

Lancashire Refugee Resettlement Programme

Bank of Interpreters

Service Level Agreement for the Provision of Interpreting Services

Between

Interpreter's name

And Lancashire County Council

Parties

This Service Level Agreement is between

[Name,]

of [Address;

Phone number;

Email address,]

And

Lancashire County Council of County Hall, Fishergate, Preston, PR1 8XJ (authorised representative: Saulo Cwerner, Equality and Cohesion Manager, telephone 01772535875, mobile 07958513158, email Saulo.Cwerner@lancashire.gov.uk)

Scope

1. Lancashire County Council ('LCC') coordinates the Lancashire Refugee Resettlement Programme on behalf of all Local Authorities in Lancashire. As part of its role, LCC commissions interpreting services (the 'Service') on behalf of Local Authorities and our casework support providers. Part of these services are delivered by in-house interpreters, and additional needs are covered by a 'bank' of freelance interpreters.
2. This Service Level Agreement ('SLA') sets the details about standards, requirements, finance and other aspects of the bank of interpreters. By agreeing and signing this SLA you commit to be a member of the LCC/ Refugee Resettlement Programme bank of freelance interpreters.

Duration

3. The Service will start on 1 July 2020 and will continue until further notice. Either side can terminate this Agreement at any time by informing the other side in writing. This SLA will be reviewed at least every 6 months and any changes to it must be agreed by both parties.

The Service

4. The Service will involve face to face interpreting, English to Arabic and vice-versa, between various service providers working with the Lancashire Refugee Resettlement Partnership and the clients that are resettled in Lancashire under the Syrian Resettlement Programme ('SRP' - also known as the Vulnerable Persons Resettlement Scheme, or VPRS) and the Vulnerable Children Resettlement Scheme (VCRS). Most of the clients are Syrian, therefore the bank interpreters must be able to use the Syrian dialect, or a Levantine dialect. The Service may also include, occasionally, sight translation between English to Arabic and vice-versa.

Bookings

5. LCC will book bank interpreters to meet our additional needs. LCC cannot provide guarantees about the number of bookings with a particular bank interpreter, regularity, or even that any bookings will be made at all. LCC does not commit to provide any interpreters with a specific amount of work. On the other hand, the bank interpreters may decline any requests that are made to them. They do not have to commit to any level of availability, or accept booking requests.
6. Bookings will be made by the Service coordinator or any other member of the Refugee Integration Team at LCC. The bank interpreters must not accept requests from other parties under this SLA, otherwise the terms of this Agreement will not apply.
7. Requests for bookings will be made by phone and, if the bank interpreter accepts the request, the booking will be confirmed immediately and subsequently by text message

and/or email. The bank interpreter must accept the booking by text message/email at the earliest opportunity. LCC will endeavour to provide as much advance notice as possible, but cannot guarantee any particular notice.

8. The booking will include all relevant details about the assignment: date, time, meeting place, length of assignment, person the interpreter is meeting, and nature of the assignment. The booking will be entered into the LCC interpreter booking system. LCC will inform the bank interpreter of changes to the booking as soon as possible, and reasonable time will be allowed for the interpreter to adjust travel and other issues if the amendment is made at very short notice.
9. The bank interpreter must inform LCC if they will no longer be able to attend the booked assignment as soon as possible, and by either phone or text, and confirm it by email at the earliest opportunity. LCC will inform the bank interpreter of cancellations from our side as soon as possible, by phone, text, and/or email.
10. The bank interpreter will inform LCC as soon as possible if the assignment finished after the agreed time, and the amount of extra time worked on that particular assignment.

Fees table

Length of assignment	Hour	Two hours	Three hours	Four hours	Five hours	Full day (6 hours, 7 hours or 8 hours)
Fee	£20	£40	£60	£80	£100	£120
Observations	2 hours minimum booking					9:00 to 17:00 availability, with 40 minutes allowed for a lunch break.

Telephone and Video Interpreting Fees

Length of assignment	15 Minutes	Half an hour	One hour	Two hours	Three hours	Four hours	Five hours	Full day (6 hours, 7 hours or 8 hours)
Fee	£5	£10	£20	£40	£60	£80	£100	£120
Observations								9:00 to 17:00 availability, with 40 minutes allowed for a lunch break.

11. Fees are inclusive of travel time and travel expenses, and all other expenses. No further payments will be made by LCC.
12. Any assignment that is over 6 hours long will be considered a full day assignment.
13. Both assignments and hourly fees may be broken down to half-hourly blocks.
14. Additional hours worked beyond a booked slot will be paid only upon agreement by LCC and the normal hourly rates will apply.
15. Assignments happen within normal working hours, 9:00-17:00. Very occasionally, out of normal hours assignments may be booked. If, at the time of booking, the assignment is booked to cover hours outside normal working hours, the fee paid for these hours will be £25 per hour.
16. If LCC needs to cancel booked assignments, bank interpreters may be entitled to a *cancellation fee*, according to the following table:

Cancellation is made more than 24 hours from the assignment start time	Cancellation is made between 24 hours of the assignment start time and 17:00 on the day before the assignment	Cancellation is made after 17:00 on the day before the assignment
No cancellation fee paid	Cancellation fee: 50% of the assignment fee	Cancellation fee: 100% of assignment fee

17. Bank interpreters will be registered with LCC's iSupplier system. Bank interpreters must be registered as self-employed with HMRC. LCC will not accept the subcontracting of any agreed assignments.
18. Payments of interpreters' fees will be made upon submission of invoices. Invoices can be submitted any time, but no more frequently than once weekly. When an invoice is submitted, a Purchase Order is requisitioned. Only after the Purchase Order is raised that LCC are able to process the invoice. LCC normally pays its suppliers within 30 days of the processing of an invoice.

Standards

19. All bank interpreters will be bound by the Code of Professional Conduct that LCC in-house interpreters abide by. Copies of these Code will be shared with all bank interpreters. At the same time, we expect that our partners, i.e. the service providers with whom the bank interpreters will be working, to treat these in the same way as they treat LCC's in-house interpreters. All the guidance

issued to our partners, including the Guidance about Working with Interpreters, will apply to bank interpreters.

20. In addition to that, the same complaints procedure used for our employed interpreters will be used to deal with complaints about bank interpreters. Copies details of this procedure will be shared with bank interpreters. Complaints will be dealt with sensitively and confidentially by the Service coordinator, with an emphasis on putting things right.
21. Serious breaches of this SLA and/or the Code of Professional Conduct by a bank interpreter may result in LCC not booking this interpreter any more. In this case, LCC will inform the interpreter that it does not require her or his services any more.
22. Bank interpreters may be offered training but do not have any obligation to attend it. Other types of support and professional development may also be offered at LCC's discretion. No charges will be made for these services.
23. Any disputes arising from the implementation and delivery of this SLA shall be solved by mutual agreement between LCC and the bank interpreter.

Signed:

Interpreter:

Name:.....

Date:.....

Signature:.....

For LCC: Saulo Cwerner

Name:.....

Date:.....

Signature:.....