

# **Interpreting and Translation Team**

## **Language Access Provision**

### **Policy and Procedures**



This is Leeds City Council's corporate Interpreting and Translation Policy.

It sets out the council's approach to communicating with our residents and service users where the service user does not have English as their first language and assistance is required, or where it is necessary to translate documents into or from English in order to ensure common understanding in relation to their needs.

This policy and guidance for staff is designed to ensure consistency in the use of interpreting and translation services, and to establish a criteria for their use.

## **Interpreting and Translation Team**

Our team consists of three full time equivalent administration staff and one Co-ordinator.

The team co-ordinate the provision of:

- Telephone and face to face interpreting (community languages)
- Face to face interpreting (British Sign Language)
- Document translation (community languages, large print, braille, audio tape or CD)

All our interpreters and translators work on a freelance basis and the team are able to cover over 80 languages including British Sign Language.

## **Definitions**

For the purposes of this document, Interpreting involves oral communication which can include the use of gestures and signs. Translating refers to a written communication in one language having the same meaning as the written communication in another language; for example, documents.

## **Legal framework**

There is no legal obligation to provide an interpreter or written translation. However, you should give due regard to equality to ensure information is accessible.

The Equality Act 2010 provides a cross-cutting legislative framework to protect the rights of individuals and advance equality of opportunity for all; to update, simplify and strengthen previous equality legislation; and to deliver a simple, modern and accessible framework of discrimination law which protects individuals from unfair treatment and promotes a fair and more equal society.

The Public Sector Equality Duty (2011), included within the Act, is a general duty that covers all equality characteristics protected within the Equality Act 2010. Those subject to the general duty must have due regard to the need to:

- eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the act,
- advance equality of opportunity between people who share a protected characteristic and people who do not share it, and
- foster good relations between people who share a protected characteristic and people who do not share it.

The council's Equality and Diversity Policy sets out our commitment to create an environment for the people of Leeds:

- that promotes dignity and respect for all;
- where people are treated fairly and according to their needs; and
- in which individual differences and the contributions of all are recognised and valued.

As a Council we are committed to ensuring that all users are communicated with effectively. You should use interpreting and translation services in instances where it is not possible to establish effective communication and where not to do so would disadvantage the service user.

"disadvantage" is described as being the following circumstances:

- Financial loss (e.g. housing benefit claim)
- Health, no improvement or deterioration (e.g. misdiagnosis, unable to understand medical instructions)
- Lead to legal disadvantage
- Critical to the welfare or health and safety of residents.
- To ensure Council departments enforce statutory legal requirements eg anti-social behaviour, child protection
- Or the service is being paid for by an external agency / partner.

### **Documenting use of interpreters and translations**

You must use the Interpreting and Translation Team for all requests in order to avoid spending against Council policy. There may be a risk of disciplinary action if this process is not followed.

There is no legal duty to provide interpreting and translation however, you should give due regard to Equality in ensuring information is accessible.

Interpreting and translation services can be used where not to do so would disadvantage the service user.

“disadvantage” is described as being:

- Financial loss (e.g. housing benefit claim)
- Health, no improvement or deterioration (e.g. misdiagnosis, unable to understand medical instructions)
- Lead to legal disadvantage
- Critical to the welfare or health and safety of residents.
- To ensure Council departments enforce statutory legal requirements eg anti-social behaviour, child protection
- Or the service is being paid for by an external agency / partner.

Interpreting and Translation services should not be used when:

- The service is provided on an on-going basis to an individual who has the opportunity to learn English.
- Other forms of communication is available e.g. telephone interpretation, pictorial documents

If your request does not meet the criteria, an interpreter or translation will not be provided. In these instances, you need to think of alternative ways of communicating with your customer. This can be through a friend or family member, who speaks and understands English, involving community members, using pictorial documents instead of written.

Information relating to the policy and criteria will be provided to customers.

The funding model for interpreting and translation services are recharged to service areas with costs being met through their revenue budgets.

As a Council we will promote the take up of ESOL to those who do not speak English to reduce the costs of interpreting.

### **Using relatives and friends as interpreter**

It is appropriate to use family, friends or Council staff as interpreters to access council services with the exception of certain circumstances eg child protection, safeguarding, mental health, legal. (See guidance for further information).

### **Use of children as interpreters**

It is not usual practice to use children under 18 of age as interpreters. However it is recognised that emergency situations may allow professional discretion to ensure immediate safety and welfare.

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### **Learning and Development opportunities for staff**

The team provides advice and information around interpreting and translation issues. This covers advice on appropriate material to translate, ways of effectively disseminating translated material, language identification, cultural considerations etc.

The team can provide service overview sessions if required, please contact the co-ordinator.

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In making a request of the Interpreting and Translation Team, you agree to be bound by these terms and conditions. We reserve the right to supplement or amend these at any time.

All our interpreters are bound by the Interpreting and Translation Team's Good Practice Guide and Code of Ethics.

The Interpreting and Translation Team will not take responsibility for any assignments that you arrange directly with an interpreter until we have received a telephone booking or a completed booking form via email (or fax).

## Notice

Requests received after 17:00 will be considered as being received the following working day.

You must give the Interpreting and Translation Team as much notice as possible when requesting British Sign Language Interpreters.

## Cancellations

Once a request for an interpreter has been received, any cancellations relating to such bookings must be communicated to a member of the Interpreting and Translation Team by telephone, email or fax.

The following cancellation charges apply:

This will be for a minimum of 60 minutes and any relevant travel expenses.

- If a community language booking is cancelled outside 24 hours (working hours) there will be no charge.
- If a community language booking is cancelled/curtailed on the day e.g. where the interpreter is booked from 9.30am to 5pm and only required from 9.30 to 1pm, the remaining hours will be charged at half-hourly rate. i.e. 9.30am-1pm will be charged at the full hourly rate and 1pm-5pm will be charged at 50%.
- A charge will be incurred for appointments cancelled due to the professional user or customer's failure to attend.

For British Sign Language (BSL) Interpreters:

If notice is more than 10 working days	No fee
If notice is less than 10 working days and more than 5 days	Half fee
If notice is less than 5 working days	Full fee

## **Working hours**

A clear working day is defined as 09:00 to 17.00 Monday – Thursday and 09.00 to 16.30 on Friday. These are our normal office hours.

For bookings on evenings, weekends and bank holidays, the out of hours rate will apply.

## **Charges**

### **Face-to-Face Interpreting - Minimum booking of 1 hour**

- The hourly charge for interpreting from 7.00 am till 7.00 pm is £18.00 for the first hour thereafter every 15 minutes is £4.50. Time is rounded up to the nearest 15 minutes.
- Plus travel time (a one-off charge of either £7.50 or £15.00 depending on where the interpreter is travelling from).
- Plus travel expenses (either public transport costs or mileage at £0.25 per mile). This charge is at cost price.
- From the hours of 7.00 pm to 7.00 am for the first hour £27.00 thereafter every 15 minutes is £6.75. This is also the weekend and bank holiday rate.
- If interpreter makes a telephone call from their own mobile - £5.00

### **Telephone Interpreting - Minimum booking of 30 minutes**

- £13.00 per 30 minutes then £6.50 for every 15 minutes. Time is rounded up to the nearest 15 minutes.
- If interpreter makes a telephone call from their own mobile - £5.00
- From the hours of 7.00 pm to 7.00 am and weekends/bank holidays the rate is £19.50 per 30 minutes, thereafter every 15 minutes is £9.75.

### **Translations - Minimum charge of £19.00**

£0.19 per word up to 1000 words, thereafter £0.17 per word.

## **Cancellations**

- If bookings are cancelled with more than 24 hours notice, no charges will apply.
- If the booking is cancelled/curtailed on the day e.g. where the interpreter is booked from 9.30am to 5pm and only required from 9.30 to 1pm, the remaining hours will be charged at half-hourly rate. i.e. 9.30am-1pm will be charged at the full hourly rate and 1pm-5pm will be charged at 50%.
- A charge will be incurred for appointments cancelled due to the professional user or customer's failure to attend.



### British Sign Language interpreters

	Minimum charge: 2 hours
Member of the Register of BSL/English Interpreters	£60.00 + (mileage @ £0.25 pm and parking costs or public transport costs) Then £7.50 every 15 minutes thereafter

### Out of area/unsociable hours and weekends

#### British Sign Language (BSL) Interpreters

	Minimum charge: 2 hours
Member of the Register of BSL/English Interpreters	£80.00 + (mileage @ £0.25 pm and parking costs or public transport costs) Then £10.00 every 15 minutes thereafter

### Cancellation Charges

If notice is more than 10 days	No fee
If notice is less than 10 days and more than 5 days	Half fee
If notice is less than 5 days	Full fee

### Internal Recharges

The budget holder will receive an internal recharge for any sessions carried for at the end of the month. Any queries regarding recharges, please contact our team.

### Monitoring & feedback

We value and encourage customer feedback about our staff, interpreters and translators, whether it is positive or negative.

### General

The Interpreting and Translation Team will endeavour to clarify any ambiguity on the booking form, but is under no obligation to correct any mistakes in forms or any document submitted by the customer.

Double-bookings created as a result of the customer supplying more than one booking form will be charged for unless cancelled outside of the 24 hours of the assignment.

Any errors such as incorrect venue or date given resulting in the assignment being cancelled or not going ahead, the department will be recharged. It is the requesting officer's responsibility to check the confirmation email to ensure all details for the required session are correct.

If we are unable to provide an interpreter/translator from our freelance register, we can source the services from an external organisation. The costs for these will be higher and we will endeavour to get a provisional quote and speak to the requesting officer for authorisation to go ahead.

Interpreters are advised not to enter a private property without a service provider. When attending a private property, it is normal practice to meet an interpreter outside the address before the assignment. The interpreter should not be left alone with service users.

Interpreters should not be asked to work non stop for extended periods of time. For assignments longer than one hour, service providers should ensure that interpreters are offered a short break at least once every hour.

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On some occasions, we are unable to supply an interpreter at the specified appointment date/time. We will let you know this by emailing you a "no provider found" email. There is a minimum of 60 minutes booking for face to face sessions.

## 1. Before booking

Identify:

- Your customer's language, dialect and country of origin.  
Is there a second language in which the customer can communicate? If so, what is it?  
This information will be useful in enabling us to find an interpreter with the closest language match if the customer's first language is rare.
- Any cultural needs of your client, such as a request for a male/female interpreter, etc.
- Check that the customer is happy for you to arrange for an interpreter to attend.

## 2. Booking an interpreter through the team

Email or telephone the team and give the following details:

- Your name
- Your Directorate, Section and Team Name
- Your telephone number
- Your cost centre and vote code
- Required language(s)/dialect(s)
- The name of the customer, so that the interpreter can say if that person is known to them which would mean that their impartiality may be at risk
- Any cultural requirements, e.g. male/female interpreter
- Session time and place, including full postal address.
- Duration of session. Please ensure you book the interpreter for long enough, as they are not obliged to stay longer if they have another appointment to go to.
- Background and practical purpose of the interview
- Whether an interpreter from outside the local area is required in the interests of confidentiality
- What the customer knows about the details of the appointment. Do you need the interpreter to phone the customer to confirm the time, date and place of the proposed appointment?

## 3. Before the interview:

- Time allocation: Plan to spend at least double the time you would spend in a monolingual interview.
- Brief the interpreter: Clarify respective roles and give background to the interview, deal with issues such as confidentiality, ensure that the interpreter is clear about the use of technical terms.
- If the assignment is a home visit, please wait outside the property for the interpreter.

- Seating arrangement: Arrange the seating so that you and your client face each other, such as on either side of a table, so that the interpreter can sit between you at the end of the table. In this way, the interpreter is not perceived physically as being on one "side" or the other.
- Please ensure the appointment is in a suitable environment taking into consideration surrounding noise levels. This is to ensure the interpreter can hear all that is said therefore, avoiding mis-communication.

#### **4. During the interview:**

- Introduce yourself and allow the interpreter to introduce her/himself and her/his role, which is to give impartial, complete and confidential interpretation of everything that is said.
- Speak clearly and directly to the customer, rather than saying to the interpreter, "tell him that..." This will make the interview go more smoothly and will enhance the feeling that you are talking to each other directly.
- Take charge of the whole interview process yourself.
- Ask the customer directly if you are not sure of relevant, culture-based facts, attitudes or perceptions. Do not ask the interpreter. The interpreter may intervene if s/he believes that you or the client has misunderstood a cultural reference.
- Fully explain structures and procedures which are relevant to the subject being discussed.
- Give the interpreter time to understand your message and think about how best to interpret it.
- Speak in simple and precise language.
- Reduce the use of jargon as much as possible.
- Be prepared to repeat, explain or rephrase your message for the interpreter's benefit.
- At the end of the session, check whether the customer has understood everything and wants to ask any questions; then summarise what has been decided and clarify the next steps to be taken.

At all times, you should remember that the interpreter is an independent professional. They are not there to offer opinions on the matters being discussed. Do not ask the interpreter to comment on the issues and do not say anything that you do not wish the interpreter to say in the language of the client. This puts the interpreter in an embarrassing position and prevents her/him from carrying out her/his job.

Interpreters are advised not to enter a private property without a service provider. When attending a private property, it is normal practice to meet an interpreter outside the address before the assignment. The interpreter should not be left alone with service users.

Interpreters should not be asked to work non stop for extended periods of time. For assignments longer than one hour, service providers should ensure that interpreters are offered a short break at least once every half an hour.

## 5. After the interview

- Complete section 2 of the invoice form from the interpreter, making sure that the information in section 1 is correct. Note, if the session started at a different time to that booked, please ensure you write the correct start time and reason in the relevant box. Your organization will be charged accordingly.
- Please note that a cancellation fee will apply to assignments cancelled with less than 24 hours' notice (working hours).
- Complete a feedback form if applicable. The Interpreting and Translation Team welcomes any feedback (compliments/complaints/suggestions).
- If you need the same interpreter again for a future appointment, please ring the Interpreting and Translation Team. **DO NOT** book the interpreter directly.

### Cancellations

- If bookings are cancelled with more than 24 hours notice, no charges will apply.
- If the booking is cancelled/curtailed on the day e.g. where the interpreter is booked from 9.30am to 5pm and only required from 9.30 to 1pm, the remaining hours will be charged at half-hourly rate. i.e. 9.30am-1pm will be charged at the full hourly rate and 1pm-5pm will be charged at 50%.
- A charge will be incurred for appointments cancelled due to the professional user or customer's failure to attend.

If an interpreter does not arrive, you must ring our team where we will check what has happened and respond to you as quickly as possible.

If a community language interpreter for a face to face assignment is cancelled within 30 minutes of an interpreting being booked, a cancellation fee will not be charged. If a community language telephone interpreting assignment is cancelled within 10 minutes of an interpreting being booked, no cancellation fee will be paid.

We will charge for appointments cancelled due to the professional user or customer's failure to attend. If an interpreter does not arrive, you must ring our team where we will check what has happened and respond to you as quickly as possible.

The Interpreting and Translation Team's interpreters work on an "as and when required" basis, this means if you need an interpreter over the telephone, we will respond immediately.

Telephone interpreting is booked for a 30 minutes duration and should only be used for simple straightforward situations. For complex situations and for pre arranged appointments a face to face interpreter should be booked through the Team (see Interpreter (Face to Face) Booking Procedure).

## 1. Before booking

Identify:

- Your customer's language, dialect and country of origin.  
Is there a second language in which the customer can communicate? If so, what is it?  
This information will be useful in enabling us to find an interpreter with the closest language match if the customer's first language is rare.
- Any cultural needs of your client, such as a request for a male/female interpreter, etc.
- Check that the customer is happy for you to arrange for an interpreter.
- Please ensure the appointment is in a suitable environment taking into consideration surrounding noise levels. This is to ensure the interpreter can hear all that is said therefore, avoiding mis-communication.

## 2. Booking an interpreter through the team

Email or phone the team and give the following details:

- Your name
  - Your Directorate, Section and Team name and address
  - Your cost centre and vote code
  - Your telephone number
  - Required language(s)/dialect(s)
  - The name of the customer, so that the interpreter can say if that person is known to them which would mean that their impartiality may be at risk
  - Any cultural requirements, e.g. male/female interpreter
  - Background and practical purpose of the interview
3. The Team will get back to you with a name and a phone number of an interpreter who will be able to take your phone call within a few minutes.
  4. You would then ring the interpreter immediately as you are charged from the moment they are booked. If you are with the client – you can either arrange a conference call or pass the phone between yourself and the customer.

## 5. During the interview:

- Introduce yourself and allow the interpreter to introduce her/himself and her/his role, which is to give impartial, complete and confidential interpretation of everything that is said.
- Speak clearly and directly to the customer, rather than saying to the interpreter, "tell him that..." This will make the interview go more smoothly and will enhance the feeling that you are talking to each other directly.
- Take charge of the whole interview process yourself.
- Ask the customer directly if you are not sure of relevant, culture-based facts, attitudes or perceptions. Do not ask the interpreter. The interpreter may intervene if s/he believes that you or the client has misunderstood a cultural reference.
- Give the interpreter time to understand your message and think about how best to interpret it.
- Speak in simple and precise language.
- Reduce the use of jargon as much as possible.
- Be prepared to repeat, explain or rephrase your message for the interpreter's benefit.
- At the end of the session, check whether the customer has understood everything and wants to ask any questions; then summarise what has been decided and clarify the next steps to be taken.

After you have finished with the interpreter, you would only ring the Interpreting and Translation Team if the call lasts more than 30 minutes and let us know how long the telephone call lasted (If you have to make more than one call to the interpreter we will need you to confirm the start time of each call and how long it lasted).

### **Note:**

**At all times, you should remember that the interpreter is an independent professional. S/he will have had full training in interpreting and is not there to offer opinions on the matters being discussed. Do not ask the interpreter to comment on the issues and do not say anything that you do not wish the interpreter to say in the language of the client. This puts the interpreter in an embarrassing position and prevents her/him from carrying out her/his job.**

### **Cancellations**

If an interpreter has been booked for a telephone session and the session is either cancelled outside of 10 mins or they are not used for the session, full costs will be recharged.

The minimum booking for a BSL interpreter with our service is two hours, where on most occasions, you will only require one interpreter. However, for more complex meetings and events or sessions longer than two hours would require at least two interpreters. This is the national standard.

## Role of Interpreter

A sign language interpreter facilitates communication between users of British Sign Language (BSL) and users of spoken English. Interpreters will use their skill and knowledge of the two languages, and their understanding of any cultural differences.

Sign language interpreters may look very active with their hands, but in fact most of the hard work is going on in their heads. They have to listen carefully to, or watch the message, extract the meaning and then find an appropriate way to express the message in the second language.

## Levels of Interpreting

**Members of the Register of Sign Language Interpreters** will have demonstrated that they have achieved a nationally agreed standard in interpreting. Wherever possible, and in line with the National Agreement, it is recommended that only Members of the Register of Sign Language Interpreters be booked to interpret in legal settings.

**Trainee interpreters** are likely to have less experience, having worked in a narrower range of settings, and may be restricted in the type of assignment they are able to accept. Interpreters have a responsibility to only accept assignments within their competence. Trainee interpreters should never be booked for assignments in legal settings.

### 1. Before booking

Identify:

- Your customer's language requirements ie BSL, lipspeaker, DeafBlind. This information will be useful in enabling us to find the most appropriate interpreter.
- Any cultural needs of your client, such as a request for a male/female interpreter.
- Check that the customer is happy for you to arrange for an interpreter to attend.

### 2. Booking an interpreter through the team

Email or telephone the team and give the following details:

- Your name
- Your Directorate, Section and Team Name
- Your telephone number
- Your cost centre and vote code
- Required language
- Customer name, so that the interpreter can ensure they are impartial
- Any cultural requirements, e.g. male/female interpreter or an interpreter from outside the local area is required in the interests of confidentiality



- Session details, date, time, duration and venue.
- Email preparation material eg agenda, minutes, presentation so we can forward them to the BSL interpreter booked. This will ensure they are prepared for the session.
- Nature of the session

### **3. Before the interview:**

- Time allocation: Plan to spend at least double the time you would spend in a monolingual interview.
- Brief the interpreter: Clarify respective roles and give background to the interview, deal with issues such as confidentiality, ensure that the interpreter is clear about the use of technical terms.
- If the assignment is a home visit, please wait outside the property for the interpreter.

### **4. During the interview:**

#### Position of the BSL Interpreter

- There should be plenty of light on the BSL interpreter. They should not be placed in front of a window or with light coming from behind as this darkens the face.
- The background behind the interpreter should be visually clear and calm. Vividly patterned wallpaper can be distracting or straining on the eye.
- The ideal position for the BSL interpreter will also depend on the type of assignment.
- In a job interview it is helpful if the interviewer and the applicant face one another with the BSL interpreter next to the hearing person.
- In a round table session the BSL interpreter should be positioned opposite any Deaf participants.
- At a conference, with a Deaf presenter, the BSL interpreter will need to be placed opposite the Deaf person in order to see the signing clearly. For a hearing presenter, the BSL interpreter is better placed as close as possible to the presenter and near to any visual aids so that the Deaf people in the audience can view both quickly and easily.
- Introduce yourself and allow the interpreter to introduce her/himself and her/his role, which is to give impartial, complete and confidential interpretation of everything that is said.
- Speak clearly and directly to the customer, rather than saying to the interpreter, "tell him that..." This will make the interview go more smoothly and will enhance the feeling that you are talking to each other directly.
- Take charge of the whole interview process yourself.
- Ask the customer directly if you are not sure of relevant, culture-based facts, attitudes or perceptions. Do not ask the interpreter. The interpreter may intervene if s/he believes that you or the client has misunderstood a cultural reference.
- Fully explain structures and procedures which are relevant to the subject being discussed.

During the session

- Allow time for Deaf people to look at visual material (e.g. slides, handouts). They can't watch the BSL interpreter and read materials at the same time.
- Only one message can be interpreted at a time. It is important that only one person speaks or signs at a time.
- Interpreters should not work over 60 minutes without a break. For sessions or events of longer than two hours (or of a particularly intense nature) it is often necessary to book more than one BSL interpreter.
- Sometimes a BSL interpreter may need to interrupt the person speaking or signing to ask for repetition or clarification to enable them to interpret what is being said.

At all times, you should remember that the BSL interpreter is an independent professional. They are not there to offer opinions on the matters being discussed. Do not ask the BSL interpreter to comment on the issues and do not say anything that you do not wish the BSL interpreter to say in the language of the client. This puts the BSL interpreter in an embarrassing position and prevents her/him from carrying out her/his job.

BSL interpreters are advised not to enter a private property without a service provider and it is normal practice to meet the BSL interpreter outside the address before the session. The BSL interpreter should not be left alone with service users.

## 5. After the interview

- Complete section 2 of the claim form from the BSL interpreter, making sure that the information in section 1 is correct. Note, if the session started at a different time to that booked, please ensure you write the correct start time and reason in the relevant box. Your organisation will be charged accordingly.
- Please note cancellation charges apply, see "Cancellations"
- The Interpreting and Translation Team welcomes any feedback (compliments/complaints/suggestions).
- If you need the same BSL interpreter again for a future appointment, please ring the Interpreting and Translation Team. **DO NOT** book the interpreter directly.

## BSL Cancellations

If notice is more than 10 days	No fee
If notice is less than 10 days and more than 5 days	Half fee
If notice is less than 5 days	Full fee

If an interpreter does not arrive, you must ring our team where we will check what has happened and respond to you as quickly as possible.

We will charge for appointments cancelled due to the professional user or customer's failure to attend. If an interpreter does not arrive, you must ring our team where we will check what has happened and respond to you as quickly as possible.

# A step by step guide to using translation services

It is the responsibility of the service provider, to arrange a translation; it is not the customer's responsibility

1. you can request translation services through the team:

Email the team, attaching the document to be translated and giving the following details:

- Your name
- Your Directorate, Section, Team name and address
- Cost centre and vote code
- Your telephone number
- Required language
- When the translation is needed
- What field the document covers
- Other requirements: translation on disc, etc.

Keep a copy of the document and send one copy to the team preferably via email in word format. You can also send via fax or post. We will then email you a provisional quote and await confirmation from you to go ahead. When the document(s) has been translated, the team will return the translation to you via email and will keep a copy on file. The document needs to be formatted before emailing as we do not format documents.

The completed translation will be returned in an electronic format and the service will be responsible for printing costs.

## Translation Checklist

### Is it essential that this material be translated?

- What is your evidence of a need of demand for this translation?
- What is your evidence that people will be disadvantaged without this translation?
- Who is the target audience? – for example is it young mothers, pensioners, workers etc and do those target audiences include people who do not speak English?
- Are speakers of particular languages being targeted?
- Are you using the right data to select the languages to translate the material into?
- Have you got information about who cannot speak English locally, and is being updated as intelligence comes in about local changes?
- Is the translation a letter informing the customer of an appointment? If yes, it may be more cost effective to ask an interpreter to ring the customer and this can be booked as part of the face to face request.

## **Good Practice Guide - Does the document need to be translated in full?**

- Are you confident that people across all communities will have the literacy skills to understand this document?
- Should it first be simplified into a plain English version?
- Would a short summary suffice with signposting to further information? – or could it be translated on request rather than routinely?
- Could this message be better delivered by engaging with community groups directly or through credible partners, or by using alternative media?
- Have you considered the cost/benefit analysis for this translation?
- Will these materials be used in full, or is it likely that this form of communication will sit on the shelf?
- What would be the cost of not translating these materials - would there be an additional burden on public services?
- Have you explored whether other local agencies might already have these materials available in translated form?
- Have you networked with other authorities to share leaflets?
- Are there practical ways you can support people to learn English even when producing this translation?
- Can you use pictures?
- Is there an English summary at some point in the document?
- Could the whole document/leaflet be bilingual or multilingual?
- Are there practical ways you can keep up with changes within the community?
- Have you considered whether other communities might feel disadvantaged by not having access to similar materials?

## **Braille**

You can request translation services through the team:

Email a copy of the document to be translated to the team and give the following details:

- Your name
- Your directorate, section, team name and address
- Your cost centre and vote code
- Your telephone number
- When the translation is needed
- How many copies you require
- What field the document covers

If you only have a hard copy, please contact the team who will advise the best way to deliver. This can be by scanning the document and emailing, fax or post. Keep a copy of the document. When the document(s) has been translated, it will be returned directly to you.

## **Large Print**

If you require a document in large print, you can do this by selecting all text in the document and enlarging the font size to a minimum of 16 pitch. The team can provide advice if necessary.

## **Audio Translation**

The team can arrange an English to English audio translation onto CD or Tape. We do not provide in house multi lingual translation onto audio however, if this is what you require, we are able to provide you with a quote from an external organisation.

Email a copy of the document to be translated to the team and give the following details:

- Your name
- Your Directorate, Section, Team name and address
- Your cost centre and vote code
- Your telephone number
- When the translation is needed
- How many copies you require
- What field the document covers
- Other requirements: translation on CD or tape etc.

If you only have a hard copy, please contact the team who will advise the best way to deliver. This can be by scanning the document and emailing, fax or post. Keep a copy of the document. When the document(s) has been translated, it will be returned directly to you.

## **Cancellations**

If a translation is cancelled and the work has already started, you will be recharged for any work up to that time. A minimum fee applies.

Making information accessible is vital to helping people feel that they understand what their council is doing, and that it is relevant and effective. The Office for Disability Issues has suggested the following principles as a guide to making information accessible. Emphasis has been placed on the needs of disabled people, but can be applied across all communities and groups of people:

- ensure disabled people are involved from the start
- provide information through a range of channels and formats
- ensure the information meets users' needs
- clearly signpost other services
- always define responsibility for the information provision.

In addition to these guiding principles there are style layouts which enhance the legibility of printed text with visual impairments or those who lack confidence in reading. The Council's Communication Toolkit provides practical advice on designing, producing and planning accessible information. The use of Plain English in any communication is vital in helping ensure the Council's message is clear.

The council need to communicate with groups that have poor levels of literacy or learning difficulties. However, this can be addressed by using plain English, easy read versions of documents and using pictures instead of translation.

## **ESOL Classes**

You should encourage your customer to learn English to enable them to integrate into the wider community and achieve more from their life in the UK. Information about ESOL classes can be provided by the National Careers Helpline on telephone 0800 100 900 or [www.nationalcareersservice.direct.gov.uk](http://www.nationalcareersservice.direct.gov.uk).

Officers to print out a list of available ESOL classes in their area on a weekly basis to promote to non-English speaking customers.

(Will also look at add to self serve pcs)

By writing in plain English we can make any document more accessible for people with low literacy or learning disabilities as well as for everyone else.

However some people will still find information inaccessible, because it is too complex or because the layout is off-putting. This may include people with learning difficulties/disabilities or with a cognitive impairment. It may also include people who have not learnt to read written English comfortably, for various reasons.

Further guidance can be found on the Communication Toolkit on InSite:  
<http://insite.leeds.gov.uk/toolkits/Pages/Communication.aspx> (TBC)

## Communicating with disabled people

The availability of alternative formats must also be considered for disabled people for example large print, audio tape/CD transcription, Braille transcription and British Sign Language. In so doing it is necessary to bear in mind the reason for conveying the information and how best to obtain responses. Pictograms are helpful and can easily be used to help a customer understand.

# Registration Form



## Booking Request Information

(The information below will be required when making a request for interpreting)

Directorate	
Section	
Unit	
Address 1	
City/Area	
County	
Post Code	
Tel. & Fax Number	
Contact Name	
Email Address	

## Invoice Details

(The information below will be required to invoice your organisation)

Directorate	
Section	
Unit	
Address 1	
City/Area	
County	
Post Code	
Tel. & Fax Number	
Contact Name	
Email Address	
Cost Centre and vote code	

## Acceptance of Charges

Name		Designation	
Email Address		Date	

Email the completed form to [interpreting@leeds.gov.uk](mailto:interpreting@leeds.gov.uk), fax to 0113 2403215 or post to the Interpreting and Translation Team, The Compton Centre, 322 Harehills Lane, Leeds, LS9 7BG.

If you have any queries regarding this form, please ring 0113 3367800.



# Booking Request Form



Staff name requesting interpreter				Date requested			
Staff Telephone number							
Date of session	Start Time	Duration of session	Venue of session (full postal address required)	Customer Name (incl Miss, Ms, Mr etc)	Language required	Nature of session, preferred interpreter or any other information	Purchase order or reference number

Once you have fully completed this form, please email it to [interpreting@leeds.gov.uk](mailto:interpreting@leeds.gov.uk) or fax to 0113 2403215. If you have any queries regarding this form, please ring our team on 0113 3367800

# Feedback Form



The Interpreting and Translation Team value your feedback and suggestions in ways we can improve our service.

Your name: \_\_\_\_\_

Organisation: \_\_\_\_\_ Tel: \_\_\_\_\_

Date \_\_\_\_\_

**1 How would you rate the helpfulness of the member of staff who dealt with you?**

Excellent  Good  Average  Poor  Unacceptable

**2 How clear was the information and advice you received?**

Excellent  Good  Average  Poor  Unacceptable

**3 Overall, how would you rate the quality of the service that you received from our team today?**

**4 If you have ticked 'Poor' or 'Unacceptable' to any of the above, please tell us why.**

\_\_\_\_\_

**5 Were you able to access the service without difficulty? Yes  No**

**If you have answered 'No', please say why.**

\_\_\_\_\_

**6 How well were your interpreting needs met?**

**Interpreter's time-keeping**

Excellent  Good  Average  Poor  Unacceptable

**Professional attitude of interpreter**

Excellent  Good  Average  Poor  Unacceptable

**Interpreter's competency in English**

Excellent  Good  Average  Poor  Unacceptable

**Interpreter's knowledge of the topic**

Excellent  Good  Average  Poor  Unacceptable

**7 If you have ticked 'Poor' or 'Unacceptable' to any of the above, please tell us why.**

\_\_\_\_\_

**8 Is there anything further you would like to make a comment about?**

\_\_\_\_\_  
\_\_\_\_\_

- Q. How do I know that an interpreter has been booked?
- A. When you make a request for an interpreter, you will be given you a unique reference number. Once the interpreter has been booked, we will email you confirmation and this states the details of the session, including the interpreter's name.
- Q. The interpreter speaks shorter or longer than I have spoken in English, why is this?
- A. In some languages, the meaning of the interpretation may result in them talking a shorter or longer length of time. In some instances, there may not be a word in their language, therefore need to explain in a different manner.
- Q. I'm delayed in getting to the venue of the session, what should I do?
- A. If it is safe to do so, please ring the Interpreting and Translation Team and advise us you are delayed and give us an estimated time of arrival. We will then inform the interpreter. If you decide to cancel the session as you are severely delayed, you will be recharged.
- Q. The Interpreter hasn't arrived for the appointment, what should I do?
- A. If the interpreter hasn't arrived for the appointment, please ring our team and we will contact the interpreter to find out his/her location and estimated time of arrival.
- Q. The customer didn't arrive for the session, What should I do?
- A. Please sign the interpreter's claim form, stating the session didn't go ahead due to the customer's non attendance. The session will be recharged.
- Q. I have booked a face to face appointment however, the customer doesn't speak English, and how can I let them know?
- A. When you make the request for a face to face appointment, you can ask for the interpreter to ring the customer. You will need to give us the customer's telephone number for this. We can also arrange a letter to be translated.
- Q. Do all interpreters have background knowledge in specific areas?
- A. Some interpreters have qualifications in specific areas eg law but may not have had training in the area of your service. However, if your service wanted to deliver an overview or training session specifically for interpreters, we can arrange for interpreters to attend.
- Q. Is there a Legal Duty to provide an interpreter?
- A. There is no legal obligation to provide an interpreter or written translation. However, you should give due regard to equality to ensure information is accessible.

**Below are guidelines for approving Interpretation and Translation services for those people who are not Deaf or blind.**

**We will provide an interpreting and translation service when:**

- Financial loss (e.g. housing benefit claim)
- Health, no improvement or deterioration (e.g. misdiagnosis, unable to understand medical instructions)
- Lead to legal disadvantage (e.g. Noise abatement notice – unable to read legal duty to comply)
- Critical to the welfare or health and safety of residents.
- To ensure Council departments enforce statutory legal requirements eg anti-social behaviour, child protection
- Or the service is being paid for by an external agency / partner.

**We will NOT provide an interpreting and translation service when:**

- the service is provided on an on-going basis to an individual who has the opportunity to learn English or
- Other forms of communication are available e.g. telephone interpretation

We will always provide British Sign Language (BSL) interpreters, Braille and audio translations for Deaf or hearing impairment, Blind or vision impairment customers or staff.