their service:

- Language Line
- The Big Word
- Pearl Linguistics
- Croydon Translation Solutions

- 7.8.2 A spreadsheet of their answers (Appendix B) is attached.
- 7.8.3 The Big Word requested that they visit LBM to explain their service in more detail.
- 7.8.4 The Big Word stated that they have an automated service where the on line request will match an interpreter in the post code area automatically for the language requested, within 3 minutes of receiving the request.
- 7.8.5 However they stated that this only works 50% of the time as many requests stipulate a specific interpreter. This it would take longer to fulfil the request.
- 7.8.6 The Big Word list the invoices on a monthly sheet with access code quoting cost centres to assist in ascertaining which department budget the request has come from.
- 7.8.7 The Big Word is meeting with NHS Sutton and Merton in January to discuss their service.
- 7.8.8 All the organisations stated that they delivered face to face and, telephone interpreting; translation and BSL services
- 7.8.9 They all provide an on line request service apart from Croydon Translation Solutions, who are working towards this.
- 7.8.10 All organisations including Merton expect a high standard of qualification from their interpreters. As a minimum, Community Level 3 is required before employment. This is often proved to be a false claim in the private sector with the use of lower or unqualified personnel often used.
- 7.8.11 All organisations including Merton have interpreters that are based locally to the requesters post code. Again in practise this is sometimes fund not to be the case within the private sector with one company sending an interpreter from London to Newcastle for a 15 minute bail hearing at the local magistrates incurring significant travel expenses.
- 7.8.12 Individual costs of services differed and most provide services that are more economical than MTS. Face to face, telephone interpreting and translation are all cheaper if outsourced but not the BSL service. However if the service was outsourced there would be no income from

external organisations leading to a cost of approximately £120K to LBM for giving access to translation services. Please see the Finance section 7.11 for details.

- 7.8.13 Some service providers do not include travel costs in their rates with the travel added at the invoice stage but MTS include a standard travel cost within its rates. This provides a more accurate price to the customer with no surprises or hidden costs.
- 7.8.14 Also if outsourced the individual departments themselves would have to deal with administration of requesting an interpreter, finding an interpreter, raising an order on Proactis, checking the costs and updating Proactis.
- 7.8.15 MTS experience of using commercial service providers has not been good. The service received has been inferior to the service MTS are known to provide. Several chase calls had to be made to obtain a booking, wrong numbers were given to them, resulting in the booking not being met by the service provider.

7.9 Other Council's translation services

- 7.9.1 Various local Councils were asked questions on whether their interpreting and translation service was provided internally or externally.
- 7.9.2 Wandsworth Council closed their interpreting and translation service some time ago and direct all requests to Croydon Translation Solutions.
- 7.9.3 Kingston Council still provide an in house service and there are no immediate plans to outsource the service.
- 7.9.4 Lambeth Council was difficult to get hold of but their website shows that they appear to have an in house service that concentrates their service in schools.
- 7.9.5 Camden Council was difficult to contact but their website appear to lead customers to specific community groups for translation services.
- 7.9.6 Richmond upon Thames pass all their requests to Hounslow Council.
- 7.9.7 Hounslow Council have an in house service with a similar number of staff as Merton after a restructure 18 months ago. Their process was very similar to the MTS process.
- 7.9.8 Most Councils who have an in house service use commercial service providers as a back up if the request cannot be met through the internal service

7.10 Other technology solutions

- 7.10.1 There are web based solutions such as google translate, that is a free translation service. However industry wide experts do not recommend automated translation as there is still a high error rate.
- 7.10.2 The Big Word use google translate but do not recommend its use as it lacks accuracy and documents can be a translated literally which may not then make sense.
- 7.10.3 The following is a BBC news article on the 22 October 2012 “an app offering real-time translations is to allow people in Japan to speak to foreigners over the phone with both parties using their native tongue. NTT Docomo - the country's biggest mobile network - will initially convert Japanese to English, Mandarin and Korean, with other languages to follow. It is the latest in a series of telephone conversation translators to launch in recent months. Lexifone and Vocre have developed other products. Alcatel-Lucent and Microsoft are among those working on other solutions. The products have the potential to let companies avoid having to use specially trained multilingual staff, helping them cut costs. However, the software involved cannot offer perfect translations, limiting its use in some situations. One analyst questioned their chances of success "These kind of real-time technologies have been 'two to three years away' for the past decade," said Benedict Evans, technology expert at Enders Analysis. "Both speech recognition and machine translation are sort of there if you're not too fussy. But they are generally not as good as speaking the language itself, and my suspicion is that they would not reliable enough to use them for business purposes when you need to be really sure about what the other person said." ‘
- 7.10.4 Microsoft have demonstrated a software that can translate spoken English into spoken Chinese almost instantly. A BBC news article on the 9 November 2012 stated that the Microsoft research boss Rick Rashid had said 'Improvements in computer technology that can crunch data faster had improved this further but error rates were still running at about 20-25%' He also stated in a **blogpost** following a presentation he gave in Tianjin, China, in late October “Of course, there are still likely to be errors in both the English text and the translation into Chinese, and the results can sometimes be humorous..... The results are still not perfect, and there is still much work to be done, but the technology is very promising, and we hope that in a few years we will have systems that can completely break down language barriers”
- 7.10.5 It would be dangerous to assume at this stage that the use of automated interpreting and translation could replace human intervention due to its level of inaccuracies, especially as LBM primarily

uses MTS in courts and case conferences. Therefore automated technology for interpreting and translation is not recommended.

7.11 Finance

7.11.1 .

7.11.2 The total budget for payment to interpreters, translators and signers is £200K; however the current forecast for the year is £224K. This figure includes payments for both Internal and external customers.

7.11.3 The budget for internal requests is £80K, however the current forecast for the year is £120K and receipts for year 2011/12 totalled £143K and for 2010/2011 it was £119K.

7.11.4 The budgeted income from external organisations is £259K, though the current forecast for the year is £249.5K, although there is an increase in income of £33.5K in the year to date actual figure against last year's year to date actual figure from external organisations. This may even out over the coming months.

7.11.5 MTS staff budget costs are £60k

7.11.6 Despite the dip in income from external organisations; the over spend in staffing costs and the increase in internal request costs, the forecast for the year is still £80K surplus.

7.11.7 This means that the income from the external organisations is covering some of the cost of internal translation and the MTS team and their equipment costs.

7.11.8 The last year's total actual figure is only £8K more than the current actual figure and there are still three more months of income in the current financial year. This increase in income appears to be due to an increase in requests rather than an increase in the number of external customers using MTS. In fact MTS have lost some external organisations in previous years to the larger more commercial interpreting and translation service providers.

7.12 Promoting the service

7.12.1 The team currently does not have the capacity to promote the service fully although every opportunity should be taken to gain an increase in external customers.

7.12.2 Promoting the service to maximise income has been tried before without success and is becoming increasingly difficult as many external organisations are looking to consolidate their services and seek ways to deliver a consistent service across all their departments and offices. The larger commercial service providers are able to deliver these economies of scale.

7.12.4 Over the years MTS have gradually lost external organisations income to the larger commercial service providers.

7.12.5 One area that promotional work should be considered is to approach the NHS Sutton and Merton as soon as possible to win their custom. This would make strategic sense as Sutton council uses MTS and it fits with the forthcoming Sutton and Merton PCT transfer of function to Merton Council.

7.12.6 However in order to prevent further loss of customers and surplus and avoid an increased cost to LBM, MTS could use the surplus to employ a marketing expert to actively promote the service in the short term.

7.12.7 Internal departments could be encouraged further to use the telephone interpreting service as much as possible to reduce internal costs and maximise income. A series of briefing sessions is planned for service users within the next couple of months.

8 OPTIONS AVAILABLE

Option	Changes	Benefits	Drawbacks	Savings/Costs/Income
1. Do nothing	None	Still receive income from external organisations that cover the cost of the service.	The income from external organisations could reduce as larger commercial service providers take over our external customers. No new external customer to counteract loss of existing customers Reduction in surplus Eventual cost to LBM	Continued £15K surplus. Steady increase in surplus year on year providing external customers stay with MTS, or steady loss of surplus if external customers lost.
2.Outsource	Tender for an external service provider. MTS closed and all interpreting and translation requests dealt with by external service provider		Tendering costs. Redundancy costs. Increased overall cost of providing access to Translation Services. There will be some element of admin that the department will need to undertake. Possible quality of service provided declines. Loss of one point of contact.	Tendering costs = estimate at £40 per hour but number of hours unknown. Redundancy costs = approx £15K Access to translation Costs = £120K.
3.MTS actively promotes it service	Employ one marketing staff to actively promote service - short term. Current surplus used to cover cost	Prevents further loss of external customers Eventual increase in surplus Enhanced reputation Approach NHS Sutton and Merton Increase in external customers	Cost of a marketing specialist. Advertising and promotional costs. The risk maybe that MTS do not obtain NHS Sutton and Merton as customers. The risk maybe that MTS do not obtain an increase in customers.	Marketing employee costs = approx 50K Advertising and promotional Costs= unknown

9 RECOMMENDATIONS

- 9.1 The option recommended would be Option 3.
- 9.2 Option 1 - to do nothing and continue as they are, would still deliver a service that provided a surplus amount and would make economic sense to do so at this time. However that would only be the case if there were no further losses of external customers.
- 9.3 Whilst currently the income is covering the cost of internal translation cost, the cost of MTS and providing a surplus we cannot be complacent about its sustainability.
- 9.4 With large commercial service providers actively marketing their service to public sector organisations, there is no guarantee that MTS can continue to maintain the level of external customers, without actively promoting its service.
- 9.5 Option 2 is not recommended as it this would not make economic sense during this current climate.
- 9.6 If the service was outsourced, all internal departments using MTS would still need to comply with legislation and statutory regulations by providing access to Translation Services.
- 9.7 With no external customers bringing in income to offset the internal costs there would be an increase in cost to provide that service.
- 9.8 To outsource the service would be a cost to Merton Council of approximately £120K in statutory translation costs.
- 9.9 A commercial service provider would not provide as prompt, tailored and quality service as MTS does.
- 9.10 The logical service provider would be Croydon Translation Solutions but it would cost more as they do not include travel costs in their rates but charge the actual cost of travel of the interpreter.
- 9.11 There will be an element of admin that the departments would need to do if the service was outsourced.

10 SUMMARY OF POTENTIAL BENEFITS FROM RECOMMENDED OPTION

- 10.1 Option 3 – To keep the MTS and the team would make the most financial sense providing every opportunity is taken to gain more external customers.
- 10.2 The MTS team currently does not have the capacity to actively market their service; however the surplus could be used to employ a marketing specialist in the short term.

- 10.3 Advertising and promotional cost would also have to be found out of the surplus.
- 10.2 The initial action of approaching the NHS Sutton and Merton who are currently in discussion with The Big Word to provide a Translation Service needs to be taken as soon as possible.
- 10.3 MTS are in a strong position to take on this translation work as they already provide the service to Sutton Council. Also the Sutton and Merton PCT are transferring its function to Merton Council.
- 10.4 NHS Sutton and Merton would bring in significant financial benefit if they were to use MTS and this opportunity should not be lost.
- 10.5 It would be worth investigating further the cost of implementing a database that would link to Proactis and an online request form so that staff capacity would be released to do some promotional work in the future, but this would only be beneficial if NHS Sutton and Merton were to become our customers.
- 10.7 To actively promote the service would increase revenue and would be taking a contingency approach if there were further losses of external customers, avoiding a loss in revenue that currently offsets the cost of translation provision.

11 RISKS TO DELIVERY

- 11.1 There are no assurances that we would win further external customers or NHS Sutton and Merton as customers.
- 11.2 Care must be taken to ensure the cost of employing a marketing specialist does not exceed the surplus.

12 NEXT STEPS

- 12.1 Approach NHS Sutton and Merton to market MTS to them.
- 12.2 Investigate the use of a database if NHS Sutton and Merton become MTS customers.
- 12.3 Employ a marketing specialist.

Research Questions for External Interpreting and Translation Services

We are currently reviewing our internal Translation Service and would like to understand the provision of service and costs your external Interpreting and Translation Services can provide.

1. Do you provide face to face interpreting?
2. What does this cost?
3. Do you provide a telephone interpreting service?
4. How much does this cost?
5. Does this figure include travel expense?
6. If not, what would be the approximate cost of travel?
7. Are your interpreters local to Merton?
8. Do you provide a same day service?
9. Is there are short notice extra charge?
10. How much is this charge?
11. What is the normal notice you require?
12. Do you provide a translation service?
13. What would be the turnaround time for translation of paperwork?
14. What does this cost?
15. Do you provide British Sign Language?
16. What does this cost?
17. Do you provide a web translation service?
18. What does this cost?
19. Do you use an SMS booking system?
20. Do you use an online booking system?
21. What is the minimum level of qualification your interpreters and translators must have before employment?

Appendix A

22. How many interpreters and translators do you employ?

23. How many languages are covered under your I & T service

APPENDIX B
Translation Services

Questions	The Big Word		Pearl Linguistics		Language Line		Croydon Solutions		LB Merton		More economic than Merton
	Answers	Comments	Answers	Comments	Answers	Comments	Answers	Comments	Answers	Comments	
1 Face to face interpreting	Y		Y	Contracts with LB Lewisham, Ealing, Hillingdon and Imperial College Healthcare and overflow service to Hounslow. 8000 per mth	Y		Y		Y	Informal contracts with free lance interpreters. Provides monthly drop in service for Tamil and Polish speaking residents	
2 F to F interpreting Cost	£29	per hr Minimum 1hr 15 mins increments thereafter at £7.25	£30	per hr. No mention of minimum time limit	£26-£35	per hr dependent on applicable framework in London	£35	£20 for 2nd hour. Out of hrs, 5.30pm - 8.30am weekdays, weekends bk hols £52.50 per hr	£40	1st hr £20 for subsequent hrs plus £14 travel	Y
3 Telephone interpreting service	Y		Y	10,000 mins per mth	Y		Y		Y		
4 Tele interpreting Cost	.47p to .54p	per min depending on language	0.60p	per min billed to nearest sec. No set up costs	63p. - 70p	per min dependent on	£6 for 10 mins	60p additional mins 17.50 30 mins	£17 30 mins minimum	£25 for an hour	Y/N
5 F to F Includes travel expenses	Y		Y		Y	Unless otherwise stated	N		Y	£14 Standard included in £40	
6 Approximate cost of travel	N/A		N/A		Negotiated	Neg at contract or SLA docs		£6.00 per hr if approx. Peak time price cap £15.8. off peak price cap £8.50. Out of Hrs £20	N/A		N
7 Interpreters local to Merton	Y		Y	350 in Merton and 2000 in Ldn	Y		Y		Y	approx 400	
8 Same day service	Y		Y		Y	No guarantee	Y		Y		
9 Short Notice charge	N		N		Y/N		N		Y		
10 Short Notice cost	N/A		N/A		Negotiated	dependent on applicable framework	N		Y	£20	Don't normally charge internal depts
11 Notice required	To be agreed with LA		24 hrs	Request less than 24hrs make 50% of overall bkgs	48 hrs	for F to F	N/A	Can deliver within 2 hrs. BSL requires Notice	3 working days	Can deliver same day service in emergencies	
12 Translation Service	Y		Y	1mill words per mth	Y		Y		Y		
13 Translation Turnaround time	1500	per day per linguist	2000 wrds per lang per day	If faster turnaround a team would work on it agreed at time of quote	Quote per doc per language		3-5 wrkg days	1-2 wrkg days is less than 1500 words	Y	Require 5-7 days notice 1000 words may take more than two weeks	

14	Translation Cost	Attached separately	Price per 1000 pro rata against word count. Rate dependant language group range from £71 to £135	£75 per 1000 wrds	for all languages no min chg. Therefore pro rata		Indicative price given at contract	£36	300 english words. Additional cost per word minimum 100 words £12	£24 100 minimum	£15 extra 100 words	Y
15	BSL	Y		Y	500 request per mth	Y	video BSL for short notice requests	Y		Y		
16	BSL Cost	£40	per hr minimum 2.5 hrs + 7.5. admin fee	£45	per hr minimum 3 hrs plus travel exp @ .40p per mile	£45-£55	per hr. Minimum 3 hrs with travel exp	£150	Minimum 3hrs. Out of hrs weekdays 50% surcharge. Public Hols 50%. Full day £300	£25 - £35 per hr minimum 3 hrs + £20 admin charge	Depending who is employed to do the work based on what they charge.	N
17	Web Translation Service	Y		Y	No minimum chg	Y		N/A		N		
18	Cost	Variable		£75.00 per 1000 wrds		Quote per scope & per language				N/A		
19	SMS booking system	Y	For interpreters	N		N		N		N		
20	On line booking system	Y		Y	Also a management portal free access to info. Also by email, phone and fax	Y		N	Working towards this	Y		
21	Level of Qualification	Community Level 3 or higher	CRB vetted. Native speakers		Proof of 300 hrs public service interpreting. Specialist test for translators. DPSI Cert in Public Service Interpreting. Member of NRPSI,IOL,ITI. Recognised language degree.Law degree from UK uni. Met Police Test. CRB		Enhanced CRB. NRPSI (National Register of Public Sector Interpreters), DPSI, Community Level Interpreting, Met Police Test.Language Proficiency Test. Interpreters Skills Assessment. 1st Degree in Interpreting and in the relevant language Membership to International Institute of Translating and Interpreting (ITI) or Institute of Linguists (IoL). 3 Yrs Experience. Native speakers	Community Level 3			Level 3 in CALAT (Croydon Adult Learning & Training). This is a Community Interpreting Course.Can have DPSI (Diploma of Public Service Interpreters).	
22	Numbers of interpreters employed	10500		2000 in Ldn	6000 nationwide inc translators	6000		300	Self employed	300+		
23	Number of languages	256		275	over 200 for tele interpreting		Face to face recruited for specific need	See attached		80		