

Report of the Chief Officer Customer Services

Scrutiny Board (Resources and Council Services)

Date: 27 April 2015

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 recommendations following attendance at Scrutiny Board on 22 July 2014.

2 Background Information

2.1 Following attendance at Scrutiny Board on 22 July 2014, the following recommendations were agreed:

- (i) To submit a report to Executive Board for approval of the Interpreting and Translation Service policy.
- (ii) To develop British Sign Language (BSL) video interpreting service.
- (iii) To look at the possibilities of using trained interpreting volunteers to reduce costs and enhance the service.

3 Main Issues

3.1 A report was produced in relation to the Interpreting and Translation Service policy. The policy was signed off as a delegated decision by the Assistant Chief Executive of Citizens and Communities in September 2014.

- 3.2 The Interpreting and Translation Team Co-ordinator is continuing to work with the Migrant English Support Hub (MESH) in relation to English Speakers of Other Languages (ESOL) provision in Leeds. Phase one of the [Learning English in Leeds website](#) is now complete and the website is live. The website can be used to locate English classes in Leeds.
- 3.3 Trained unpaid volunteer interpreters are currently used at various venues across the city providing advocacy and signposting working with the Roma community, please see attached appendix. The volunteers are training to become paid interpreters.
- 3.4 British Sign Language video interpreting is in operation at Customer Services at The Compton Hub and 2 Great George Street. It provides access to immediate British Sign Language video interpreters for Deaf customers visiting these two centres.
- 3.5 BSL Live is available on www.leeds.gov.uk and this enables Deaf customers to contact the Council from their own pc or mobile device.
- 3.6 The British Sign Language video interpreting service has been well used. It has enabled Deaf or hard or hearing customers to access council services and communicate through a British Sign Language video interpreter instead of having to wait for a face to face BSL interpreter to be available.
- 3.7 We have received positive feedback from members of the Deaf community with one customer stating “from using the service, he has been given a voice”.
- 3.8 The Interpreting and Translation Team Co-ordinator meets regularly with the Deaf Forum to gather feedback on the service.
- 3.9 The British Sign Language video interpreting service will be implemented at Armley Community Hub shortly.

4 Recommendations

- 4.1 To continue with implementation of the policy.
- 4.2 To continue to develop the [Learning English in Leeds website](#).
- 4.3 To continue to work with the Migrant Impact Team in relation to trained volunteer interpreters.
- 4.4 To continue to develop the British Sign Language video interpreting service.

5. Background papers¹

- 5.1 Roma activities timetable (Appendix 1)

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.