

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

Interpretation

Ok when:

- Service paid for by an external agency / partner.
- Critical to the welfare or health and safety of children, residents, staff and visitors.
- Is access to a critical service.
- To ensure Council departments enforce statutory requirements e.g. conduct police and criminal evidence investigations and interviews (i.e. subject to legal guidance in respect of their legal conduct) this would include incidents such as anti social behaviour.

NOT OK when:

- The service is provided on an ongoing basis to an individual who has the opportunity to learn English.

Translation

OK when:

- Service is paid for by an external agency / partner.
- Critical to welfare or health and safety of children, residents, staff and visitors.
- Is access to a critical service.
- To ensure Council departments enforce statutory requirements e.g. conduct police and criminal evidence investigations and interviews (i.e. subject to legal guidance in respect of their legal conduct) this would include incidents such as anti social behaviour.

NOT OK when:

- Other forms of communication is available e.g. telephone interpretation
- When the document is provided in numerous languages to a large number of people or a community.