

Procedure on How to Access Translation and Interpretation Services and Good Practice Guidelines

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1. INTRODUCTION

Harrogate and Rural District Clinical Commissioning Group (the CCG) is committed to providing high quality services. In order to improve equality of access to all, the CCG will ensure that it is diverse in its approach to dealing with patients, colleagues and members of the public.

The Equality Act 2010 provides a general equality duty which requires public authorities, in the exercise of their functions, to have due regard to the need to :

- eliminate discrimination, harassment and victimisation;
- advance equality of opportunity between people who share a relevant protected characteristics and people who do not share it;
- foster good relations between people who share a relevant protected characteristic and those who do not share it.

In addition there is a legal duty to make reasonable adjustments to ensure individuals are not disadvantaged in accessing services due to their disability or ethnic origin. The NHS Constitution also pledges to offer easily accessible, reliable and relevant information.

This document sets out the **Procedure and Instructions** staff should follow when accessing translation and interpretation services to support their work in the CCG.

2. SCOPE

This Procedure applies to all employees of the CCG, Lay Members, agency staff, staff on secondment or other staff on placement with the CCG for the purposes of CCG business.

The CCG will only fund translation and interpretation services required by CCG staff in order to carry out CCG business. The CCG **will not** fund GP practices and other private contractors to access translation and interpretation services.

For the CCG, translation and interpretation services should only be accessed via the contractual arrangement with AA Global, as part of this procedure. Staff should not use friends, relatives, colleagues to translate or interpret information.

3. PROCEDURE PURPOSE AND AIMS

The CCG has agreed a small central budget for translation and interpretation services and it is important that the relevant purchase order number (as detailed below) is quoted when placing orders to ensure the correct processing of invoices.

This procedure aims to enable staff to :

- respond to individual requests / needs for translation/interpretation, taking special account of the needs of people who :
- speak a foreign language;
- are blind or partially sighted;
- are deaf or hearing impaired.
- ensure the CCG meets the requirements of the Equality Act 2010 and the NHS Constitution.
- provide best practice guidance for staff on responding to individual requests, using interpreters and communicating with people who are hard of hearing.

4. ACCESSING TELEPHONE TRANSLATION SERVICES

4.1 If times allows, inform the Corporate Affairs Officer (or Head of Finance if Corporate Affairs Officer not available) that you are booking telephone translation.

4.2 Call AA Global on the free telephone interpreting line **0800 054 21 51**
This number is ONLY for requesting telephone interpreters.

Advice is available from AA Global on 01482 308777 or from the CSU Corporate Services Team on 01482 315713.

4.3 As we do not use purchase orders, the surname of the person booking the call should be quoted.

4.4 Give your name, the organisation's name and the password which is 'passport'.

4.5 State the language you require. If necessary, use the language identifier attached.

4.6 If appropriate, state if a male or female interpreter is preferred.

4.7 You will be put on hold for approximately 60 seconds before you are connected to your interpreter – **do not hang up.**

4.8 When you have finished your call, simply hang up.

5 ACCESSING OTHER TRANSLATION AND INTERPRETATION SERVICES

If staff need to provide translation of written documents into a different language, or information in other formats e.g., Braille, audio tape, or to provide a face to face interpreter or BSL interpreter, AA Global recommend using its secure and easy to use on-line booking system AAGOBS. This will save time when making a new booking, altering or cancelling existing bookings or sending files for written translations.

When using the on-line booking system for the first time, you will need to set up login details for HaRD CCG, including the above password. This password is unique to HaRD CCG and should not be divulged to anyone outside of the organisation.

To use the on-line booking system go to <http://www.aaglobal.co.uk/client-login/> and enter the password 'passport'.

Alternatively you can email AA Global on interpreting@aaglobal.co.uk or call 01482 308777 for interpreter bookings and 01905 22862 for written translations.

Avoid using personal data when using the on-line system, especially if the booking relates to a patient. The initials of the member of CCG staff making the booking is sufficient if a reference number is required.

User manuals for the on-line booking system, telephone interpreting system and handy tips for using all AA Global's services can be found in the downloads area of its website, along with other useful information.

6 TRAINING AND AWARENESS

This procedure will be sent out to all CCG staff and placed on the CCG's intranet. The procedure should not be made available to anyone outside of CCG Headquarters, to avoid fraudulent use of these arrangements.

If any training requirements are identified please contact the CSU Corporate Services Team on 01482 315713.

7 REVIEW

This procedure will be reviewed after two years, when the two year contract with AA Global may be extended.

Earlier review may be required in response to changes around organisational change, relevant changes in legislation/guidance etc.

REFERENCES : Equality Act 2010

GENERAL GOOD PRACTICE GUIDELINES

PRODUCING WRITTEN INFORMATION

Include a paragraph on all documents advising people that the information is available in other formats (see example on the front of this document). Documents would include policies, strategies, leaflets and other publications aimed at staff, patients or the public.

Tips for Preparing Text for Written Translations

- Consider your target readership and always use plain English.
- Avoid using long and complicated sentences.
- Refrain from using jargon or phrases specific to English as there may not be an equivalent phrase in the target language.
- Finalise the document before sending to AA Global. Changes made to a document after the translation processes have started will affect consistency and accuracy.
- Specify the format you require for the document. Unless instructed, AA Global will try and deliver translations in the same format as that received.
- Give as much notice as possible for delivery.

USING INTERPRETERS

- Staff should assess the needs of people accessing our services who speak a foreign language.
- Remember that you, not the interpreter, are the 'chairman' who controls the conversation.
- Make sure you know exactly which language your client speaks. Avoid making assumptions based on where your client is from.
- Use the language identifier attached so that your client (if present) can confirm their language.
- Remember to allow at least twice as much time as you would for an 'English-only' conversation.
- If possible, brief the interpreter on the subject matter before you speak to your client.
- Allow time for introductions and for the interpreter to clarify their own role.
- Explain to the service user that all information shared with be confidential.
- Use plain English and try using short and uncomplicated sentences.
- Explain any technical terms you expect to use.
- Speak directly to your client. For example, ask your client, "What is your name?", rather than ask the interpreter "Can you ask her what her name is?" The interpreter will adopt the same technique as you.

- Remember to pause for the interpreter to interpret what you have said, before moving on to the next sentence.
- Do not stop half way through a sentence, as in some languages the interpreter needs to know the end of the sentence to use the correct grammar at the beginning.
- Give sufficient time for the interpreter to note dates, numbers and names to ensure they are interpreted correctly.
- Refrain from using phrases specific to English as it may be very difficult for the interpreter to find the equivalent phrase in the target language on the spot.
- Before you end the conversation, make sure that your client and the interpreter know that the session is about to finish.

BLIND OR PARTIALLY SIGHTED

- Staff should assess the needs of people accessing our services who are blind
- or partially sighted.
- When producing information for, or communicating with, someone with a visual impairment, consider the size of the font as visually impaired people will need different sizes depending on their level and type of sight and can range between 14 and 22. Do not assume that the larger the font the better as this may be the case for some but others might prefer smaller font.
- Font size 14 is generally a good size to use to cover most people with a visual impairment; however, staff should consider requests on an individual basis.
- Always use Arial font and avoid printing anything in all capital letters, normal sentence case is easier to read.
- Avoid using italics as much as possible.
- If necessary use bold to increase clarity.
- Leave extra spaces between lines of text and between paragraphs for greater clarity.
- Always use dark ink on light paper - black on pale yellow is particularly good for people who are troubled by glare.

Braille

- Only a small percentage of people with a visual impairment are able to read Braille, however, those people who do should be able to receive information in Braille when they request it.
- Staff should therefore assess whether a person can read Braille prior to arrangements being made to transfer information into this format.

Audio Tape

Recording information onto tape can be quick, easy and inexpensive and may be the preferred form of communication for someone with a visual impairment

DEAF OR HEARING IMPAIRED

There are four main groups of deaf people - deaf, deafened, hard of hearing and deaf blind. Each group has different communication and access to service needs. Staff should, where possible, try to establish a person's preferred method of communication.

Key Communication Tactics

- Get the deaf person's attention.
- Establish the subject first and remember to do so again whenever you change the subject.
- Don't shout or exaggerate lip movements.
- Use plain language.
- Slow down a little bit.
- Use natural body language.
- Reduce background noise.
- Stand 3-6 feet away.
- Keep your mouth clearly visible.
- Beware of lighting (which may cause glare).
- Be prepared to repeat.
- Write things down.
- Speak to the deaf person (not to a third party).
- Use open ended questions (which will encourage a response and ensure the deaf person understands you).
- Try not to feel irritated when your communication method does not work. Relax, look straight at them and try again.

Technical Aids

1. **Typetalk** - If you have a voice telephone and want to talk to someone who has a textphone, or vice versa, you can use RNID Typetalk, the national telephone relay service. This is available to all by simply dialling **18002** before the telephone number you require. Once the call is answered by a textphone user a typetalk operator will join the line to relay the call. This service is available 24 hours a day, 365 days a year and is charged at standard telephone rates. However, because a third party operator is involved, the call is not confidential.

NOTE - To call the emergency services, people can use their textphone to dial **18000**. They will be connected directly to the **999** service and a Relay Assistant.

2. **SMS Text Messaging** – You can use a mobile phone to send SMS text messages. This can be a good way to keep in touch and can also be useful in emergencies, although you should remember that SMS messages may be severely delayed.
3. **Basic Sign Language** – Visit <http://www.britishsignlanguage.com/> to see moving pictures which show the basic signs for British Sign Language.

SIGN LANGUAGE

- Registered Sign Language Interpreters are subject to a code of practice and a complaints procedure. They will always remain impartial and will not give advice, express opinion or get involved in conversation.
- Wherever practicable, only registered qualified or registered trainee interpreters should be used. They should be briefed beforehand on the subject matter that they will be interpreting so that they can prepare properly and think about the best way of communicating this information.
- The main users of Sign Language Interpreters are people who use British Sign Language (BSL) as their first language; however, some deaf people (particularly deafened people) prefer to use Sign Supported English (SSE).
- When booking a Sign Language Interpreter, it is important to specify which type of Sign Language Interpreter is required.
- Because of a shortage of registered Sign Language Interpreters in the UK they usually have to be booked several weeks in advance.
- If the person has a preferred Sign Language Interpreter that they are familiar with, these may be used providing they can demonstrate they are qualified to the required standard and are independent. This should be agreed in advance with the Communications Officer to ensure qualifications are validated and payment can be authorised.

	English I speak English		Dari من به زبان دری صحبت میرکتد		Kinyarwanda Ndavuga Ikiyarwanda		Lithuanian Aš kalbu lietuviškai		Punjabi ਮੇ ਪੰਜਾਬੀ ਬੋਲਦਾ ਹਾਂ		Tagalog Nakapagpasasaita ako ng Tagalog				
	Afrikaans Ek praat Afrikaans		Dutch Ik spreek Nederlands		Kurdish Bahdini ئێز ب کوردیا بهههینی دئاخفم.		Malay Saya boleh cakap Melayu		Polish Mówię po polsku		Tamil நான் தமிழ் பேசுகிறேன்				
	Albanian Unë flas shqip		Estonian Ma räägin eesti keelt		Kurdish Kurmanji Ez bi Kurdî Kurmancî dixafim		Mandarin 我说普通话		Portuguese Eu falo Português		Thai ฉันพูดไทย				
	Amharic አማርኛ አናገራለሁ		Farsi من فارسی صحبت می کنم.	<p>HOW TO BOOK AN INTERPRETER</p> <p>1. Please establish language required by asking service user to point to their language (or flag)</p> <p>2. Go to aaglobal.co.uk/client-login/ or Call us on 01482 308 777 or email interpreting@aaglobal.co.uk with the following information:</p> <ul style="list-style-type: none"> Your name, contact number and department <ul style="list-style-type: none"> Language required Time, date and place of appointment Gender, if applicable (male or female) Budget code or pin number (if applicable) <ul style="list-style-type: none"> Name of service user Approximate length of appointment Name of person to report to on arrival Any special needs or any other requirements <p>THANK YOU</p>					Romanian Vorbesc Românește		Tigrinya ትግርኛ እገራለሁ				
	Arabic أتحدث بالعربية		French Je parle français						Russian Я говорю по-русски		Turkish Türkçe konuşuyorum				
	Armenian Ես խոսում եմ հայերեն		German Ich spreche Deutsch						Serbian Ja govorim srpski		Twi Me ka Twi				
	Bengali আমি বাংলা বলি		Greek Ομιλώ Ελληνικά						Shona Ndinotaura chishona		Ukrainian Я розмовляю українською				
	Bosnian Ja govorim bosanski		Gujerati ઁ ગુજરાતી બોલું છું						Slovakian Hovorim po slovensky		Urdu میں اردو بولتا ہوں				
	Bulgarian Аз говоря български език		Hakka 涯说客家话						Somali waan ku hadaa Soomaali		Vietnamese Tôi nói tiếng Việt				
	Cantonese 我說廣東話		Hindi मैं हिंदी बोलता हूँ						Kurdish Sorani من به کوردی سۆزانی نەویتم		Mirpuri میں میرپوری بولتا ہوں		Spanish Hablo español		Welsh Dwi'n siarad Cymraeg
	Croatian Govorim hrvatski		Hungarian Beszélék magyarul						Latvian Es runāju latviski		Moldavian Eu vorbesc moldoveneste		Swahili Ninaongea Kiiswahili		Yoruba Mo Nso Yoruba
	Czech Mluvím česky		Italian Parlo italiano						Lingala Na lobaka Lingala		Pashto زه پښتو وایم		Sylheti আম সিলটা মাত্ৰি		Zulu Ngikhuluma isiZulu