



TRANSLATION AND INTERPRETATION POLICY

Lead Directorate and service:	Corporate Strategy and Commissioning Directorate Performance and Strategic Partnerships
Effective Date:	May 2011
Date Last Reviewed:	January 2014
Date Due for Review:	January 2017
Contact Officer:	Kiran Kochar-Johnson, Senior Policy Officer
Contact Number:	01482 391425
Approved By:	Cabinet

1. **Background:**

East Riding of Yorkshire Council has a vision to improve the quality of life for our community, earn the respect of the people we serve and build pride in belonging to the East Riding of Yorkshire. Effective communication is essential to delivering quality services and everyone should have equal opportunity to those services without discrimination. Under the Equality Act 2010 due regard is given to the three general aims; eliminating discrimination, harassment and victimisation; promoting equality of opportunity; and fostering good relations by this policy.

Although the Council provides many opportunities for adults and children to learn and use English, there is sometimes a need for a translation and interpretation service in order that communication is not a barrier to accessing services and, therefore, ensuring the Council is meeting its duty under the Equality Act 2010.

2. **Definitions for the Purposes of this Policy:**

“Translation” is defined as “an expression in another language or words” (Oxford Dictionary)

“Interpretation” is defined as “explaining the meaning of” (Oxford Dictionary)

3. **Policy Statement**

The East Riding of Yorkshire Council will ensure that there are effective communication systems in place when providing services between staff and those residents and other service users who:

- speak a language other than English
- are blind or partially sighted
- are deaf or hearing impaired
- have a low level of literacy
- have learning difficulties

and have a need for translation or interpretation in order to enjoy equal access to the Council’s services and information and they can participate in and contribute to the services they receive.

4. Corporate Requirements

The Translation and Interpretation Policy supports the Corporate Priorities by contributing to:

- a) Supporting vulnerable people, reducing inequalities – supporting in times of need, protecting from harm and improving the quality of life
- b) Promoting health, wellbeing and independence – helping people to stay healthy, strong and fit for the future
- c) Reducing costs, raising performance – developing our workforce and working with partners to provide excellent service, effective governance and value for money

4.1 Equality Act 2010

Under the Equality Act 2010 the general duties of the Council are to:

- Eliminate discrimination, harassment and victimisation
- Advance equality of opportunity
- Foster good relations.

These duties are delivered through this policy and the impact is highlighted in the equality analysis of this policy.

4.2 Equalities

The Council has committed itself to making its services, facilities and resources accessible to residents and visitors to the East Riding. The Council will also work towards ensuring that individual Human Rights are supported within its decisions, policies and practices and that people are not discriminated against on the basis of age, disability, gender, gender reassignment, race, religion, pregnancy and maternity, marriage and civil partnerships and sexual orientation.

Equality Analysis of this policy was carried out in November 2013 and it has been assessed that there is a positive impact on services by reducing barriers and inequalities. The policy fulfills the general duties of the Equality Act. There are no adverse impacts.

A full copy of the Equality Analysis can be requested from the Senior Policy Officer, (01482) 391425.

4.3 Human Rights

The Council will ensure that the individual's right to confidentiality / protection of personal information complies with the requirements of Article 8 - Rights to respect for family life, and will not disclose personal information in contravention of relevant legislation.

5. Policy Development including Consultation

This policy has been developed in accordance with the Corporate Policy Guidance Notes. The following people and groups were consulted in development of this policy:

John Skidmore	Interim Director of Corporate Strategy and Commissioning
Ann Woodward	Head of Performance and Strategic Partnerships
Dave Pinder	Health, Diversity and Information Manager
Kiran Kochar-Johnson	Senior Policy Officer
Cllr Jonathon Owen	Portfolio Holder for Transformation and Strategic Partnerships
Cllr Jackie Cracknell	Portfolio Holder for Community Involvement and Performance
East Riding Partnership Officers Group	
Corporate Management Team	
Senior Management Team	
Disability Advisory and Monitoring Group	
East Riding Equality Network	

6. Links with other Policies

The Translation and Interpretation Policy links to a range of policies and strategies that relate to the functions and services that the Council provides. It links in particular to the:

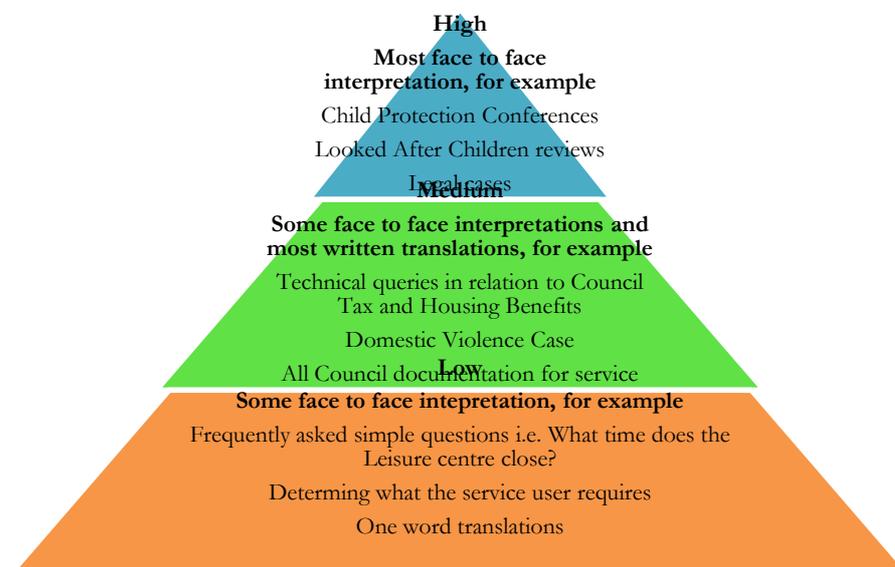
- Corporate Equality Policy
- Feedback Policy
- Hate Incident Policy
- Customer Contact Strategy
- Corporate Equality Strategy

7. Outcomes and Impacts

7.1 Translation and Interpretation Service Requirements

Translation and interpretation requests can be categorised by high, medium and low level need for translation and interpretation. The diagram below highlights examples of what defines the three categories.

All services are requested to contact the Health, Diversity and Information Team on 01482 391425 should there be any doubt regarding their translation and interpretation requirements.



7.2 High and Medium Level Translation and Interpretation

The Health, Diversity and Information team is responsible for ensuring that proper systems are in place for providing Translation and Interpretation services.

In all instances for high or medium level formal translation and interpretation requirements, the Council's translation and interpretation service provider must be used. By using a qualified interpreter it will ensure that any misinterpretation is minimised and that any financial, legal and reputational implications will fall with the external service provider rather than the Council.

7.3 Use of Friends, Family and Council Staff

Friends or family of the service user or a bilingual member of staff should not be used for translation and interpretation purposes for high or medium level requests although they can be used for low level simple requests. Friends, family and members of staff are not qualified translators or interpreters, therefore, there is concern regarding quality, ethics, standard and liability especially in sensitive areas.

7.4 The Council's Translation and Interpretation Service Provider

The Council's current translation and interpretation service provider is AA Global and they provide all forms of translation and interpretation including:

- Face to face interpretation
- Written translation
- Telephone translation
- Minicom
- Audio and Braille translation

The following costs are applied for usage of the service.

Service	Face to Face (per hour)	Written (per 500 words)	Telephone (per minute)
AA Global	£26.50	£34.75	£1.00

7.5 Accessing AA Global

Before contacting AA Global, staff wishing to request the service must have their client reference number, which can be found on the intranet under the 'translation' page and also a purchase order number from their Support Services Team.

AA Global can be accessed via:

- Calling 0800 0542151
- Faxing the request to 08701 992499
- Emailing the request to interpreting@aaglobal.co.uk
- Using the on-line booking for at www.aaglobal.co.uk

7.6 Staff Information

All staff must be made aware of the translation and interpretation service and how to access this service. This has been communicated via internal communications such as the intranet and Grapevine and also via regular cascade from line managers. Staff must be aware of:

- How to access the services including their allocated client reference numbers
- What publicity material is available and where it should be displayed within their buildings and facilities
- The need to use the Translation Statement on all Council documents
- Documents should not be automatically translated but translations can be made upon request by the service user if deemed necessary. It might be more effective to book a translator to discuss the content of the document or leaflet so that questions can be asked by both parties
- Large documents might not be translated due to prohibitive cost but summaries may be translated if absolutely necessary and with the authorisation of the relevant Head of Service

7.7 Low Level Translation and Interpretation Requirements

It is acknowledged that there are many instances where the Council's translation and interpretation service provider is not required and this is defined as low level informal translation and interpretation requests. Examples of low level translation and interpretation can include:

- Frequently asked questions in front line services including 'what time does the Leisure Centre close?' or 'Please can you help me with a Housing Benefit query?'
- Determining what the service user is requesting for example in a Customer Service Centre
- Single word or sentences, for example labelling furniture in a Children's Centre

For lower level informal translation and interpretation requirements, the Health, Diversity and Information Team have developed and provided specific translation and interpretation tools in order to facilitate these types of translation and interpretation requirements.

7.8 Online Translation Tool

Online translation tools such as Google Translate and FreeTranslate.com **must not** be used due to potential misinterpretation. However, it is recognised that Council staff do require a simple method for lower level informal translation and interpretation requirements therefore, in conjunction with AA Global, an on-line translation tool has been developed and is available for all staff to use on the Council's intranet under the 'My Apps' section. All staff should use this tool instead of other on-line translation tools, however, this function should only be used for low level, one word or one sentence translation and not for any other purpose.

7.9 The Communities Together Team

The Communities Together Team in Goole can provide translation and interpretation services only in certain informal situations. This service can be provided if a person whose first language is not English contacts the Team with low level or short informal translation or interpretation request which aids their general living standards and communication within the community and aids community cohesion. No translation or interpretation by the Communities Together Team or other teams should be carried out for medium or high level translation which includes legal, sensitive or confidential information or conflict of interest in these circumstances AA Global must be used.

8. **Policy Implementation**

The policy will be implemented by the Health, Diversity and Information Team for all Council services as follows:

- Raising Awareness – regular updates using internal channels such as the intranet and Grapevine and Council delivered Equalities training
- Usage of the service – regular performance management meetings with AA Global
- Ensuring compliance with the policy – Spot checks and feedback from members of staff to ensure that the service is fit for purpose

9. **Financial Implications**

All services will be required to pay for their own use of AA Global and will be identified through the use of the service pin number and client reference number.

10. **Evaluation**

The policy will be reviewed on a three yearly basis by the Senior Policy Officer as to whether the provisions made in this policy are current and effective. Feedback from service providers and users will be used to improve and update the policy.

11. **References**

None