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## Interpreting and Translation Policy Guidance

### INTRODUCTION

Foresight North East Lincolnshire Ltd is committed to delivering services to people in a fair way. Effective communication is an essential part of quality services. All people in contact with the organisation who experience communication barriers are entitled to access interpreting and translation services.

The following sets out the organisations policy on interpretation and translation.

### POLICY AIMS

.The aims of this policy are:

- a) To assist staff to communicate with people with specific communication needs including:
  - people from all cultural and ethnic backgrounds
  - disabled people (including people with sensory impairments and people with learning disabilities)
- b) To enable service users, carers, their families, and the general public to:
  - have equal access to Foresight's services and information
  - have their needs identified and met
  - participate in and contribute to the services they receive

The organisation recognises that it needs to provide interpreting and translation services. As with any policy, Foresight has a responsibility to make the best possible use of available resources. Through this policy, it will seek to ensure that priority is given to making interpreting and translation services available to people in the community for whom the organisation's policies and services can or may make a significant contribution to the quality of their lives.

Foresight will:

- a) Inform people with language needs of the availability of the organisation's Interpreting and Translation services.

- b) Respond to requests for an interpreter and/or translation in line with the later sections of this guidance
- c) Inform people with other communications needs, such as a sensory or learning disability, of the availability of public information materials in other formats.
- d) Where appropriate record translation and interpreter requirements in service users/carers personal files so that their needs for any support are clear.

## **INTERPRETING**

### **Use of Staff, Carers and Family Members**

Foresight recognises that in certain situations staff, carers or family members may be willing to interpret for people whose first language is not English. In some instances, the person may be comfortable with this sort of arrangement. For example, they may trust a family member or friend to interpret on their behalf.

Professionals in contact with service users will need to use their judgement as to when it is appropriate to employ an interpreter. Recommendation 18 of The Victoria Climbié Inquiry by Lord Laming emphasises the importance of doing this:

“When communication with a child is necessary for the purposes of safeguarding and promoting that child's welfare, and the first language of that child is not English, an interpreter must be used. In cases where the use of an interpreter is dispensed with, the reasons for so doing must be recorded in the child's notes/case file.”

Foresight will therefore ask staff to consider using interpreters in the following situations where there may be issues surrounding:

- a) Potential breaches of a person's confidentiality
- b) Possible misinterpretation (this may arise if the information being provided is of a technical nature)
- c) Conflict of interest between the person and their carer/friend/family member
- d) The degree of objectivity of the person acting as interpreter
- e) The sensitivity of the subject matter being discussed

Staff will keep a record of the reasons when a non-professional interpreter is used.

### **Face-To-Face Interpreters**

Face to face interpreters include:

- a) Interpreters who speak other languages
- b) British Sign Language and Sign Supported interpreters for deaf people.
- c) Lip speakers
- d) Makaton signers for people who have learning disabilities
- e) Deaf Blind communicators

### **Face to face interpreters will be used when:**

- a) A person requests an interpreter
- b) A person cannot communicate in English at all
- c) A person has limited conversation skills in English
- d) A person cannot follow group discussions or has difficulty in expressing feelings and thoughts in English
- e) The person requires information and it is not available in the language required in written form

### **TRANSLATING MATERIAL**

Translating material includes translations from English into different languages, Braille, audiotape, and into different formats e.g. in electronic format such as Word for Windows, large print or signs and symbols.

Documents will not be translated as a matter of course. They will be translated if requested and subject to the points below.

When considering whether to arrange for material to be translated staff will take into account of the policy aims of this policy and the resource considerations In practice this means:

- a) In many circumstances, the most effective way of responding to a request is not to translate the document but to arrange for an interpreter to talk/sign through the original document with the individual and to answer any questions.
- b) In some instances a person is interested in particular parts of a document, but not necessarily all of it. This is an example of where it would be more appropriate for the service of an interpreter to be offered rather than translating a whole document.
- c) Generally, large documents such as plans, policies and reports will not be translated, as the cost implications would be prohibitive. Summaries of such documents may be translated and, if necessary supplemented with the provision of an interpreter.
- d) There may be circumstances in which it is appropriate to translate larger documents but it is anticipated that these will be exceptional and that there will be clear reasons why alternative means of communication are not feasible.

Priority will be given to using resources for translation that focus on ensuring that people have equal access to services. This will include:

- a) Information prepared specifically for an individual, such as a letter or other document containing information about a service that the individual is to receive.
- b) Information about services that people will need if they are to make use of them effectively or are to know about them in the first place.

Management will decide whether they translate and print publications that are aimed at people who are not in touch with Foresight services.

All publications will include details of how members of the public can request information in the document in other formats e.g. Braille, tape or an alternative language.

## **EQUALITY IMPLICATIONS**

The purpose of this policy is to promote equality of access to information and services for all sections of the community. The policy will be reviewed annually to determine whether changes are needed to reflect changes in the diversity and/or needs of the local population.