

APPENDIX B
SERVICE DESCRIPTION

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1. INTRODUCTION

- 1.1 Deaf and hard of hearing employees of the Department for Work and Pensions require the services of Interpretation from Action on Hearing Loss (AoHL).

2. SCOPE OF REQUIREMENT

- 2.1 The scope of the requirement is to provide support services to DWP employees who are deaf or hard of hearing on an ad hoc basis.
- 2.2 The duration of the service will be for 7 months from 1st April 2015 to 31st October 2015
- 2.3 Method of Referral / Details Required
- 2.3.1 The Purchaser will email or telephone details of booking requests to the Provider who will acknowledge these by email within 24hrs of receipt.
- 2.3.2 On identifying an appropriate Communication Professional the Provider will send an email confirmation to the Purchaser of the Communication Professional proposed to be used for the assignment.
- 2.3.3 If acceptable to the Purchaser, the Purchaser will send a confirmation letter containing details of the assignment to the Provider.
- 2.3.4 Staff referrals will be accepted.

3. SERVICE LEVELS AND PERFORMANCE

- 3.1 The Authority will measure the quality of the Supplier's delivery by the provision of Monthly reports to include:
- 3.1.1 Date and time of Assignment
- 3.1.2 Cancellation Date/Reason
- 3.1.3 Purchaser Name
- 3.1.4 Activity Type (Work support, work meeting, conference etc.)
- 3.1.5 Type of CP (BSL; STTR; etc)
- 3.1.6 Event Reference
- 3.1.7 Venue
- 3.1.8 User name
- 3.1.9 Referrer
- 3.1.10 Interpreter Name
- 3.1.11 Cost
- 3.1.12 NUMBER OF SESSIONS
- 3.2 Booking requests to be acknowledged by email within 24hrs of receipt.
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- 3.3 Spend data shall be provided to CCS on request within 5 working days in a format requested by the Authority.

4. ADDITIONAL REQUIREMENTS

4.1 Main Points of Contact

4.1.1 For The Provider

4.1.1.1 REDACTED

4.1.2 For the Purchaser

4.1.2.1 REDACTED