



Report of the Chief Officer Customer Services

Scrutiny Board (Resources and Council Services)

Date: 22 July 2014

Subject: Interpreting and Translation Services

Are specific electoral Wards affected? If relevant, name(s) of Ward(s):	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Are there implications for equality and diversity and cohesion and integration?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Is the decision eligible for Call-In?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Does the report contain confidential or exempt information? If relevant, Access to Information Procedure Rule number: Appendix number:	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No

Purpose of this report

1.1 To update on progress of the Interpreting and Translation Team policy following attendance at Scrutiny Board on 7 April 2014.

2 Background information

2.1 On 7 April 2014, Scrutiny Board recommended the following :

- (i) To recommend that the policy states that children would not be used for interpreting purposes except in emergency situations.
- (ii) To support and recommend approval of a formal policy.
- (iii) To support the decision making in that the Interpreting and Translation Team has the final decision on whether an interpreter is to be provided.
- (iv) To recommend that the Interpreting and Translation Team Co-ordinator takes appropriate action if interpreting services are used by service areas directly "off contract".
- (v) To recommend that the Interpreting and Translation Team Co-ordinator be responsible for implementing any new policy.

3 Main issues

- 3.1 A report is being produced for Executive Board for approval of the policy with a view to being tabled for September.
- 3.2 The use of children as interpreters is no longer happening except in emergency situations.
- 3.3 The Interpreting and Translation Team Co-ordinator is continuing to work with MESH in relation to ESOL provision in Leeds. The website is planned for completion in November 2014.
- 3.4 The Interpreting and Translation Team Co-ordinator has met with Migration Partnership Team who train volunteers. They train volunteers who speak various languages to become interpreters and support them with various volunteer roles working with the council. Discussed possibilities of using these volunteers for some council enquiries to reduce interpreting costs. Discussions to continue.
- 3.5 A contract has been awarded for the provision of British Sign Language video interpreting. The Interpreting and Translation Team Co-ordinator is working with the contractor to implement the service initially at The Compton Centre and 2 Great George Street, Customer Services. This will enable Deaf or hard or hearing customers who access council services via these offices to communicate via a BSL video interpreting instead of having to wait for a face to face BSL interpreter to be available. Once these two offices are up and running, we aim to roll out to other front facing offices.

4 Recommendations

- 4.1 The Interpreting and Translation Team Co-ordinator to complete report for Executive Board for approval of policy.
- 4.2 To continue to work with Migrant Impact Team in relation to utilising volunteers.
- 4.3 To continue to implement the BSL video interpreting service.

5. Background papers¹

- 5.1 None used

¹ The background documents listed in this section are available to download from the Council's website, unless they contain confidential or exempt information. The list of background documents does not include published works.