

1) Does your organisation provide BSL interpreting service for Deaf customers/service users/visitors?

Yes

2) If yes, how many hours of BSL interpreting was provided in the last financial year?

Between January 2014 and March 2015 Capita Translation and Interpreting provided 495 hours, while 24 hours were delivered by other providers

3) In relation to the provisions above, how many separate bookings have been made for BSL interpreting provision during that period?

165 bookings through Capita TI / 8 bookings from other providers

4) How much has your organisation spent on BSL interpreting services in the last financial year?

£46,389 of expenditure went through Capita TI, while £1,805.89 was spent on other providers during the aforementioned period

5) What is the minimum qualification criteria (if any) that your organisation insists the interpreter should have when providing the service? RSLI (Registered Sign Language Interpreter), TSLI (Trainee Sign Language Interpreter) or a person holding BSL NVQ Level 3 or other?

NRCPD (National Registers of Communication Professionals working with Deaf and Deaf blind people) membership

6) Do you have a contract with a preferred supplier or offer an in-house interpreting service?
Capita TI is West Midlands Police preferred supplier

7) If your organisation has a contract with a preferred supplier, then when is that contract up for tender?

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8) If your organisation provides an in-house interpreting service, would you be looking to put out a tender for BSL interpreting in the near future?

Not applicable

9) If no, do you have any plans to provide a BSL interpreting service in the near future?

Not applicable

10) Do you offer a live online interpreting service on demand?

Remote video interpreting is available

11) If no, are there any plans to do so?

Please see 10 above

12) If yes, who is the provider and when is the contract up for tender?

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13) Do you carry out a customer satisfaction survey of the quality of BSL provision provided by your organisation?

A feedback mechanism exists for officers to provide service delivery comments both online and through a designated single point of contact

14) If yes, how is it done? Via paper survey/questionnaire? BSL clips?

Please see 13 above

15) What has the outcome been?

Individual cases are addressed on their own merits. Overall service delivery is not an issue

16) If no, how do you measure that the BSL interpreting service is of good quality and that your services are accessible to BSL service users/customers/visitors?

Not applicable