

CASE STUDY

NHS SBS Frameworks

LanguageLine Solutions® quickly implemented a face-to-face interpreting service after another LSP suddenly went bankrupt

LanguageLine
Solutions®





Introduction

LanguageLine provides a wide range of language services including face-to-face interpreting, telephone interpreting, American and British Sign Language, video interpreting, and translation to public sector organizations.

We are the only language service provider in the UK to be awarded a place on the Managed Service LOT on all the major national procurement frameworks, which is recognition of the quality and value we offer. Several contracts that LanguageLine manages have been procured via the UK NHS Shared Business Service (NHS SBS) Interpretation and Translation Services Framework.

NHS SBS is a unique joint venture between the Department of Health and technology experts Sopra Steria, and is the largest provider of finance and accounting, procurement, and employment services to the NHS in England, with over 30% of organizations relying on one or more of these business functions.

NHS SBS has a wide portfolio of framework agreements available to public sector organizations, which can be viewed at www.sbs.nhs.uk/proc-framework-agreements-support. *This includes the NHS SBS Interpretation & Translation Services framework agreement, which provides a fully EU compliant route for Public Sector Organizations to access various interpretation & translation services.*

Key benefits of the NHS SBS framework include:

- The ability to directly award services to providers on the framework – allowing for a timely route to market for service provision.
- A 'One Stop Shop' Lot - providing a comprehensive service offering all in one place.
- Competitive and flexible pricing across 8 defined regions, ensuring good geographic coverage.
- Scope to specify bespoke requirements (fill rates, travel costs, etc.) at a local level, ensuring customers' needs are met.

The Challenge

In March 2017, a well-established language service provider (LSP) with a large footprint in the East Midlands, suddenly went bankrupt. This meant that overnight, several public sector organizations in the area found themselves without a language service providers, leaving them effectively unable to communicate with non-English speaking patients.

The Solution

NHS SBS had an excellent relationship with the organizations affected, and they quickly opened channels of communication between the organizations and LSPs to resolve the issue. One of the key benefits of procuring from a framework is that, should this happen, the framework allows other providers to potentially step in to meet the requirements instead.

LanguageLine was able to reassure the organizations that, while this was not a 'usual' situation, they were in a position to send a team to the area to meet with them and scope the requirement in order to provide an immediate solution.

LanguageLine had an initial conversation with the largest of the organizations effected, and implemented a face-to-face interpreting service the following day. Over the following four weeks, LanguageLine Solutions onboarded a total of seven new organisations in the UK East Midlands.

The onboarding of a new customer is one of the most important processes an LSP can undertake, and allows for a better understanding of a customer's individual requirements and nuances. This ensures that when developing their account, it is tailored to their needs.

A significant part of the implementation process is face-to-face interpreter recruitment, and in this case, it was necessary to onboard interpreters in this area very quickly in order to meet the contract demands. A key element of providing interpreting services on behalf of LanguageLine is weekly payments to interpreters, a key differentiator from other LSPs.

A streamlined and effective implementation process is paramount to the success of service delivery and the management of the contract.

The Result

Caroline Wright, Category Manager at NHS SBS said "LanguageLine Solutions mobilized, met with the clients and understood the scope of both the organization and service requirements within a couple of days. This ensured continuity of service for our client, under the agreed terms and conditions of the framework contract."

Initially, LanguageLine was contracted to provide face-to-face interpreting only, as at this stage the organizations felt more comfortable changing their strategy from contracting with a single supplier, therefore selecting another LSP for their telephone interpreting requirements. However, with the exception of one organization, LanguageLine now provides both face-to-face and telephone interpreting, and the contract has been extended for another 12 months.

LanguageLine works with clients to deliver a high-quality service, develop innovative solutions, and drive efficiencies.

Let's Talk Solutions

Discover the many additional ways LanguageLine can help turn your biggest language challenges into growth opportunities with industry-leading services.

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