



## **Adult Social Care**

# **Interpreting and Translator Practice Guidance**

**Version 1**

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If you would like to make any comments, amendments, additions etc. please email [ASCH.AdultCare.Policy@derbyshire.gov.uk](mailto:ASCH.AdultCare.Policy@derbyshire.gov.uk)

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## 1. Operational Guidance

### Background Information

Derbyshire County Council is committed to delivering services to residents and communities in a fair way. People's preferred language is essential for them to receive a high-quality service from the council.

This Interpretation and Translation practice guidance is part of the council's responsibilities under equality legislation to eliminate discrimination, advance equality of opportunity and foster good relations.

The aims of this practice guidance are:

- To ensure that the council's services and information are accessible to people from all cultural and ethnic backgrounds or who have specific communication needs
- To enable individuals, carers, families, and the general public to have equal access to the council's services, have their needs identified and met and participate in and contribute to the services they receive

This document provides a comprehensive summary of all the guidance and advice in the council interpretation and translation provision. It is designed to provide an overview to all parts of the process and systems involved in providing interpretation translation service.

## 2. Interpreters

Interpreters help when you are having a conversation either face to face or over the telephone and relay the information verbally in the community language and English between the parties involved.

There is no contracted supplier for Derbyshire County Council, however, there are two main companies that will accept purchase orders from us. Each supplier has its own procedure for arranging an interpreter. The services currently available are face-to-face interpreters, telephone interpreting and video link interpreting.

Face to face interpreters will be used when:

- A person requests an interpreter
- A person cannot communicate in English at all
- A person has limited conversation skills in English
- A person cannot follow group discussions or has difficulty in expressing feelings and thoughts in English

The council does not generally advocate the use of friends/family/carers to interpret for a person whose first language is not English. In certain situations, bi-lingual staff, carers or family members may be willing to interpret for a person whose first language is not English, if the person is comfortable with this arrangement and trusts the person who will act as an interpreter.

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The council will always require staff to consider using a professional interpreter in the following situations where there may be issues surrounding any or all of:

- The nature of the interview or assessment requires an objective and qualified person to act as an interpreter
- Possible misinterpretation (this may arise if the information being provided is of a technical nature)
- Conflict of interest between the person and their carer/friend/family member
- Potential breaches of person's confidentiality
- The sensitivity of the subject matter being discussed

You should record in service users' Mosaic records of any circumstances and the specific reasons when:

- A non-professional interpreter is used
- The use of an interpreter is dispensed with – Recommendation 18 of the Victoria Climbié Inquiry (2003) is particularly relevant in this respect

Telephone interpreters will be used for:

- Interviews or assessments where face-to-face interpretation is not necessary or cannot be provided safely for either the service user or the interpreter
- First point of contact enquiries where a person is unable to communicate effectively in English
- Gathering information from a person to enable staff to book a face-to-face interpreter
- Arranging an appointment
- Emergencies where it would take too long to get a face-to-face interpreter
- If a language is required that is not obtainable through the face-to-face service

Prior to contacting a provider, you will need to:

- Obtain written authorisation from your line manager to pay for an interpreter
- Contact Business Services to obtain a purchase order number
  - 2a. Business Services only

Business Services should create an annual limit order based on previous years translation interpretation expenditure for each team within their area i.e., Adult Social Work Team Derbyshire Dales North (ASWT), Short Term Assessment and Reablement Team High Peak (START)
- The language spoken and understood by the person
- The date and time which you would like support
- Whether the appointment will be in-person, via telephone, or over a video link

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## Contacting the provider

### Booking face to face interpreting

You will need to provide a purchase order number to both companies (when requested) in accordance with financial regulations so that the invoice can be paid and coded to the correct cost centre.

- AA Global Language Services
  - visit: [AAGlobal Portal](#) to book
  - email: [interpreting@aaglobal.co.uk](mailto:interpreting@aaglobal.co.uk)
  - telephone: 01482 308777, Option 1

Once your interpreter is booked, the coordinator will confirm the booking of an interpreter with a job reference number

- DA Languages
  - Visit [DA Languages](#) and "Sign in" under "Client Portal"
  - If you do not already have a sign in, then choose "Sign in" and "Request and invite"
  - Once logged in, click on "bookings" from the top menu, then "create new booking" from the dropdown menu
  - A new window will appear. On this, select "Face-to-Face Interpreting"
  - Complete the booking form with your requirements and click 'Save'
  - Fields with a \* must be completed

### Booking telephone interpreting

#### DA Languages

You will need to register first to obtain a PIN to make a booking. Once you have done this, you can proceed with a booking. To book call 0161 9282533, then enter your PIN followed by #, then enter the PIN for the specific language you require.

- Afghan Pastu 216
- Albanian 065
- Arabic 013
- Bengali 076
- Cantonese 061
- Czech 024
- Estonian 228
- Farsi 012
- Filipino 202
- French 040
- German 002

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- Greek 027
- Gujarati 084
- Hungarian 019
- Italian 008
- Kurdish Bahdini 021
- Kurdish Kumanji 059
- Kurdish Sarani 025
- Latvian 079
- Lithuanian 020
- Mandarin 046
- Moldovan 073
- Polish 075
- Portuguese 077
- Punjabi 033
- Romanian 029
- Russian 074
- Slovak 018
- Slovenian 230
- Somali 063
- Spanish 038
- Turkish 066
- Ukrainian 060
- Urdu 014
- Vietnamese 034

Then press:

“1” for any interpreter

“2” for a male interpreter

“3” for a female interpreter

“4” for a specific/named interpreter (for return calls/continued use of an interpreter)

Take a note of the interpreter’s ID number in case you need to call them again.

You can then talk to the interpreter.

### **Video interpreting**

Video interpreting is the same as telephone interpreting except that it is conducted over a video feed through the app or portal as the interpreter is not in the physical presence of you and your third party. This is ideal for urgent situations or when an on-site face to face interpreter is neither feasible nor practical.

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Please contact either provider directly to discuss your requirements.

- AA Global Language Services
  - visit: [AAGlobal Portal](#) to book
  - email: [interpreting@aaglobal.co.uk](mailto:interpreting@aaglobal.co.uk)
  - telephone: 01482 308777, Option 1

Once your interpreter is booked, the coordinator will confirm the booking of an interpreter with a job reference number

- DA Languages
  - Visit [DA Languages](#) and "Sign in" under "Client Portal"
  - If you do not already have a sign in, then choose "Sign in" and "Request and invite"
  - Once logged in, click on "bookings" from the top menu, then "create new booking" from the dropdown menu
  - A new window will appear. On this, select "Face-to-Face Interpreting"
  - Complete the booking form with your requirements and click 'Save'
  - Fields with a \* must be completed

### **For urgent interpreting**

This service must only be used in exceptional circumstances i.e., you must urgently speak to a service user whose first language is not English and where your service manager has agreed.

Call Language line on 0800 1692879 and quote Derbyshire County Council's PIN number 969009.

### **At the meeting / assessment**

If the content of the session may be distressing, please inform the company in advance so they can explain this when the interpreter is booked prior to the appointment to make sure they are prepared, as well as comfortable.

Prior to starting your session, brief the interpreter of any relevant information they need to know in advance and inform them of the aim of the session.

Think about seating where applicable, for example for a face-to-face appointment, arrange seating for easy communication where all 3 parties are equally distanced and facing each other.

Allow the interpreter to introduce themselves to the client regardless of which service-line is being used. For remote bookings always introduce everyone in the meeting, informing the client and interpreter of any additional professionals present, as well as allowing the interpreter to introduce themselves to the client.

Whilst using an interpreter make sure you use short, concise sentences and pause frequently to allow the interpreter time to fully translate the information. Be sure to speak in

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the first person, “How can I help you today?” rather than, “Ask him/her how I can help them today”.

Following all sessions, debrief the interpreter. Should you require a future interpreter surrounding the same matter, take the interpreters name and ID, for continuity purposes, if required.

### 3. Translation

Translators convert written documents such as leaflets, letters, emails, brochures and any other written or printed materials into another language from English or into English from another community language.

Requests for translations of documents and other written information will be considered in relation to:

- Arranging for an interpreter to talk or sign through the original document with the person and to answer any questions would be more helpful to them than translating the whole document
- A person requires part(s) of a document but not necessarily all of it – again it may be better to use an interpreter rather than translate the whole document
- It is practical or cost-effective to translate large or complex documents such as formal plans, policies and reports – however, summaries of such documents may be translated and if necessary supplemented with the provision of an interpreter
- There are any exceptional circumstances where it is appropriate to translate larger documents or clear reasons why alternative means of communication are not feasible

You must record the reasons for your decision on the person’s mosaic record.

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

- Information prepared specifically for an individual such as a letter, care plan or other document containing information about a service that the individual is to receive
- 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

**Prior to contacting a provider, you will need to:**

- Obtain written authorisation from your line manager to pay for a translation
- Contact Business Services to obtain a purchase order number

**2a. Business Services Only**

Business Services should create an annual limit order based on previous years translation/interpretation expenditure for each team within their area i.e., START, ASWT North, ASWT South



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- prepare your text for written translations
  - Consider your target readership and use plain English
  - Avoid using long and complicated sentences
  - Avoid using jargon or phrases specific to English, as these may not translate well and there may not be an equivalent phrase in the target language
  - Ensure your document is finalised as any changes that need to be made once the translation process has started/completed may incur an additional charge
  - Inform if you require the document returned in a different format as to what was provided, otherwise the document will be returned to you in the same format and manner to which it was sent

## Arranging a translation

There is no contracted supplier for Derbyshire County Council, however, there are two main companies that will accept purchase orders from us. Each has its own procedures for arranging a translation.

You will need to provide a purchase order to the company in accordance with financial regulation so that the invoice can be paid and coded to the correct cost centre.

## DA Languages

To arrange for a document to be translated you need to:

- [Sign into the portal](#). If you do not already have a sign in, then you will need to click on request invite option and follow the advice on screen
- Once you are logged into bookings, you should click on the drop-down screen to choose translations
- A new page will open. Choose new translation. Please complete the booking form. All fields with an \* will require completing. Please list purchase order number on form
- To upload your document for translation, click on add another source file button
- Drag and drop your file in the box which is visible to attach it
- Once the booking form is completed and the file uploaded, click save in the left-hand corner of the page
- Once this is done you will receive a job ID number

## AA Global

To arrange for a document to be translated you need to contact:

- Tel: 01482 308777
- Email: [translations@aaglobal.co.uk](mailto:translations@aaglobal.co.uk)

Please send the documents with a covering letter stating:

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- Full contact details
- Which language(s) you want it translated into
- If you have a strict deadline for the completion of the translation
- Purchase order number/billing details

Once they have received your documents, they will review your project and email you back with a cost estimate, in line with the agreed rates with the organisation (for non-contracted clients Derbyshire County Council does not have a contract currently).

#### 4. British Sign Language

British sign language interpreters use British Sign Language (BSL) to aid communications with a person who is deaf and uses sign language, either face to face or over a video link. If someone's first language is British Sign Language this does not mean that they will find written English easy and may not write fluently in English. British Sign Language is its own distinct community language.

The new British Sign Language Act is intended to promote the use of BSL by public organisations to help improve how accessible information and services are to the deaf community.

Adult Social Care and Health currently have a contract with Action Deafness. If you have any questions about whether a booking will fall under the Adult Social Care and Public Health contract or not, please contact:

- Adult Social Care and Health, [ASCH.ac-commissioning@derbyshire.gov.uk](mailto:ASCH.ac-commissioning@derbyshire.gov.uk)
- Or email [ASCH.Deaf.Team@derbyshire.gov.uk](mailto:ASCH.Deaf.Team@derbyshire.gov.uk)

#### Action Deafness

Visit Action Deafness

- Email: [communications@actiondeafness.org.uk](mailto:communications@actiondeafness.org.uk)
- Tel: 0116 2533200

Office opening hours are Monday to Thursday from 9am to 5pm and Friday from 9am to 4.30pm. Please consult website for emergency contacts.

Fees:

- £55 per hour with minimum appointments of 3 hours plus travel costs at 45p per mile for face-to-face interpreters
- £60 per 30 mins for online interpreting using Teams or Zoom

#### Arranging a British Sign Language (BSL) Video

Adding a BSL video to pages which advise customers about our services is a positive step to both improve access and to demonstrate our commitment to equality, diversity and inclusion.

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If you require a video in BSL to be produced to promote your services, provide guidance on any issues or for any events, please contact Action Deafness (details above) or Communication Unlimited and discuss this directly with them.

They will be able to provide you with a quotation for the cost and talk through the process.

### **Communication Unlimited**

Visit [Communication Unlimited](#)

- Email: [bookings@cu-bsl.co.uk](mailto:bookings@cu-bsl.co.uk)
- Tel: 01332 369920

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<b>Approval and Authorisation History</b>
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<b>Name</b>	<b>Job Title</b>	<b>Date</b>
Authored by Rachel Moss	Business Services Officer	February 2024

Approved by

**Change History**

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