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**Provision of Support Services for Deaf
and Hearing People for Assembly
Parliamentary Services for the National
Assembly for Wales**

Contract Number 30/2006.

A Proposal by RNID

26th July 2006

RNID.)))

Changing the world for deaf
and hard of hearing people

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1. Background

This Proposal is in response to the Invitation to Tender issued by the Assembly Parliamentary Services (APS) dated 5th June 2006.

The proposal describes how the RNID will provide communication support for NATw business as detailed in the Tender Specification.

2. Overview of RNID

The RNID is the largest charity representing the 9 million deaf and hard of hearing people in the UK. As a membership charity we aim to achieve a radically better quality of life for deaf and hard of hearing people. We do this in the following ways:

- Campaigning and lobbying vigorously to change laws and government policies.
- Providing information and raising awareness of deafness, hearing loss and tinnitus
- Training courses and consultancy on deafness and disability.
- Training of BSL/English interpreters, electronic and manual notetakers, and lipspeakers.
- Seeking lasting change in education for deaf children and young people.
- Employment programmes to help deaf people into work.
- Care Services for deaf and hard of hearing people with additional needs.
- RNID Typetalk funded by BT, the national telephone relay service for deaf and hard of hearing people.
- Equipment and products for deaf and hard of hearing people.
- Social, medical and technical research.

RNID Communication Services is committed to delivering the highest standards of communication support to deaf and hard of hearing people through the provision of professional interpreters. The RNID recognises the

Independent Registration Panel as the only register of BSL interpreters in the UK.

3. Resources

Communication Services Cymru employs a Senior Coordinator and 2 experienced coordinators. Based in Neath, they are responsible for processing communication support bookings throughout Wales. The coordinators are experienced in providing Language Service Professionals (LSPs) for a wide range of assignments and are able to advise on the type of Communication Support and the level of qualification required. All staff are familiar with the current requirements of the National Assembly for Wales and have supplied interpreters and processed assignments on their behalf.

The RNID recognises Licensed Members of the Association of Sign Language Interpreters. as being fully qualified equivalents to Members of the Register of Sign Language Interpreters.

The interpreters supplied by the RNID are able to provide geographical cover across Wales. As a UK wide organisation, we are also able to source interpreters from outside Wales should the need arise.

Recognising the shortage of professional interpreters in the UK, and particularly Wales, the RNID is working in partnership with other bodies to train aODrentice interpreters in Wales.

At present, due to the high demand placed on the RNID's communication support service the RNID requires clients to give 'reasonable notice' of the potential utilisation of the service. Although the RNID will aim to provide the service in accordance with the timescales as set out within the Specification, the RNID does not usually guarantee a service on a specific number of days notice. Whether RNID will be able to meet the timescales depends on demand for the service at any given time and will in part depend on the demand placed on the service by this contract.

As the number of BSL interpreters within Wales increases (see Section 16 - Future Developments) the RNID would look to offer guaranteed response times to booking requests for BSL / English interpreters, however given the current limited number of interpreters within Wales this is not possible at present.

4. Contractor Personnel

A copy of the RNID staff organisational chart for RNID Communication Services Cymru is attached. All freelance interpreters will have met the required RNID standards as stated in Section 9 of this proposal. Given the above, RNID do not consider it appropriate to provide individual CVs at this point. Should any specific skill or experience be required above that required by the IRP / CACDP for registration, RNID would be willing to discuss this and advise on their availability.

5. Availability of Service and Financial Standing

The service is currently operational. Should the future demands of the purchaser increase, it is anticipated that given the size of the RNID Communication Service and the recent award of funding to support the growth of qualified interpreters, any foreseeable increase in demand could be accommodated.

6. Relevant Experience

The coordinators are familiar with the current requirements of the National Assembly for Wales (NAfW) and following a successful tender submission have been awarded a contract to supply BSL/English interpreters to the National Assembly for Wales, commencing 1st April 2006

Many of the interpreters used by the RNID have direct experience of delivering communications support to deaf clients of the National Assembly for Wales.

Due to the familiarity of the relationship between the coordinators, interpreters, NAfW clients and staff, the coordinators are able to work with all parties in coordinating availabilities of often very busy professionals, where

appropriate and where authorised by NAFW.

As stated in Section 2 RNID Communication Services deliver in the region of 20,000 communication support assignments per year to a variety of customers across a wide range of assignment types.

7. Welsh Language Scheme Requirements.

The majority of the MRSLI / LASLI interpreters used by the RNID who have had experience of conference work are experienced in working alongside Welsh/English interpreters.

One of the apprentice interpreters currently training with the RNID is a Welsh language speaker and when registered will be a BSLIWelsh interpreter.

8. How the service will be provided

NAfW staff would contact Communication Services staff based in Neath. Details of the required support are taken by service co-ordinators who will endeavour to assign a Language Service Professional in line with the referrers requirements. If no Language Service Professional is available then the referrer will be notified at the earliest possible opportunity. All bookings are confirmed in writing. The service can be contacted by telephone, textphone, fax, SMS and email.

The precise needs of each individual are ascertained by the service co-ordinator at the point of request. Service co-ordinators will endeavour to meet customer needs subject to reasonable expectations and Language Service Professional availability.

Service co-ordinators input all information relating to individual bookings and customers directly into a bespoke database that serves as both an administrative and management information tool. All RNID staff are required to maintain customer confidentiality at all times. RNID is registered with the Information Commissioner as a data controller under the Data Protection Act 1998.

Bookings would be made with the office below. This office has access to the internet for the National Assembly's website and email facilities

RNID Communication Services Cymru
Shaw Trust Disability Action Centre
D'Arcy Business Park
L1andarcy
Neath SA10 6EJ
Tel: 01792 324477
Textphone: 01792324455
Fax: 01792 324422

9 Quality Control

RNID Policy on BSI Interpreter Registration

RNID's policy is to use interpreters registered with the Independent Registration Panel (IRP). The IRP is the only recognised registration body for BSL/English Interpreters in England, Wales and Northern Ireland. The IRP is administered by the Council for the Advancement of Communication with Deaf People (CACDP). The RNID also recognises Licensed members of the Association of Sign language Interpreters as being fully qualified equivalents to Members of the Register of Sign language interpreters.

CiIT, The National Centre for languages recognises that CACDP is the only awarding body to offer occupational qualifications based on the Interpreting Standards in BSL.

Interpreters

All BSI interpreters used by the RNID have met the registration requirements of the Independent Registration Panel and are either fully qualified interpreters or are training on registered training courses to become fully qualified.

All interpreters supplied by the RNID are required to operate to the CACDP Code of ethics, including maintaining client confidentiality.

Lipspeakers

All Lipspeakers supplied by the RNID are registered on the CACDP register as level 2 or level 3 Lipspeakers.

Management and Administration

The Head of Communication Services has overall responsibility for the delivery of the service contained within this proposal. The Senior Coordinator Cymru, assisted by the coordinators based in Neath has operational responsibility for service delivery of individual contracts. These and other staff and reporting structures are detailed in the Organisational Chart below.

All RNID Communication Services staff receive an annual appraisal of their performance and are formally supervised on a 4 to 6-weekly basis. Performance targets are set down for the service in an annual operational plan. These targets are cascaded down to all staff and monitored via supervision throughout the year. The performance targets are linked with a service level agreement quality framework which itself is monitored on a three-monthly basis.

The RNID does not have ISO 9000 accreditation and there are no current plans to obtain this. The RNID recognises the importance of quality control and robust operating procedures. NAFW would be welcome to review these procedures in order to confirm they meet their required supplier standards.

The RNID does not have ISO 14001 accreditation. The RNID does have an environmental policy. The environmental impact of provision of BSI interpreters is not considered significant; however we do encourage the use of

public transport and the use of electronic media where feasible.

The RNID holds the Investor in People award (Certificate number 122414).
The RNID possesses the 'two ticks' 'positive about disabled people' symbol.

10. Customer / User Feedback

The RNID recognises the value of seeking feedback from service users, referrers and suppliers. Historically we have invited feedback on an ongoing basis. This has recently been reviewed following user and interpreter feedback. The RNID now conducts quarterly surveys sending a fixed number of questionnaires, selected randomly for each Communication Service office. This will enable the analysis of the service performance geographically and over time and is intended to avoid 'questionnaire fatigue'

11. Enhanced CRB Checks

All interpreters used by the RNID possess enhanced Criminal Records Bureau checks.

12. Insurance

RNID Staff interpreters are insured under RNID Public Liability insurance and Professional Indemnity insurance.
The level and type of insurance cover for the Freelance Interpreters is currently being reviewed with our insurance provider.

13. Equal Opportunities

RNID is an equal opportunity employer. A copy of our equal opportunity policy is attached.
Overview: RNID adopted an Equal Opportunity policy in 1993; this is reviewed regularly to take into account new legislation and other internal and external factors that may affect this policy. RNID has achieved the Positive About Disabled People as well as the Investor in People Award. RNID Human Resource staff are always available to provide guidance on Equal Opportunities legislation and implementation. This knowledge and practice will be applied at contract and service delivery level notably: a) when recruiting staff and b) in all aspects of customer service
All service publicity/recruitment materials (leaflets, flyers, posters, application forms), are written in accordance with equal opportunities guidance to ensure equality of opportunity regardless of disability, ethnicity, gender or age. RNID recruitment process includes Equal Opportunity Monitoring Forms. We advertise recruitment through the most appropriate channels including local press, statutory services, local voluntary organisations and deaf clubs.
Effective monitoring and evaluation systems are in place to collect data on gender/ethnicity/age/disability and to evaluate whether RNID is successful in meeting organisational equal opportunities objectives.

14. Price of the Service

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this contract.

15. Management Information

The RNID would be able to provide quarterly management information on the following :-

- Number of appointments
- Location of appointment
- Referrer
- Service users Postcode
- Number of referrals where communication Support was not provided and the reason why.

16. Future Developments

The RNID recognises there is a significant shortage of British Sign Language Interpreters in the UK and is working in partnership with other organisations to fund and train more BSL interpreters for the future.

Since 1998 RNID has been running projects in Wales funded by the European

Social Fund that will increase training provision for Sign Language Interpreters, Electronic Notetakers and Lipspeakers. The objective of the projects has been to increase the numbers of qualified LSPs (Language Service Professionals) living and working in Wales.

These projects have allowed RNID to pilot, test and model, innovative training for Sign Language Interpreters. As a result of this work the Welsh Assembly Government Task and Finish Group on British Sign Language Interpreter Services in Wales recommended the formation of a broad-based project partnership to deliver a 'BSL Interpreter Apprentice and Employment Scheme for Wales'. The 'apprentice model' piloted under the RNID ESF-funded Cymru Communication projects was therefore recognised as a model that would facilitate a substantial growth in the numbers of qualified Sign Language Interpreters in Wales over shorter timescales than had previously been possible.

RNID are now working in partnership with Deaf Association Wales, CACDP, Wales Council for Deaf People and ASLI along with others to deliver the BSL Futures project which has received £2.7m funding from the Welsh Assembly Government and the Welsh European Funding Office. RNID has overall responsibility for recruiting and training 30 apprentice interpreters over a 2 year period. Progress to date includes the recruitment of 20 apprentices this is in addition to 4 apprentices who are already going through the scheme.

17. Amendments to the Terms and Conditions

| Condition | | RNID Comment / Requirement |
|----------------|---|--|
| 1. Definitions | Standstill Period | We would need to consider the adequacy of 14 days depending on the anticipated initial demand. |
| 1. Definitions | Definition of 'Contract' and 'Tender Documents' | 'Tender Documents' Refers to Schedule 1. As RNID has not been passed a copy of Schedule 1 we cannot confirm that we will be bound by all of the documents set out therein |
| 2.2 | Extension of the contract | Any extension beyond 36 months would be required to be by mutual written agreement. |
| 5.7 | Defective services | Please confirm what is meant by "defective". |
| 5.8 | Recompense for Defective Service | This clause needs to be looked at within the context of RNID requiring reasonable notice of the potential utilisation of the service and the possibility that we may not be able to comply with the timescales set out within the Specification. |
| 7.1 | Time of Performance | This clause needs to be looked at within the context of RNID requiring reasonable notice of the potential utilisation of the service and the possibility that we may not be able to comply with the timescales set out within the Specification. |
| 31.4 | Insurance | Delete the last sentence of this clause as RNID does not take out insurance in joint names. |
| 32.1 | Alternative Contractor | Insert the word "reasonable" before "satisfaction" and the word "material" before the word "breach". |
| 32.2 | Alternative Contractor | This clause must be looked at in the context of providing reasonable notice of the potential utilisation of the service and the possibility that we may not be able to comply with the timescales set out within the Specification. |
| 33.4 | Termination | RNID requires a reciprocal right to terminate for breach. |
| 34.1 | Effect of Termination for default. | This clause must be looked at in the context of providing reasonable notice of the potential utilisation of the service and the possibility that we may not be |

| | | |
|------|-----------------------|--|
| | | able to comply with the timescales set out within the Specification. |
| 35 | Break | This right has to apply to both parties. |
| 36 | Effect of Termination | This right has to apply to both parties. |
| 37.1 | Disruption | This clause must be looked at in the context of providing reasonable notice of the potential utilisation of the service. |
| 38 | Subcontracting | The RNID will use freelance BSL interpreters in the provision of the Service |
| 38.4 | Subcontracting | The RNID has general terms and conditions it issues freelance interpreters. For the avoidance of doubt this clause does not apply to the general terms and conditions issued to freelance interpreters. |
| | Cancellation Charges | In the event that the Contractor receives a notice cancelling a booked session either from the Client or the person referred then the Contractor may (at its sole discretion):- (i) charge 50% of the normal session fee where less than 14 days but more than 7 days notice of cancellation is given; or; (ii) charge 100% of the normal full Session Fee where 7 or less days notice is given. |
| | Mileage Rates | The tender document refers to mileage rates payable at 40 pence per mile up to 10,000 miles per annum and 25 pence per mile above this limit. Our interpretation is the 10000 mile limit is per interpreter per year. |

18. Nominated Contact

The Nominated Contact Point for this tender is

Robert Goodwin
Contracts Manager - Communication Services
RNID Communication Services Cymru
Shaw Trust Disability Action Centre
D'Arcy Business Park
L1andarcy
Neath
SA10 6EJ
Tel 01792 324477/01225485772

19. Attachments

RNID Employment Statistics

RNID Cymru

| | Total | % |
|------------------------------|-------|---------|
| Disabled and/or Hearing Loss | 13 | 23.21% |
| Non Disabled | 43 | 76.79% |
| Grand Total | 56 | 100.00% |

| Disability | Total | % |
|---------------|-------|---------|
| No Disability | 47 | 83.93% |
| Disabilit | 9 | 16.07% |
| Grand Total | 56 | 100.00% |

| ea g/Los: | Total | % |
|------------------------------------|-------|---------|
| Not Hard of Hearing /Deafened/Deaf | | 83.93% |
| Deafened | | 1.79% |
| Deaf | | 14.29% |
| Grand Total | | 100.00% |

RNID All UK

| Item | Total | % |
|------------------------------|-------|---------|
| Disabled and/or Hearing Loss | 245 | 18.57% |
| Non disabled | 1074 | 81.43% |
| Grand Total | 1319 | 100.00% |

| Item | Total | % |
|---------------|-------|---------|
| No Disability | 1167 | 88.48% |
| Disabilit | 152 | 11.52% |
| Grand Total | 1319 | 100.00% |

| Item | Total | % |
|------------------------------------|-------|---------|
| Not Hard of Hearing /Deafened/Deaf | 1177 | 89.23% |
| Deafened | 3 | 0.23% |
| Deaf | 104 | 7.88% |
| Hard of Hearin | 35 | 2.65% |
| Grand Total | 1319 | 100.00% |

Equal Opportunities Policy

Last Updated: March 2002

Purpose

RNID recognises that in society certain groups and individuals are discriminated against and disadvantaged. This policy is to ensure that there is no discrimination in recruitment, employment or practice on grounds of race, colour, religion, nationality, ethnic origin, sex, sexual orientation, transsexualism, marital status, disability, age or trade union membership.

Scope

This policy applies to all permanent and temporary employees working under a contract of employment, volunteers, self-employed people with a contract for services with RNID or contract/agency workers.

Responsibility

All managers and employees referred to within the scope of this policy are required to adhere to its contents.

Managers are responsible for ensuring that this policy is applied in their area. Managers may wish to discuss specific issues with a HR advisor prior to taking action.

The HR directorate is responsible for the maintenance, review and updating of this policy in event of any changes to legislation ensuring proper consultation with the Consultative Group.

The success of our equal opportunities policy depends on the managers and supervisors at all levels of RNID. They must be aware of what is expected of them by RNID and what is required of them by law. To achieve this, we will ensure that:

- All managers and supervisors are briefed on their responsibilities and supported by regular training.
- All managers, who are responsible for selecting employees for training or for allocating work, make no discrimination either directly or indirectly.
- Managers promote equal opportunities to their employees and encourage all people to work together and eliminate discrimination.

Policy

- There will be no discrimination on account of race, colour, religion, nationality, ethnic origin, sex, sexual orientation, transsexualism, marital status, disability, age or trade union membership involving job applicants, employees, volunteers, self-employed people with a contract for services with RNID or contract/agency workers.
- RNID will appoint, train, develop and promote on the basis of merit and ability.
- All employees have personal responsibility for the practical application of RNID's equal opportunities policy.
- RNID will always try to avoid redundancy situations. However when such a situation arises, as a result of changing organisational requirements, selection for any redundancy will be based on purely objective criteria to ensure that there is neither direct nor indirect discrimination in this procedure.
- Special responsibility for the practical application of RNID's equal opportunities policy falls upon managers and supervisors involved in the recruitment, selection, promotion, training and day-to-day management of employees. These special responsibilities give rise to training needs for which provision will be made.
- RNID's grievance policy is available to any employee who believes that he or she may have been unfairly discriminated against.
- Disciplinary action will be taken against any employee who is found to have committed an act of discrimination. Serious breaches of the policy will be treated as gross misconduct, as will harassment on any grounds.
- In the case of any doubt or concern about the application of the policy, employees should consult their line manager or the HR department.

This policy will operate in conjunction with RNID's policy regarding harassment.

Disability equality

This policy contains a section on disability equality because RNID is a disability organisation. RNID recognises the exclusion and disadvantages that disabled people experience as a result of social, economic, and material barriers, created by the world in which they live. RNID also recognises that disabled people may be enabled by learning additional skills.

RNID is working to ensure that disabled people receive the maximum possible benefit that can accrue to them through the Disability Discrimination Act (DDA). RNID will, at the very least, take steps to ensure that it meets its obligations under the DDA and, where possible, exceeds it. This includes making reasonable adjustments to meet the needs of disabled trustees, committee members, job applicants, employees, customers and volunteers.

RNID is further committed to positive action, in terms of our employment of deaf and hard of hearing people. We will also use positive discrimination - where two candidates equally meet selection criteria at interview, if one of the candidates is deaf or hard of hearing, then they should be offered the post. The DDA allows charities, which promote the interests of a particular group of

disabled people, to treat people from that group more favourably than others where this is connected with their charitable purposes.

Procedure

Objectives

This policy is a commitment to make full use of the talents and resources of all our employees, and to provide a healthy environment, which will encourage good and productive working relations within the organisation. The operating code below describes how the policy is to be applied throughout RNID.

We are particularly concerned to achieve the following objectives:

- All recruitment, promotion, opportunities for training and access to facilities and benefits will be without regard to race, colour, religion, nationality, ethnic origin, sex, sexual orientation, transsexualism, marital status, disability, age or trade union membership.
- No employee will be disciplined or dismissed or suffer any harm or damage on the grounds of race, colour, religion, nationality, ethnic origin, sex, sexual orientation, transsexualism, marital status, disability, age or trade union membership.
- The equal opportunities policy will be put on the intranet and communicated to all employees through induction and other appropriate communication channels.
- Managers and supervisors will be thoroughly trained in the principles of equal opportunity, apply the principles consistently and deal with any breaches of the policy promptly and thoroughly.
- No employee who, in good faith, raises a complaint that the equal opportunities policy has been breached will be victimised.
- The policy will be regularly monitored to ensure that the principles of equal opportunity are being observed throughout the organisation.

Defining discrimination

For the avoidance of doubt, the following definitions apply within this operational code:

- Direct discrimination is where a person is treated less favourably than another person on any of the prohibited grounds in this policy (note that disability discrimination occurs where for a reason, which relates to that person's disability; the disabled person is treated less favourably than a person to whom that reason does not apply).
- Harassment is direct discrimination consisting of unwanted, unreasonable and offensive behaviour, which creates a humiliating, hostile and intimidating work environment.
- Indirect discrimination is where a requirement or condition disproportionately disadvantages people from the specific categories mentioned in this policy and which cannot be objectively justified.

- Victimisation is when a person is treated less favourably than another person because they have made a complaint or have asserted their rights under this policy (this covers both those bringing complaints or those acting as a witness in any investigation of a complaint).

Employment

Recruitment

- All jobs are made open to all applicants.
- No assumptions or pre-judgements are made by managers or recruiters about suitability for a particular job, e.g. preferences of co-workers, customers, or suppliers must not be pre-supposed; it is not to be assumed that jobs involving heavy physical labour, late hours, travel, or unpleasant surroundings are necessarily unsuitable for women, or that jobs demanding manual dexterity, e.g. the operation of VDUs, are unsuitable for men.
- No decision is made, or preference stated, in advance, regarding the type of person preferred forward of the recruitment process, e.g. instructing an agency only to send men except in cases of genuine occupational qualification.
- All applications are given equal consideration.
- No discrimination is made in the terms on which a job is offered, for example, pay or holidays.
- All applicants and existing employees are made aware of RNID's policy and practice on recruitment.
- Managers are advised and trained on the implementation of RNID's recruitment policy.

Attracting applicants

- Copies of RNID's written equal opportunities policy are given to all the recruitment and advertising agencies with which we deal.
- Job titles and job content are presented without bias.
- Jobs are described in such a way that no qualified person is deterred from applying.
- There is nothing, in either words or illustrations, to indicate any role stereotyping.
- Vacancies are advertised in a wide variety of ways to ensure that all groups are informed.
- Recruitment solely, or in the first instance, by word-of-mouth is not practised.

Application forms

- All questions on the application form are relevant and non-discriminatory.
- Application forms include only those questions that are essential at this stage.
- No discrimination is made on the basis of postal code or address.

Interviewing and selection

- Interviewers and those making selection decisions have been thoroughly trained.
- Recruiters take an unbiased approach.
- Questions relate purely to the competencies required for the job.
- No questions are asked or assumptions made about a person's personal or domestic circumstances.
- All selection criteria are strictly related to the objective competencies for the job.
- Any shift-working or job mobility requirements are absolutely essential and are objectively justified.
- All requirements for educational and professional qualifications are valid and job-related.
- The acceptability of equivalents to formal qualifications is observed.
- Due recognition is given to experience as a substitute for formal qualifications where possible.
- All previous experience is taken into account including voluntary work, work within the home and family responsibilities.
- Selection tests are free of bias and non-discriminatory in content, administration and scoring.
- Each selection decision is monitored to ensure this policy has been observed.

Learning and Development

RNID will ensure that there is equal opportunity for all employees in respect of access to relevant training for their job and for career development. All employees responsible for carrying out performance appraisals will be trained and advised to ensure that assessment criteria are objective, relevant and not discriminatory to any person or groups of people.

. Training, promotion and development

- All training reflects the equal opportunities policy.
- Selection to attend courses is free from bias.
- Courses, materials and validation processes are free from bias.
- All vacancies are advertised internally emphasising the equal opportunities policy.
- Qualifications for promotion and transfer are justifiable.
- Each promotion and transfer decision is monitored to ensure this policy has been observed.
- Job grades are monitored to assess any imbalances.
- All new employees will attend the organisation's induction course, in addition to having a period of induction, to be overseen by the responsible line manager.
- All employees will receive regular supervisions from their line manager. The purpose of supervision is to ensure that employees are working to their job descriptions, in the best interests of clients and the

organisation and it will offer support and identify them to perform to the best of their ability.

- All employees will be subject to an agreed annual appraisal procedure, to be carried out by their line manager. The purpose of this is to focus upon the employee's performance in their job, to identify goals for career development and to identify training needs, to help meet their goals.

Benefits, facilities and services

- Equality is observed in the application of pay and all other terms and conditions.
- All benefits, facilities and services are made available to all employees.
- Reasonable and practicable adjustments are made to ensure that facilities and services are available to people with disabilities.

Harassment

- Provide a working environment, which respects the rights of each individual employee and where colleagues treat each other with the utmost respect.
- Constantly reinforce the principles that any behaviour, which adversely affects an individual's dignity, is totally unacceptable and will not be tolerated under any circumstances.
- Make it everyone's responsibility to ensure that harassment has no place in RNID.
- Recognise the sensitivity of harassment situations by operating an open door policy to discuss problems initially on an informal basis.
- Investigate official complaints of harassment swiftly and confidentially while ensuring that the rights of both parties are protected.

Service delivery

- All of RNID's direct services will be provided in line with this policy.
- RNID will, as far as it is possible, seek to provide a service that gives choice to users, and offer a service that enable users to exercise influence and feel more confident.
- RNID will seek to ensure that employee attitudes and working practices reflect the needs of users. Employees will be expected to challenge assumptions and practices, which might offend or threaten any users.

Volunteers

- Review and promote means to develop the diversity of RNID's volunteering population.
- Communicate the equal opportunities policy and its implications to volunteers.
- RNID requires volunteers to comply with this policy and not to harass, bully or victimise other volunteers, RNID employees, contractors, agency workers or clients.

Religion

RNID will ensure that its policies and procedures do not discriminate against any person on the grounds of their religious persuasion.

Enforcement

Equal opportunities will be achieved by the implementation of this policy and the operational code.

An employee with a grievance under equal opportunities should follow the procedure below:

- Before taking a decision to invoke the procedure, employees have the right to approach their manager or another manager if more appropriate, for informal, confidential advice.
- Details of the complaint should be put in writing, outlining the alleged incidents, when they occurred, the harm caused, the names of any witnesses and the name(s) of the alleged discriminator(s).
- The manager receiving the complaint will pass the written details to a HR advisor.
- An independent investigator will be appointed who has had no previous involvement with the situation.
- The alleged victim, and the person alleged to have breached this policy, will have the right to representation throughout the whole investigation.
- The investigator will submit a full report to a HR advisor.
- If the complaint is upheld the matter will be passed to the appropriate line manager to conduct a disciplinary hearing and the complainant will be informed.
- The employee accused of breaching this policy will have the right to be accompanied at the disciplinary hearing. Where the manager concludes that a breach has taken place, he or she will take appropriate action. The severity of any penalty imposed will be consistent with the degree of the breach of policy involved.
- If the complaint is not upheld, the complainant will be given a full explanation; the Director of HR's decision in these circumstances will be final.
- Full records will be kept of the whole proceedings.

Where a complaint is blatantly untrue and has been brought out of spite, or for some other unacceptable motive, then the complainant will be subject to RNID's disciplinary procedure, as will any witnesses who have deliberately misled RNID during its investigations. Whether a complaint is upheld or not, RNID recognises that it may be difficult for the employees concerned to continue to work in close proximity to one another. If this is the case, RNID will consider a voluntary request from either party to transfer to another job or work location. However, a transfer cannot always be guaranteed.

Monitoring and evaluation

This policy will be monitored and evaluated at all levels of organisational activity as to its effectiveness. Monitoring will include analysis of data in respect of:

1. Employment: recruitment, employee composition, training reports and programmes, grievances, disciplinaries, harassment.
2. Service Provision: referrals, resident composition, harassment incidents, complaints.

Source

RNID Recruitment and Selection Policy

RNID Appraisal Policy

Equal Pay Act 1970 and Equal Pay (Amendment) Regulations 1983

Sex Discrimination Act 1975 and 1986

Race Relations Act 1976 and Race Relations Amendment Regulations 1999

Disability Discrimination Act 1995

Human Rights Act 1998

RNID Harassment Policy

Sex Discrimination (Gender Reassignment) Regulation 1999

Employment Rights Act 1996

Rehabilitation of Offenders Act 1974

Sex Discrimination (Northern Ireland) Orders 1975 and 1988

Employment Rights (Northern Ireland) Order 1996

Race Relations (Northern Ireland) Order 1997

Fair Employment and Treatment (Northern Ireland) Order 1998

Protection from Harassment Act 1997

Part-time Employees Regulations 1999

Public Interest Disclosure Act 1999

CONTRACT NO: 30/2006

ADDITIONAL CONSIDERATIONS ATTACHED TO mE CONTRACT

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4. All interpreting personnel will be self-employed and, as such, will be subcontracted by Wales Council for Deaf People. All such personnel will have signed a declaration of ethics recognised nationally. Wales Council for Deaf People will undertake to provide personal details of each interpreters to the Welsh Assembly Government, if required, the first time each interpreter is used.
5. There is a national agreement by the Association of Sign Language Interpreters that the minimum acceptable contract fee will be that for three hours.
6. Most assignments for presentations, meetings, consultations, seminars, etc, will require at least two interpreters working together, each interpreter will work for approximately 20 minutes at which point they will change over.

All assignments where an interpreter will be working alone for longer than 20 minutes will require a 5 minute break at regular intervals.
7. Under the current conditions caused by the shortage of interpreters the daily mileage will be inoperatable. Current nationally agreed mileage rate is 40p per mile irrespective of mileage or where the interpreter uses public transport the actual cost.
8. There will be additional costs resulting from parking charges and toll charges which will be invoiced at cost.

WALES COUNCIL FOR DEAF PEOPLE

CONTRACT NO: 30/2006

EVIDENCE OF ABILITY TO FULFIL CONTRACT

Wales Council for Deaf People established the first communication support agency for **deaf** people in Wales in late 1991. We also establish a unit for West Wales in Swansea at a later date. This unit was to become the beginning of the RNID CSU.

During the research for the Task and Finish Group on BSL in the National Assembly for Wales it was concluded that Wales Council for Deaf People cater for **60%** of all agency booked assignments for communication support in Wales. We are thus the largest supplier of this service.

We are also the only training organisation for lipspeakers and all lipspeakers in Wales trained with us.

We operate on a freelance basis through a pool of around 30 qualified interpreters of which about half are based in Wales.

We have freelance interpreters throughout the region including North, Mid and West Wales.

We try to book interpreters who live as close to the required assignment as possible which cuts down on clients costs. This, however, due to the current lack of qualified personnel is not always possible and there can be high travel costs at times. This may change within the lifetime of the contract as the results of the BSL Futures project are felt.

We currently supply Language Service Professionals (LSP) (BSL interpreters, lipspeakers, palantypists) to the Welsh Assembly Government and Assembly Parliamentary Service and have done so for some years.

We are a supplier of similar services to Local Authorities, Local Health Boards, NHS Trusts, Department of Work and Pensions, the Legal Profession, Court Services and broadcasting among others. We confirm we have spare capacity with which to fulfil this contract. We will be a vital link in the success of the results of the BSL Futures Project as we will supply the interpreters produced with assignments from all sources.

WALES COUNCIL FOR DEAF PEOPLE

CONTRACT NO: 30/2006

E-WORKING

Wales Council for Deaf People carries out the bulk of its work through electronic methods.

Creditor and debtors are encouraged to use internet banking and most of our finance is carried out in this way.

Contact with interpreters is mainly through e-mails and SMS texting.

Mail can also be delivered by fax. Many of our Local Authority customers prefer this method.

All Welsh Assembly Government financing to Wales Council for Deaf People has been carried out through BACs for many years as has payment for services including interpreting agency fees.

Our Fax number is 01443408555 and email is wcdeaf@freenet.co.uk.

We have access to broadband.

CONTRACT NO: 30/2006

QUALITY ASSURANCE

The Director of Wales Council for Deaf People is an ex-Quality Assurance Manager from the pharmaceutical industry and a Member of the Institute of Quality Assurance.

Wales Council for Deaf People does not hold the ISO 9000 but the Director is very familiar with this and standards of the BSI and FDA (Food and Drugs Administration (USA))

Wales Council for Deaf People monitor its work using quality systems developed for that purpose.

Reports to the Board of Trustees and the Welsh Assembly Government take the form of audits with Performance Indicators.

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WALES COUNCIL FOR DEAF PEOPLE

CONTRACT NO: 30/2006

ENVIRONMENTAL MATTERS

Wales Council for Deaf People is conscious of the need to limit CO2 emissions and will try, as far as possible, to ensure short journey distances and times.

As a mainly office based organisation we use a great deal of paper and receive as much again in the way of mail.

We are registered with our Local Authority (Rhondda eynon Taft) to use their re-cycling scheme and all waste is collected on a weekly basis.

WALES COUNCIL FOR DEAF PEOPLE

CONTRACT NO: 30/2006

EVIDENCE OF SIMILAR WORK

Attached are copies of recent purchase orders for similar work.

Annex 1 - Commercial in Confidence - Contract Number:
PRICE SCHEDULE FOR THE PROVISION OF SUPPORT SERVICES FOR DEAF AND HEARING IMPAIRED PEOPLE AND FOR PEOPLE WHO HAVE A LEARNING DISABILITY FOR THE ASSEMBLY PARLIAMENTARY SERVICE

| | |
|------------------------------|--|
| Name of Company/Organisation | WALES COUNCIL FOR DEAF PEOPLE |
| Name of Contact | NORMAN B MOORE |
| Address | GLENVIEW HOUSE, COURTHOUSE ST. PONTYPRIDD, CF37 1JY |
| Telephone | 01443 485687 |
| E-mail | wcdeaf@freenet.co.uk |

The Tenderer will be required to quote for the item(s) detailed below on the basis indicated in the accompanying documents. Please complete all quotation prices on the price schedule below. Prices must include administration fees. Travel and subsistence will be paid up to a maximum of the Civil Service Rates for interpreters.

| |
|---------------------|
| Administration cost |
| £ 28 |

NB: Please state the hourly rate for providing support services for each of the following.

| | Registered Qualified BSL Interpreter or Level III Lipspeaker/qualified Palantypist/Qualified Maketon Interpreter. | Registered Trainee BSL Interpreter or Level II Lipspeaker |
|----------------------------|---|---|
| BSL Interpreter | £ 34- | £ 29 |
| Lipspeaker | £ 29 | £ 24 |
| Palantypist | £ NO HOURLY RATE | £ 200 min all d |
| Maketon Interpreter | £ 34 | £ |
| Deaf and Blind Interpreter | £ 34 | £ |

All prices must be quoted exclusive of VAT

WALES COUNCIL FOR DEAF PEOPLE

CONTRACT NO: 30/2006

FINANCIAL STANDING AND RESOURCES

WALES COUNCIL FOR DEAF PEOPLE



CONTRACT NO: 30/2006

EVIDENCE OF INTEGRITY



CONTRACT NO: 30/2006

EVIDENCE OF ABILITY TO FULFIL CONTRACT

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