

Coventry Interpretation and Translation Unit (CITU) was formed to deliver a cost effective interpreting and translation service to all Coventry based statutory, voluntary, private sector and other organisations.

CITU provides an accessible, confidential, equitable, quality service to people whose first language is not English or who have sensory impairment. The Provision includes face to face interpreting, sign language, telephone interpreting and written translation.

Who can book an interpreter?

- ✓ Coventry City Council
- ✓ Public, Private or Voluntary Sector (Price list is available on request)

Why do I need an interpreter?

People whose first language is not English can find it difficult to access services and to discuss their needs with practitioners.

Without a properly trained professional Interpreter people may rely on a member of the family or a friend 'and confidentiality could be breached'.

What will the interpreter do?

Qualified and experienced Interpreters working for CITU provide accurate interpretation between patients/service users and practitioners. They are committed to CITU's Code of Practice, which includes maintaining confidentiality of the service users.

What languages can we provide?

At present CITU provides interpretation and translation services in a wide range of languages and it always endeavours to add more languages to its list, based on local needs.

How do I book an interpreter for a face-to-face appointment?

- Help us by booking as far in advance as possible.
- It is good practice to **book at least 24 hours** in advance of the appointment but short notice and emergency appointments can be booked.

When you book an interpreter, you will need to provide the following information:

- The name, organisation and contact telephone number for the person booking the interpreter
- The name of the professional who will be undertaking the appointment
- The language you require and country of origin (if known)
- The name of the service user
- The time, date and estimated length of the appointment
- Purpose/description of the appointment
- The venue, and where the interpreter should report to.
- Service user's phone number, if you would like the interpreter to call them to confirm the appointment
- Any additional information you think is required.

You can email: CITU@coventry.gov.uk

You can Telephone: 02476786878/07984166959

Should the interpreter fail to arrive on the agreed date and time, please call us on 02476786878/07984166959.

At the end of the appointment, please complete and sign the Interpreter's referral form, including the end time.

Cancellation of appointments?

We will always inform you if there is a problem at our end. If you have a problem, or you need to cancel the appointment, please call during office hours on 02476 786878/07984166959

Comments, compliments and complaints

Your feedback is important to us. We welcome comments, compliments and complaints about our service and will investigate any complaints fairly and promptly.

To make a comment or complaint, please write to:

CITU Manager (address shown in this leaflet) or via CITU@coventry.gov.uk

What to do in an emergency or Out of Hours?

If you require an interpreter in an emergency during office hours please use the above contact details. For out of hours please use the telephone interpreting service (details shown overleaf).

How do I get a Telephone Interpreter?

This service is only available to Coventry City Council professionals. We use an external provider to access this service which requires a pin code and a set of instructions. To get your pin please contact the CITU office on the telephone number provided.

How do I get a Sign language Interpreter?

Again, this service is only available to Coventry City Council professionals. We use an external provider to access this service which requires an access code. To get your access code please contact the CITU office on the telephone number provided.

What if I need written translation?

CITU provides high quality written translation into various community languages. If you require this service please send your document in word format with total number of words (If you require a quote before commencing, we are happy to do this for you).

For further information, **Please ring 024 76786878/07984166959**

Providing a quality service

- All CITU Interpreters are DBS cleared
- Provide high quality, professional and a confidential service
- Interpreters are experienced and native language speakers
- Interpreters adhere to CITU's Code of Practice
- Supported by City council's policies and procedures

We have produced our own Code of Practice which includes "Guidelines for Working with Interpreters".

We also provide training on, "How to work effectively with Interpreters". Please contact us for further information.

Note: Unfortunately we are unable to undertake translation work or provide an Interpreter service directly to members of the public.

CITU's opening hours:

Monday to Thursday: 9.00am to 5.00pm

Friday: 9.00am to 4.30pm

Information for Practitioners

How to use the Interpretation and Translation Service

CITU

(Coventry Interpretation and Translation Unit)

2nd Floor, James Brindley House

Canal Basin, Draper's Field

COVENTRY

CV1 4LY

Tel: 02476-786878

Mobile: 07984166959

