**Interpretation and Translation – Frequently Asked Questions**

**Q When would a Professional Interpreter be required?**

**A** If you are delivering a statutory service where the client does not speak English or there are communication difficulties either through language barriers or a disability then it is necessary to use an independent qualified interpreter to ensure the client can fully understand what is happening, this can be in the form of the over the phone interpretation, face to face interpretation, or in some circumstances it may be necessary to get a document translated into another language or alternative format such as Braille.

**Q Who do I contact to arrange for an Interpreter?**

**A** You should initially contact your Line Manager to obtain a cost code centre number for payment purposes and then contact one of the following agencies who are listed on the County Council’s E-procurement system:

**Eclipse Translations Ltd** <http://www.eclipse-translation.co.uk/> Tel: 0800 376 5003

**Interpreting Translation Line (itl)** <http://www.interpretingline.co.uk/> Tel: 0845 055 2197

**Capita Translation and Interpreting** (see separate Information and User Guidance and also Customer Portal User Guide) <http://www.capitainterpreterbookings.com> Tel: 0845 367 7000.

For Face to Face bookings, County Council staff will need to quote PIN number **193614** as the username and then the password of: **PNh926FDrN**

For Telephone Interpreting Bookings, staff will need to quote the appropriate Directorate PIN to the Telephone Operator:

|  |  |
| --- | --- |
| **Directorate** | **PIN Number** |
| Health & Care Services | 144731 |
| Resources | 175193 |
| Fire & Rescue Services | 141868 |
| Environment & Community Services | 127719 |
| Children’s Services – Central arrangements are in place. Telephone 01900 706386 or Email  [cs-equalities@cumbria.gov.uk](mailto:cs-equalities@cumbria.gov.uk) |  |

**Q Who is responsible for payment for Interpretation and Translation?**

**A** Each service is responsible for payment. You should contact your Line Manager for a cost centre code and then arrange payment through the County Council’s E-procurement system.

**Q What should members of staff do if approached by a service user who speaks little or no English?**

**A** The member of staff should produce the language selector card (separate document) for the service user to identify their language. The member of staff should then contact one of the 3 companies listed above to request a Translator who will then communicate via telephone between the member of staff and service user to deal with any questions.

**Q What should members of staff do if they receive a telephone call from a** **service user who speaks little or no English?**

**A** The staff member should contact one of the 3 companies listed above and request for a Translator who could join the telephone conversation and a three way conversation would commence to identify and resolve any questions. The staff member should then inform their Line Manager for budget purposes.

**Q What should a member of staff do where an Interpreter is needed and there is no statutory requirement to provide one?**

**A** The service can decide whether there is justification for a professional Interpreter, or whether there are alternatives such as friends, family or community members who could help.

**Q What should a member of staff do if an email or document is received in a different language?**

**A**If it is a foreign statutory document or personal information then one of the 3 companies listed above should be contacted for a quotation. The member of staff should inform their Line Manager for budget purposes.

If the email or document is regarding a general enquiry then Google Translate can be used.

If someone asks for documents to be translated and there is no statutory requirement to do so, the service can exercise judgement, which may include putting the information on the web as a webpage so readers can use Google Translation services or agree to translate a portion of the text (i.e. a summary or a section).

**Q What should I do if I need a British Sign Language Signer?**

**A** You should initially contact your Line Manager to obtain a cost code centre number for payment purposes and then contact Deaf Vision, 3 Compton Street, Carlisle, Cumbria, CA1 1HT. Tel: 01228 606434

**Q What should I do if I need a document translated into Braille?**

**A** You should initially contact your Line Manager to obtain a cost code centre number for payment purposes and then contact SLSB Enterprises Ltd, 92 Stricklandgate, Kendal, Cumbria, LA9 4PU, Tel: 01539 742634, email: [enquiries@slsb-online.co.uk](mailto:enquiries@slsb-online.co.uk)