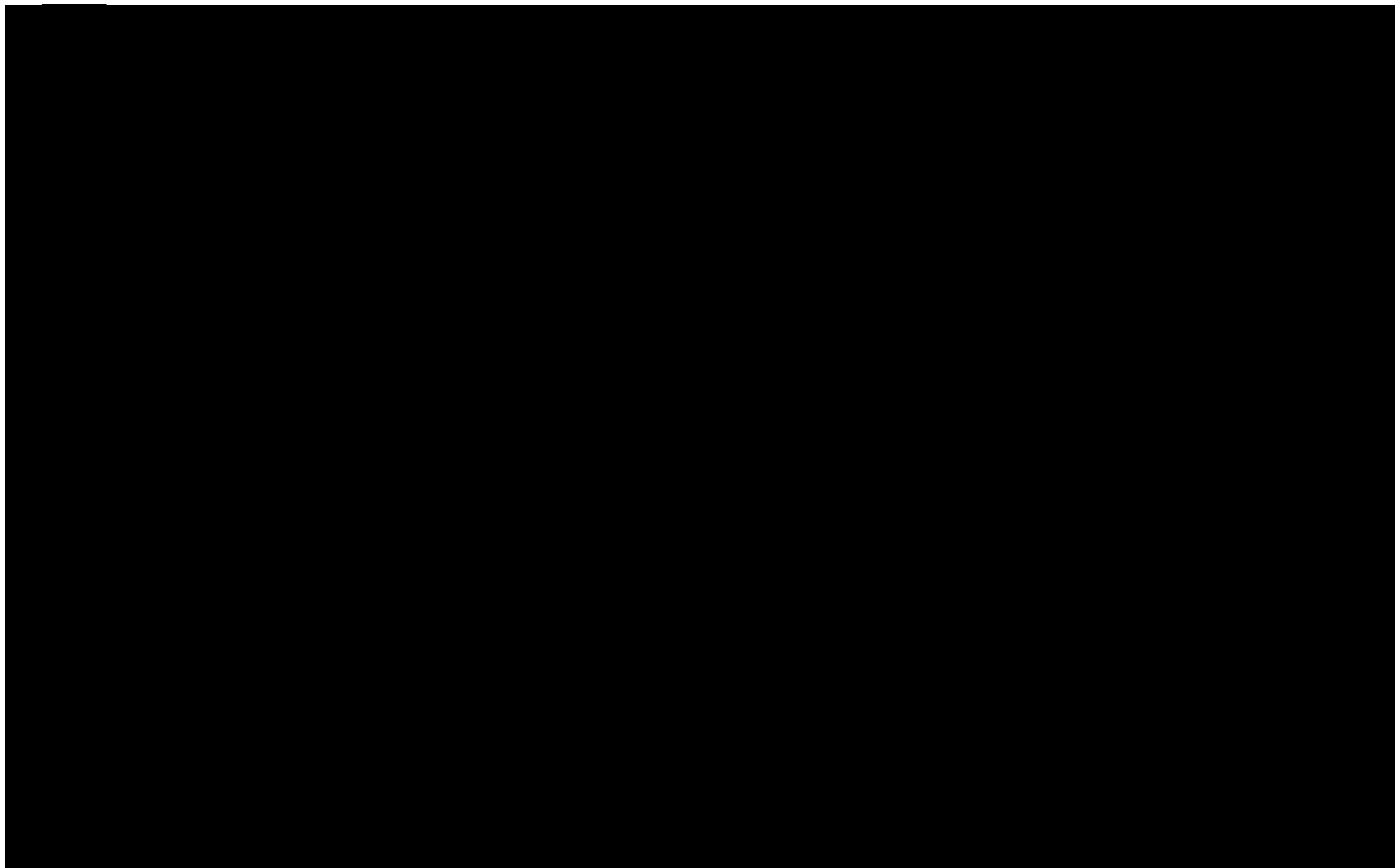


***** Warning: This email contains a Microsoft Office (Word, Excel, PowerPoint) or Adobe PDF attachment. Although this email has been scanned for threats, please think before opening attachments from unrecognised senders.**

Rhybudd: Mae'r e-bost hwn yn cynnwys atodiad Microsoft Office (Word, Excel, PowerPoint) neu PDF Adobe. Er bod yr e-bost hwn wedi'i sganio ar gyfer unrhyw fgythyadau, meddyliwch cyn agor atodiadau gan anfonwyr nad ydych yn eu hadnabod. ***

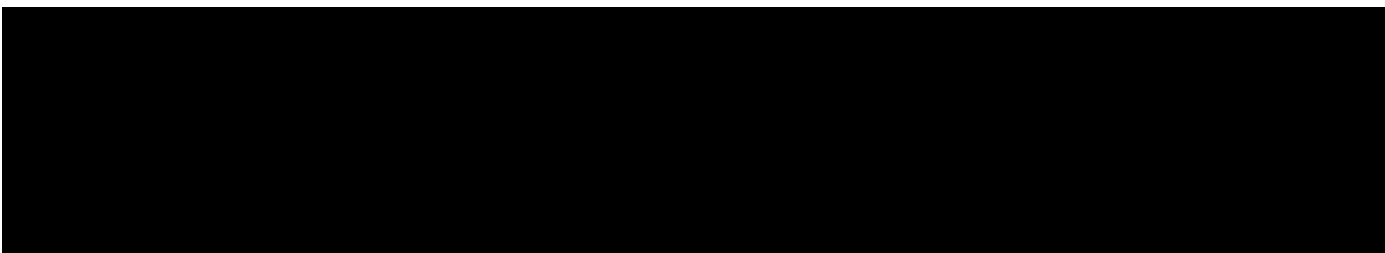


?

From [REDACTED]
Sent: 13 July 2017 16:42
To: [REDACTED]
Cc: Interpreting
Subject: WITS - COS update

Dear All

I hope this email finds you well and you have been enjoying the sunny weather we have had.



On a wider opportunity, I know you are very aware of the introduction of the new IR35 regulations and the difficulties that have arisen from the introduction of such on the provision of BSL interpreters via WITS. As there is growing concern about the impact this could potentially have on the D/deaf community in Wales, WITS have asked and we have agreed on an interim basis, which will be regularly reviewed, that where WITS are unable to cover any BSL appointments, then COS will work as the booking agency to do so.

COS have been asked and will do this on the same terms and conditions to both purchasing organisations and BSL freelance interpreters **previously operated by WITS**, with the important exception that due to the way COS operates, the new IR35 regulations do not apply to us as a booking agency. Therefore basically COS would not tax your payments at source rather you would receive full payment as you had prior to the regulations being introduced and you would continue to be responsible for this yourselves.

WITS have given us the following statement to be issued:

"Regarding WITS, whilst IR35 does not apply, there is an agency intermediary between the Council and the translator, CDL. What does apply is the agency rule test and if any of the three tests applied then the agency would not make deductions.

- a) *provides their service without anyone (including the intermediary or the client) having the right to supervise, direct, or control how they do the work*
- b) *always works from their own home, or on premises not controlled or managed by the client - unless the type of service being provided to the client means the worker has to be at those premises*
- c) *provides their services as:*
 - o an actor*
 - o singer*
 - o musician or other entertainer*
 - o fashion, photographic or artist's model*

Based on the criteria above WITS are comfortable that none of the three criteria apply and therefore CDL will tax you at source."

End of statement

Through our regular contact and work with freelance interpreters, we know you are as concerned as we are about the growing impact this issue is having on the D/deaf community and therefore whilst I appreciate that this arrangement has come about very quickly we would very much once again appreciate your support with this.

Can I ask therefore that if you are interested in working with us on this you complete and return the attached COS registration form at the earliest opportunity, or if you have any queries you'd like to discuss further first then do not hesitate to telephone directly on [REDACTED] or email at interpreting@signsightsound.org.uk

If you are already registered with COS and wish to accept bookings under these payment conditions then please email interpreting@signsightsound.org.uk to confirm this so you will then be added to the email distribution list.

Look forward to hearing from you.



Registration Form for Centre of Sign-Sight-Sound Communication Service

Name:			
Address:			
Post Code:		Contact number	
Email:			
Preferred method of contact?	Email / SMS / Phone * *please highlight all that apply		
NRCPD Registration:		PII Details: *Please state the organisation this is with or if a private policy then a copy of the certificate along with the registration.	ASLI VLP Other*
NRCPD Category of Communication Professional:	RSLI TSLI Sign Language Translator Lipspeaker Speech to Text Reporter Note taker Deafblind Interpreter *please delete as appropriate		
DBS Disclosure number:		Date of issue:	
<u>BACS Payment</u> Payment will be made up to 30 days after receiving your invoice. Please provide the following details for a BACS payment to be made:		Bank Name :	
		Bank Address:	
		Sort Code:	
		Account Number:	
Data Protection Act 1998 I, the undersigned, give COS the authority to place my details on a computerised database. I understand that the system used by COS is notified under the Data Protection Act 1998 and my rights are protected. Signed: Date:			



Please return completed form to interpreting@signsightsound.org.uk
 Contact 07435 967326 for further details

Hi [REDACTED]

Thanks again for all your help and our discussion today. Following up on a few things I said I'd email you about:

To confirm WITS take bookings for Local Authorities, Police Forces and Health boards. The rates don't change as to the above. Do you envisage a problem catering appointments for these public services?

- I have attached the charges for BSL interpreters. Regards to travel expresses they get paid £16 per hour travel and 30p per mile petrol
- I have attached our code of conduct that our interpreters would have agreed too when signing up to WITS
- I have attached the email that was sent to our partners
- BSL booking requests – we had 156 since 01.04.17.

Cancellation of booking

If a client cancels an appointment and it's within a 24hr period there is a full to clients and full payment to Interpreters of the booking during. If its cancelled within 7 working days there is a 50% charge to clients and 50% to interpreters. If there is more than working days' notice there is no charge.

Apologies this is slightly different to what I said on the phone. You mentioned you needed to consider this, any problems please contact us.

Contacts (emails above)

[REDACTED]

Invoicing

We issue invoices on the 2nd week of the month for the month before. We include a breakdown of Organisation name, department name, PO number or authorisation number, total cost on an excel spread sheet then an invoice with the total amount again.

If there is anything else please contact me

Thanks again
Adam

From: [REDACTED]

Sent: 12 July 2017 11:41

To: [REDACTED]
Cc: [REDACTED]

Subject: RE: BSL Interpreters - interim arrangements

Sorry [REDACTED] I'm tied up then till 12.30-45ish so can we stick to 1pm is that good for you?

Thanks

[REDACTED]

From: [REDACTED]

Sent: 11 July 2017 19:21

To: [REDACTED]

Cc: [REDACTED]

Subject: Re: BSL Interpreters - interim arrangements

Importance: High

Hi [REDACTED]

Apologies I was unable to respond to your email prior to you leaving the office for the day, I was tied up in a meeting so not accessing my emails.

After speaking to [REDACTED] earlier today I was able to have a brief conversation with [REDACTED] our Communication Support Team Coordinator and [REDACTED] our Finance Manager and we identified that there are a number logistical points like this we need to agree with you quickly so that as an interim arrangement for your clients there can be a smooth transition to booking through us if appropriate and then in the longer term back with you, i.e. we want keep processes, terms and conditions as much as possible as they are currently with you.

So is it possible for us to have a call tomorrow please to discuss? I'm in the office [REDACTED] available from 8am to 9am and then from 1pm to 5pm, available after 5pm on my mobile [REDACTED] Are any of those times good for you?

Thanks [REDACTED]

From: [REDACTED]

Sent: 11 July 2017 15:19

To: [REDACTED]

Cc: [REDACTED]

Subject: RE: BSL Interpreters - interim arrangements

Hi [REDACTED]

I'm about to leave for the afternoon, are you or a member of your team able to advise [REDACTED] in your preferred time scales please so he can advise the WITS team.

Thanks again, very much appreciative of your help

[REDACTED]

From: [REDACTED]

Sent: 11 July 2017 15:05

To: [REDACTED]

Subject: RE: BSL Interpreters - interim arrangements

Hi [REDACTED]

How much notice does your team require to arrange bookings? If WITS attempts to allocate the booking and is unable to, how much notice do you need to make the booking/allocate.

Is 5 working days sufficient? so it gives COS time to allocate the booking. Same if the booking is within 5 working days to contact COS directly?

Many Thanks

[REDACTED]

Uwch Arweinydd Tim / Senior Team Leader

E-bost/Email: [REDACTED]

Ffôn/Tel: [REDACTED]

Gwasanaeth Dehongli a Chyfieithu Cymru,
2^{il} Lawr, Tŷ Wilcox, Dunleavy Drive, Caerdydd, CF11 0BA
Wales Interpretation and Translation Service,
2nd Floor, Wilcox House, Dunleavy Drive, Cardiff, CF11 0BA

From: [REDACTED]

Sent: 11 July 2017 14:46

To: [REDACTED]

Cc: Bignall, Isabelle <Bignall@cardiff.gov.uk>; [REDACTED]

Subject: BSL Interpreters - interim arrangements

Dear All,

Following a discussion with [REDACTED] from COS and with immediate effect, we have agreed that as an interim arrangement, should we struggle to allocate a BSL interpreter due to many stepping down regarding IR35 legislation, we can refer the client directly to her organisation.

This means that the client will have to contact them direct either via e-mail interpreting@signsightsound.org.uk or on number [REDACTED]

[REDACTED] did add that [REDACTED] appreciates the difficult position for WITS at the moment and will be making it clear to clients that this is a temporary arrangement and will be comfortable returning to the subcontracting arrangements, should our BSL interpreters return. Please remember however, we must try and initially allocate a BSL interpreter if we can before providing the client with COS contact details.

Please communicate to the team.

Many thanks

[REDACTED]

[REDACTED]

[REDACTED]

Cyngor Caerdydd, 2il Lawr, Tŷ Willcox, Dunleavy Drive Grangetown Caerdydd CF11 0BA /

[REDACTED]

Ffôn /Tel: [REDACTED]

The Council welcomes correspondence in English and Welsh and we will ensure that we communicate with you in the language of your choice, whether that's English, Welsh or bilingual as long as you let us know which you prefer. Corresponding in Welsh will not lead to any delay.

Privileged/Confidential Information may be contained in this message. If you are not the addressee indicated in this message (or responsible for delivery of the message to such person), you may not copy or deliver this message to anyone. In such case, you should destroy this message and kindly notify the sender by reply email. Please advise immediately if you or your employer does not consent to Internet email for messages of this kind. Opinions, conclusions and other information in this message that do not relate to the official business of the Council of the City and County of Cardiff shall be understood as neither given nor endorsed by it. All e-mail sent to or from this address will be processed by Cardiff County Councils Corporate E-mail system and may be subject to scrutiny by someone other than the addressee.

Mae'r Cyngor yn croesawu gohebiaeth yn Gymraeg a Saesneg a byddwn yn sicrhau ein bod yn cyfathrebu â chi yn eich dewis iaith boed yn Gymraeg, yn Saesneg neu'n ddwyieithog dim ond i chi roi gwybod i ni pa un sydd well gennych. Ni fydd gohebu yn Gymraeg yn creu unrhyw oedi.

Mae'n bosibl bod gwybodaeth gyfrinachol yn y neges hon. Os na chyfeirir y neges atoch chi'n benodol (neu os nad ydych chi'n gyfrifol am drosglwyddo'r neges i'r person a enwir), yna ni chewch gopio na throsglwyddo'r neges. Mewn achos o'r fath, dylech ddinistrio'r neges a hysbysu'r anfonwr drwy e-bost ar unwaith. Rhwngch wybod i'r anfonwyd ar unwaith os nad ydych chi neu eich cyflogydd yn caniatáu e-bost y Rhyngrwyd am negeseuon fel hon. Rhaid deall nad yw'r safbwyntiau, y casgliadau a'r wybodaeth arall yn y neges hon nad ydynt yn cyfeirio at fusnes swyddogol Cyngor Dinas a Sir Caerdydd yn cynrychioli barn y Cyngor Sir nad yn cael sel ei fendith. Caiff unrhyw negeseuon a anfonir at, neu o'r cyfeiriad e-bost hwn eu prosesu gan system E-bost Gorfforaethol Cyngor Sir Caerdydd a gallant gael eu harchwilio gan rywun heblaw'r person a enwir.

Hi All

Please see below communication which has been sent to Partners regarding BSL Interpreting.

*** [REDACTED] - can you have a look and forward email to clients that utilise BSL.

Thanks

Lou

From: Dunn Louise
Sent: 12 July 2017 12:39



Subject: WITS BSL Service
Importance: High

Dear Colleague

Please see below a communication sent on behalf of The City of Cardiff Council.

“ There has been much discussion and challenges regarding IR35 legislation and how this affects self-employed interpreters working for WITS who up until now, whilst Gwent Police have hosted WITS, have not been taxed at source and have undertaken their own annual self-assessments as sole traders. It is important to state however had hosting arrangements with Gwent Police remained, agency rules would still apply which would mean that interpreters would be taxed at source which is a change for the original arrangements.

Under the revised arrangements with Cardiff Council hosting the service, whilst IR35 does not apply in this case, there is an agency intermediary between the Council and the translator, CDL. What does apply is the agency rule test and if any of the three tests applied then the agency would not make deductions.

- a) provides their service without anyone (including the intermediary or the client) having the right to supervise, direct, or control how they do the work***
- b) always works from their own home, or on premises not controlled or managed by the client - unless the type of service being provided to the client means the worker has to be at those premises***
- c) provides their services as:***

- o *an actor*
- o *singer*
- o *musician or other entertainer*
- o *fashion, photographic or artist's model*

Based on the criteria above we are comfortable that none of the three criteria apply therefore the agency will make the required deductions.

Under the current circumstances it is understandable that some interpreters are not happy with the revised arrangements and as a result we are struggling to resource BSL interpreters for some jobs. For this reason and following a discussion with [REDACTED] from Centre of Sign-Sight-Sound, we have agreed that as an interim arrangement, should we struggle to allocate a BSL interpreter for you, the next option would be for you to contact COS direct.

This means that you would contact them direct either by e-mail interpreting@signsightsound.org.uk or on number 07435 967326. We do apologise for the current issues however are currently seeking external specialist advice. We do believe however the position will remain unchanged regarding agency rules under IR35 legislation for interpreters "

Cofion / Kind regards



Rydym yn croesawu gohebiaeth yn y Gymraeg a byddwn yn ateb yn y Gymraeg.
Os hoffech dderbyn gohebiaeth o hyn ymlaen yn y Gymraeg neu os ydych
wedi cael eich gwahodd i gyfweliad neu gyfarfod a hoffwch
ddefnyddio'r Gymraeg, danfonwch e-bost at: cymraeg@gwent.pnn.police.uk.
Darperir gwasanaethau cyfieithu.

We welcome correspondence in Welsh and will reply in Welsh.
If you would like to receive future correspondence in Welsh or if you
have been invited to an interview or meeting and would like
to use the Welsh Language, please email: welsh@gwent.pnn.police.uk.
Translation services are available.

Heddlu Gwent. Mae'r wybodaeth yn yr ohebiaeth hon ar gyfer yr unigolyn
neu'r sefydliad y'i cyfeiriwyd ato. Os derbyniwch hwn mewn
camgymeriad, dywedwch wrthym a'i ddifa. Gall datgelu neu ddefnyddio

gwybodaeth o'r fath fod yn weithred anaddas, ac yn groes i
ddeddfwriaeth neu gyfrinachedd.

Gwent Police. The information contained in this correspondence is
intended only for the named person or organisation to whom it is
addressed. If you have received it in error please notify us and
destroy it. Unauthorised disclosure or use of such information may be
inappropriate, in breach of legislation or confidentiality.

“Interpreter” includes translators as well as interpreters

“Principal” is the public service organisation that is commissioning the work

1. Accuracy

- 1.1. You will interpret truly and faithfully what is said, without adding, omitting or changing anything. (A summary may be given but only if requested by the Principal).
- 1.2. You shall ensure you understand the relevant procedures of the professional organisation in which you are working, including any special terminology.
- 1.3. You shall only accept work which you believe you have the competence both linguistically and in terms of specialist knowledge to carry out.
- 1.4. You shall strive to produce work to the highest standard, and inform your employer of anything which may impact on the standard of your work.

2. Competence

- 2.1. Where your lack of knowledge is such as to significantly impair your work, you shall inform all the relevant parties and withdraw.
- 2.2. You shall disclose any difficulties you encounter with dialects or technical terms and if these cannot be remedied, withdraw from the work.

3. Confidentiality

- 3.1. You shall treat as confidential any information you acquire through a commission of work. This shall not be disclosed to a third party unless instructed by the Principal or WITS to do so, and provided that such disclosure would not be unlawful. This will also include working practices, lists of clients, commercial secrets and manufacturing and technological processes.
- 3.2. Any consultation necessary to carry out your duties shall be conducted such that confidentiality is safeguarded.
- 3.3. You shall not seek to take advantage of information acquired during or as a result of your work now or in the future.
- 3.4. **The duty of confidentiality shall not apply where disclosure is required by law.**

4. Impartiality

- 4.1. You must always act impartially and not act in any way that might result in prejudice or preference on grounds of religion or belief, race, politics or gender otherwise than is necessary in order to fulfil your duty as an interpreter.
- 4.2. You shall immediately disclose to the Principal and WITS any factor that might jeopardise your impartiality. (Including any financial or other interest you may have in the contracted work.)

- 4.3. You shall not enter into discussion, give advice or express opinions or reactions to any of the parties that exceeds your duty as an interpreter.

5. Conflict of Interest

- 5.1. You shall disclose any potential conflict of interest or other factor which may make it inappropriate to accept work in a particular case.
- 5.2. If working in the legal system, you must disclose at the outset any previous involvement in the same matter.
- 5.3. You shall disclose immediately if the interviewee or their immediate family is known, or related to you.

6. Interventions

- 6.1. You shall not interrupt, pause or intervene except:
- 6.2. To ask for clarification; or
- 6.3. To point out that one party may not have understood something which you have good reason to believe has been assumed by the other party; or
- 6.4. To alert parties to a possible missed cultural reference or influence; or
- 6.5. To signal a condition or factor that might impair the interpreting process (seating, sight lines, audibility, inadequate breaks etc)

7. Limitations

- 7.1. Other than in exceptional circumstances, you shall not withdraw or fail to complete work once you have accepted it, without reasonable notice to WITS and the Principal.

8. Delegation

- 8.1. You shall not sub-contract or delegate work, nor accept delegated work, without the full consent of WITS in writing.

9. Secondary Remuneration

- 9.1. You shall not accept any form of inducement or reward for interpreting work, whether in cash or otherwise, other than payment from WITS.
- 9.2. You will not book additional appointments directly with clients or the Principal. All bookings are a matter for the principal and WITS

10. Honesty and Integrity

- 10.1 Although you will be vetted at the outset you must ensure that you bring any arrests or other matters that could affect your vetting status to the attention of WITS as soon as practicable. Exaggerated claims can be classed as theft and all claims must be verified by the Principal's representative at the conclusion of the job.
- 10.2 Any evidence of dishonesty or inappropriate conduct may render you liable to disciplinary action (including possible suspension or removal from the WITS approved list).

11. Tax Liability

- 11.1. You must declare your WITS remuneration as income to the revenue authorities.
- 11.2. WITS reserve the right to share details of payments made with HMRC.

12. Social Media Conduct

- 12.1. Interpreter Communications via Social Media are to not to infringe upon the confidentiality or impartiality stipulated within the Code of Conduct.
- 12.2. It is advised that all correspondence regarding sensitive information disclosed during appointments, remain confidential and not displayed on a public platform.
- 12.3. Should information that be confidential be already displayed on a public platform, interpreters must still be mindful not to comment on the information.
- 12.4. Interpreters must be mindful not to contribute information to a public platform which may be used to ascertain the nature of a patient appointment or location at which they receive the treatment.

13. Translations

- 13.1. Translators who are carrying out work shall only carry out work that is within their linguistic and relevant specialist competence.
- 13.2. Translators shall only translate between the languages for which they are registered with WITS.
- 13.3. Translators shall to the best of their ability render a faithful translation of the source text. This applies to both meaning and register except where a literal rendering or summary is required.
- 13.4. If a Translator discovers at any stage that changes have been made to the final test of his or her document without prior agreement, he or she will inform WITS and they would no longer be responsible for the text.

I have read this Code of Conduct and agree to conduct all WITS assignments in accordance with the requirements set out in it.

Signature:..... Date.....

Name.....WITS No.

BSL	Minimum Hours	Minimum Charge	Interpreter Payment MRS LI QUALIFIED	Interpreter Payment MRS LI QUALIFIED		Client Charge MRS LI Qualified	Client Charge MRS LI Qualified
			Days 08:00 - 20:00 hrs	Weekend Public Holidays Evenings 20:00 - 08:00 hrs		Days 08:00 - 20:00 hrs	Weekend Public Holidays Evenings 20:00 - 08:00 hrs
BSL- NHS, LA, POLICE & PROBATION	3	3					

Thanks [REDACTED] for your quick response and of course I'll include and get out asap.

Thanks also thinking about not having to come down much appreciated but I'm up and down a lot anyway with meetings so no problem if things change and I'm needed to come just let me know.

Finally I guess the other thing it would be good to and discuss and consider is how best to manage BCUHB arrangements going forward. I know they have always had slightly different arrangements to an extent with our presence and involvement in North Wales, but I'm mindful now that they could potentially have two booking systems running parallel which might not make sense to them. Namely they come to you first, you then contact us to see if we can allocate our own interpreters, then if this is not possible you go back to them to tell them to contact us directly to try and book a freelancer for them.

This may I think seem to them a little time consuming and messy so ahead of them potentially raising with you, thought best to mention as you may want to consider if it makes more sense for them to come to us directly in the first place to check both our own staff and freelancers.

Happy to discuss via phone if that helps.

[REDACTED] □

Sent from Samsung Mobile on O2

----- Original message -----

From: [REDACTED]

Date: 13/07/2017 13:39 (GMT+00:00)

To: [REDACTED] □

Subject: RE: BSL Interpreters - interim arrangements

Hi [REDACTED] ?

Thanks for this, I've made an amendment on the subject of IR35 below, hope that ok for you. I want to avoid you having to come all the way down on Friday afternoon for Board but very much appreciate the offer. I will of course keep you fully informed of longer term plans on this matter.

Thanks

[REDACTED] □

Dear All

I hope this email finds you well and you have been enjoying the sunny weather we have had.

□ □

On a wider opportunity, I know you are very aware of the introduction of the new IR35 regulations and the difficulties that have arisen from the introduction of such on the provision of BSL interpreters via WITS. As

there is growing concern about the impact this could potentially have on the D/deaf community in Wales, WITS have asked and we have agreed on an interim basis, which will be regularly reviewed, that where WITS are unable to cover appointments COS will work as the booking agency to do so.

Regarding WITS, whilst IR35 does not apply, there is an agency intermediary between the Council and the translator, CDL. What does apply is the agency rule test and if any of the three tests applied then the agency would not make deductions.

- a) provides their service without anyone (including the intermediary or the client) having the right to supervise, direct, or control how they do the work
- b) always works from their own home, or on premises not controlled or managed by the client - unless the type of service being provided to the client means the worker has to be at those premises
- c) provides their services as:
 - o an actor
 - o singer
 - o musician or other entertainer
 - o fashion, photographic or artist's model

Based on the criteria above WITS are comfortable that none of the three criteria apply and therefore CDL will tax you at source.

We have been asked and will do this on the same terms and conditions to both purchasing organisations and BSL freelance interpreters previously operated by WITS, with the important exception that due to the way COS operates the new IR35 regulations do not apply to us as a booking agency. Therefore basically we would not tax your payments at source rather you would receive full payment as you had prior to the regulations being introduced and you would continue to be responsible for this yourselves.

Through our regular contact and work with freelance interpreters, we know you are as concerned as we are about the growing impact this issue is having on the D/deaf community and therefore whilst I appreciate that this arrangement has come about very quickly we would very much once again appreciate your support with this.

Can I ask therefore that if you are interested in working with us on this you complete and return the attached COS registration form at the earliest opportunity, or if you have any queries you'd like to discuss further first then do not hesitate to telephone me directly on [REDACTED] email at [REDACTED]

From: [REDACTED] 2

Sent: 13 July 2017 13:17

To: [REDACTED] 2

Subject: Re: BSL Interpreters - interim arrangements

Hi [REDACTED] 1

Many thanks for this. Can you also confirm that you are happy for us to send the suggested email to the interpreters please? I'll be putting in a couple of amendments just in terms of the email will come from me and the COS communication support team and then just to say for those who have also registered with us on a Framework agreement with us in Caerphilly, so not anything that will trouble you I think.

We need to get this out quickly as we have already had numerous requests we cannot meet until we have interpreters registered, so if I haven't heard back from you by 4m today apologies but I think I need to send out the email anyway to prevent things getting even further backed up

Also I understand that you have a WITS Board meeting next Friday when the longer term arrangements for BSL interpreter bookings will be discussed. If you need anything from me or would want me to attend for any part of the meeting to try and help reassure partners of how COS will work with them to meet their needs then please do let me know as I am very happy to assist in any way.

Either way if you could let me know of any longer term decisions made in relation to the current interim arrangements I'd be very grateful so that I can plan as soon as possible to ensure our organisational/staffing capacity is sufficient to meet our customers needs.

Kind Regards

[REDACTED]

From: [REDACTED]
Sent: 13 July 2017 12:55
To: [REDACTED]
Subject: FW: BSL Interpreters - interim arrangements

Hi [REDACTED]

As requested, please find attached a spreadsheet with contact details which should assist with invoicing.

Thanks

[REDACTED]

[REDACTED]

Cyngor Caerdydd, 2il Lawr, Tŷ Willcox, Dunleavy Drive Grangetown Caerdydd CF11 0BA /
Cardiff Council, 2nd Floor, Willcox House, Dunleavy Drive, CF11 0BA

[REDACTED]

From: [REDACTED]
Sent: 12 July 2017 20:41
To: [REDACTED]
Cc: [REDACTED]

Subject: Re: BSL Interpreters - interim arrangements
Importance: High

Hi [REDACTED]

It was good to speak to you today and thank you for responding so quickly and comprehensively with all of the information we requested.

Apologies for the delay in my reply but I had a pre-arranged meeting following our call which could not be shifted. However I've now had opportunity to consider all the information sent and can confirm that we are to cover this work for WITS on an interim basis for all the organisations you take bookings from under the same terms, conditions and payment scales you currently operate. The only exception being that I need to consider a little longer how we would be able to deliver satisfactorily on the 24 hour cover system, so if I can ask that you give me until the beginning of next week please to consider this.

You will appreciate that as things are moving quickly here I also need to add the proviso that we are able to review these arrangements with you on a regular basis, in order for me to be able to monitor that this is a financially viable and sustainable arrangement for COS. Therefore would it be acceptable for me to suggest that we review this on a minimum monthly basis with you please?

Further to the issue of sustainability and financial viability there are two things we need to do quickly:

- Whilst I am confident that our current working in arrangements in North Wales with you will provide us with enough interpreter capacity to meet your booking clients needs, as discussed in South Wales we had to date only been registering interpreters to work for us on the Cwm Taf DAISY online interpreting pilot. Obviously the remit we are now being asked to cover is far wider, so we need to urgently get South Wales interpreters on board. As discussed I will put a suggested email for us to send out to them for [REDACTED] to approve/make suggested amendments to at the end of this email. [REDACTED] if you could review this suggested email and come back to me [REDACTED] as soon as possible that would be much appreciated, as we have received a booking request this evening already which we can't attend to/cover until we have interpreters fully on board to deliver on.
- Secondly for us to ensure it is financially viable for COS, we need to sort out invoicing/payment arrangements directly with the booking client organisations' finance/contract departments. Therefore if you could provide us with the contact details you have for each so that we can progress this quickly that would be much appreciated. In terms of Health Boards we are already on the NHS Wales procurement provider system due to our separate contract with BCUHB for our Accessible Health Service so this helps. However I am envisaging, as we have recently done for Cwm Taf, we will need to provide booking clients with due diligence information (I have this ready to be sent) and they will want to do their own IR35 checklist assessment on us (we've just passed the Cwm Taf one and they have confirmed the regulations don't apply to us as a provider).

Undoubtedly there will be more to discuss/agree as we go along but this is the urgent things that need addressing I think.

Contacts for us

obviously you know our office number is 01492 530013

[REDACTED]
[REDACTED] on the interpreting mobile number, from the 27th Jul [REDACTED] will be taking over from [REDACTED] and can be reached on this number also
[REDACTED] Finance Manager on the office number during office hours

Suggested email to interpreters - both South and North Wales freelancers:

Dear All

I hope this email finds you well and you have been enjoying the sunny weather we have had.

On a wider opportunity, I know you are very aware of the introduction of the new IR35 regulations and the difficulties that have arisen from the introduction of such on the provision of BSL interpreters via WITS. As there is growing concern about the impact this could potentially have on the D/deaf community in Wales, WITS have asked and we have agreed on an interim basis, which will be regularly reviewed, that where WITS are unable to cover appointments COS will work as the booking agency to do so.

We have been asked and will do this on the same terms and conditions to both purchasing organisations and BSL freelance interpreters previously operated by WITS, with the important exception that due to the way COS operates the new IR35 regulations do not apply to us as a booking agency. Therefore basically we would not tax your payments at source rather you would receive full payment as you had prior to the regulations being introduced and you would continue to be responsible for this yourselves.

Through our regular contact and work with freelance interpreters, we know you are as concerned as we are about the growing impact this issue is having on the D/deaf community and therefore whilst I appreciate that this arrangement has come about very quickly we would very much once again appreciate your support with this.

Can I ask therefore that if you are interested in working with us on this you complete and return the attached COS registration form at the earliest opportunity, or if you have any queries you'd like to discuss further first then do not hesitate to telephone me directly on [REDACTED] email at [REDACTED]

Kind Regards

[REDACTED] I appreciate this may be seen as a bit light touch and familiar, but we [REDACTED] have been working hard to establish our good working relationship with the South Wales interpreters in particular, and as their cooperation/participation in this is key to success, this is the tone I think the email needs to take, but please do let me know what you think? I'm available in the morning on my mobile if you want to discuss anything.

[REDACTED] Obviously we need to attach registration form to the email too, but please do let me know if you think this is right tone and if anything else needs to be covered.

Thanks

[REDACTED]

Hi [REDACTED]

As discussed

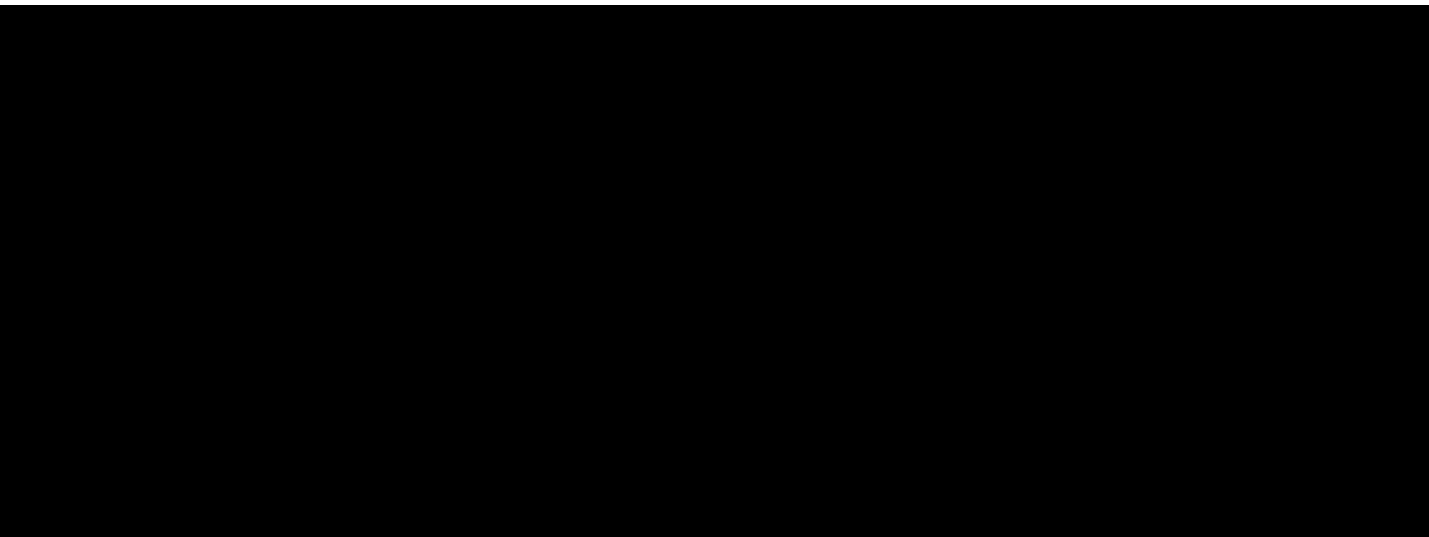
COS has worked and been a trusted partner of WITS for nearly three and half years now, ever since you started delivering interpretation and translation services (including BSL) across the wider public sector in Wales. The effectiveness of our WITS/COS partnership model of delivery can be clearly evidenced through the number and success of BSL assignments in North Wales to BCUHB who I am confident are very happy with the services we provide them.

As an organisation COS was originally formed by the Welsh Deaf community some 23 years ago and our mission is to improve people's quality of life through equality of opportunity (in this instance equality of access). COS has no geographical boundaries of operational delivery and in addition to working as a booking agent for freelance BSL interpreters across the country, we are the only direct employer of BSL interpreters in Wales.

With all of this in mind I strongly believe we are the best placed organisation to provide WITS with provision of these services on an interim basis.

Also to this case is that we have been happy to take this on under the same terms and conditions that it is currently operated thus reducing disruption to the paying public sector partners and also in doing this enabling things to be set up quickly thus causing minimum disruption to the Deaf community. In order to further reduce disruption and provide reassurance to the community, by way of added value, COS will provide platforms through which the Deaf community can access/communicate with COS directly i.e. skype, glide, email, text in order to make, rearrange, cancel appointments with public sector partners. We will then act as the interface between the Deaf community and the public sector appointments to ensure appointments/communication support provision is managed efficiently so as to reduce costs and save resources. We would look to speak to each public sector partner to ascertain their requirements here and to ensure they want us to undertake this role of course.

In terms of where we are now with the interim set up arrangements, we have 23 new South Wales interpreters registered with us in the last week, so our capacity to cover appointments is extremely good and as such we have covered 15 already.



Hope that covers everything John but do let me know if you need to know anything else and I'll pick it up this evening to have with you by morning.

Kind Regards

[REDACTED]


Chief Executive

Centre of Sign-Sight-Sound (COS)
77 Conway Road
Colwyn Bay
Conwy
LL29 7LN

E mail: 

Telephone 

Minicom 

Fax 

Sms 

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Mae'r neges e-bost hon ac unrhyw ffeiliau a drosglwyddir gyda hi, yn breifat ac fe allent fod yn cynnwys gwybodaeth sy'n gyfrinachol neu'n gyfreithiol-freintiedig. Os byddwch yn derbyn y neges hon trwy gangymeriad, a fyddech mor garedig â rhoi gwybod inni a chael gwared arni o'ch system ar unwaith.

From: 
Sent: 20 July 2017 10:49
To: 
Subject: RE: WITS - BSL Interpretation for Cardiff & Vale Health Board

Hi 

Are you able to provide a brief review of how DAISY is progressing for our WITS Board tomorrow.

Also, as it's likely we could have some partner's questioning our informal arrangements for clients to contact you should we be unable to source a BSL interpreter. Can you give me a brief history (apologies  is on annual leave) of how the relationship was originally formed with WITS which led to trialling the likes of DAISY with Cwm Taff.

Thanks





[REDACTED]

Cyngor Caerdydd, 2il Lawr,Tŷ Willcox, Dunleavy Drive Grangetown Caerdydd CF11 0BA /
Cardiff Council, 2nd Floor, Willcox House, Dunleavey Drive, CF11 0BA

From: [REDACTED]

Sent: 17 July 2017 14:45

To: [REDACTED]

Subject: RE: WITS - BSL Interpretation for Cardiff & Vale Health Board

Thanks for copying me in [REDACTED] we have to date only received 3 direct bookings from Cardiff and Vale Health Board and were expecting more so this explains it.

Kind Regards

[REDACTED]

[REDACTED]

Chief Executive

Centre of Sign-Sight-Sound (COS)
77 Conway Road
Colwyn Bay
Conwy
LL29 7LN

E mail: [REDACTED]

Telephone

Minicom

Fax

Sms

SKYPE

[REDACTED]

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Website: www.deafassociation.co.uk

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Fundraising Web Site www.support-nwda.co.uk

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Mae'r neges e-bost hon ac unrhyw ffeiliau a drosglwyddir gyda hi, yn breifat ac fe allent fod yn cynnwys gwybodaeth sy'n gyfrinachol neu'n gyfreithiol-freintiedig. Os byddwch yn derbyn y neges hon trwy gangymeriad, a fyddech mor garedig â rhoi gwybod inni a chael gwared arni o'ch system ar unwaith.

From: [REDACTED] 
Sent: 17 July 2017 14:36
To: [REDACTED] 
Cc: [REDACTED]
Subject: WITS - BSL Interpretation for Cardiff & Vale Health Board

Hi All,

With immediate effect please note that if you are unable to source any interpreters for Cardiff & Vale Health Board, we will contact COS on their behalf and make the booking.

As our main partner there are currently struggling with the high level of demand and we need to step in and support. Can you please communicate to the whole team so they know what to do.

Any questions let me know.

[REDACTED] Copying you in to make you are aware my team will contact COS for any BSL requests on behalf of Cardiff & Vale HB.

Thanks

[REDACTED]

[REDACTED]

[REDACTED] 

Cyngor Caerdydd, 2il Lawr,Tŷ Willcox, Dunleavy Drive, Grangetown, Caerdydd, CF11 0BA /
Cardiff Council, 2nd Floor, Willcox House, Dunleavy Drive, Grangetown, Cardiff, CF11 0BA

[REDACTED] 


The Council welcomes correspondence in English and Welsh and we will ensure that we communicate with you in the language of your choice, whether that's English, Welsh or bilingual as long as you let us know which you prefer. Corresponding in Welsh will not lead to any delay.

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Mae'r Cyngor yn croesawu gohebiaeth yn Gymraeg a Saesneg a byddwn yn sicrhau ein bod yn cyfathrebu â chi yn eich dewis iaith boed yn Gymraeg, yn Saesneg neu'n ddwyieithog dim ond i chi roi gwybod i ni pa un sydd well gennych. Ni fydd gohebu yn Gymraeg yn creu unrhyw oedi.

Mae'n bosibl bod gwybodaeth gyfrinachol yn y neges hon. Os na chyfeirir y neges atoch chi'n benodol (neu os nad ydych chi'n gyfrifol am drosglwyddo'r neges i'r person a enwir), yna ni chewch gopio na throsglwyddo'r neges. Mewn achos o'r fath, dylech ddinistrio'r neges a hysbysu'r anfonwr drwy e-bost ar unwaith. Rhowch wybod i'r anfonydd ar unwaith os nad ydych chi neu eich cyflogydd yn caniatáu e-bost y Rhynggrwyd am negeseuon fel hon. Rhaid deall nad yw'r safbwyntiau, y casgliadau a'r wybodaeth arall yn y neges hon nad ydynt yn cyfeirio at fusnes swyddogol Cyngor Dinas a Sir Caerdydd yn cynrychioli barn y Cyngor Sir nad yn cael sel ei fendith. Caiff unrhyw negeseuon a anfonir at, neu o'r cyfeiriad e-bost hwn eu prosesu gan system E-bost Gorfforaethol Cyngor Sir Caerdydd a gallant gael eu harchwilio gan rywun heblaw'r person a enwir.
