



**No: 036**

**Date: 10 June 2013**

## **One Minute Guide: Children's Trust Interpretation and Translation Service**

### **What is it?**

The Interpretation and Translation Service is an in-house facility available to all service areas within Redbridge. During the year 2012 – 13, we received 3058 requests for interpretation and translation.

### **How can I access the Service?**

It's very easy to arrange for an interpreter, either:

- Email: [interpretation.translation@redbridge.gov.uk](mailto:interpretation.translation@redbridge.gov.uk)
- Phone: 0208 708 5665/5609
- Complete the on-line booking form via the [Interpretation and Translation webpage](#).

### **What information do I have to provide?**

- Date and time the interpreter is required.
- Location – full address, including postcode.
- The contact member of staff details, including service area and telephone number.
- The language required.
- Cost centre and account code to be charged.

### **How quickly can an interpreter be arranged?**

Although it is advisable to give as much notice as possible to arrange an interpreter, we do understand that some requests are very urgent and therefore it is not possible to give more notice. Depending upon the language requested, we can usually arrange for an interpreter at very short notice.

## **Translations**

Any documents for translation received in our office (3<sup>rd</sup> Floor, Ley Street House) are sent out on the day and will be returned to you within 24 hours. A lengthy report or document will take longer. The easiest way to request a translation is to send an email with the document as an attachment to [interpretation.translation@redbridge.gov.uk](mailto:interpretation.translation@redbridge.gov.uk).

### **How many languages can be provided?**

We are able to provide interpreters/translators in 43 languages. Please contact the Interpretation and Translation Service directly to discuss your requirements.

### **What types of interpreting assignments are arranged?**

A wide variety of assignments can be arranged. Some face to face examples are:

- Home visits
- Appointments arranged by service providers
- Case conferences
- Hospital appointments
- External meetings
- Visiting Looked After Children who are placed outside of the Borough
- Phone calls made to service users to arrange appointments or relay information. The interpreters will then respond back to the requestee with the response from the service user.

Examples of documents translated are:

- Letters informing of forthcoming appointments and other information
- Case conference and meeting notes
- Notices
- Medical notes to accompany SEN statements
- Assessments
- Birth and Marriage Certificates
- General information regarding various service areas
- Forms
- Leaflets

## **Who can access the Service?**

All services areas within LBR can use our service. Although we are part of the Children's Trust we provide interpretation and translation to other service areas e.g. Housing Benefit, Committees and Services, Adult Social Services and also schools. We also provide a service to other local authorities and some outside organisations e.g. Redbridge Carers Support Service, QUEST, Westminster Drug Project and Redbridge Drug & Alcohol Service.

## **Do interpreters and translators have Disclosure and Barring Service (DBS) clearance?**

Yes. These are undertaken and checked prior to any assignment.

## **What training is delivered?**

Every interpreter receives a one-to-one induction. All are required to adhere to strict guidelines and the Code of Practice.

Most of our interpreters have already participated in training and have obtained qualifications and continue to work towards further qualifications. Examples of qualifications gained are: NOCN levels 1 – 3 in Community Interpreting, Diploma in Public Service Interpreting, Metropolitan Police Test.

## **How much does it cost?**

Our charges are very competitive.

Interpretations are charged at £20.00 per hour plus travelling expenses. For interpretations outside of the Borough, travelling time is also charged.

Translations are charged at 10p per word and there is no minimum charge.

If you need any further help or have any questions please contact us via [interpretation.translation@redbridge.gov.uk](mailto:interpretation.translation@redbridge.gov.uk).