



Report of: Chief Customer Services Officer

To: Scrutiny Board (Central & Corporate Functions)

Date: 29th March 2010

Subject: Interpretation and Translation Services

Electoral Wards Affected:

All



Ward Members consulted
(referred to in report)

Specific Implications For:

Equality and Diversity

Community Cohesion

Narrowing the Gap

1.0 Purpose of the Report

1.1 At the October 2009 Scrutiny Board a report on the position regarding Interpretation and Translation Services was considered. Members asked for a follow up report to be produced in March 2010.

2.0 Introduction

2.1 Leeds City Council offers an interpretation and translation service to residents who are accessing the Council's services but are unable to speak English. This is achieved by utilising a database of accredited freelance interpreters who are called upon when needed and are paid per job completed.

3.0 Background

3.1 All requests from residents who need to speak to the Council in a language other than English are dealt with by CITU – Central Interpretation and Translation Unit. CITU is part of the Customer Services Team in Policy Planning and Improvement.

4.0 Usage of Services

The table below compares the level of service provided over the last two years .

| | 2008/2009* | 2009/ 2010* |
|-------------------------------|--------------|--------------|
| Adult Social Care | 474 | 497 |
| Almos | 394 | 386 |
| Children's Services | 3564 | 2660 |
| Governance | 136 | 178 |
| Education | 137 | 156 |
| Environments & Neighbourhoods | 2366 | 2008 |
| PPI | 1328 | 1156 |
| Resources | 140 | 125 |
| Schools | 82 | 87 |
| Development | 23 | 19 |
| | | |
| TOTAL | 8,644 | 7,272 |

*Note as at the end of February

5.0 New developments

5.1 Following a review of interpretation and translation led by the corporate equality team, CITU have now taken over responsibility for arranging British Sign Language services. This decision also takes account of feedback from the deaf community. A resident will be able to contact the Council to let them know when an interpreter is required and CITU will book a free lance British Sign Language interpreter to be available for that visit. By using free lance interpreters the Council is able to deliver this service quicker. The figures in the above table do not include BSL services.

6.0 Recommendations

6.1 Scrutiny Board are asked to:

- a) note the information provided in relation to the use of interpretation and translation services.
- b) note the enhancement of the interpretation service by adding British Sign Language as a service delivered via CITU.