



# Provision of Interpretation and Translation Services

<b>Produced by</b>	Stockport Interpreting Unit, Ethnic Diversity Service Services to People
<b>Date approved and agreed</b>	17/06/20
<b>Date Last Revised</b>	17/06/20

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0161 474 4900

## Revision History

<b>Revision No.</b>	<b>Revision Date</b>	<b>Purpose of Revision &amp; Paragraph Number</b>	<b>Revised by</b>

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## Language recognition Chart

For language assistance, please point to your language.	English	English
Për ndihmë me gjuhën, ju lutemi të tregoni gjuhën tuaj	Shqip	Albanian
للحصول على مساعدة في اللغة، الرجاء الإشارة إلى لغتك.	العربية	Arabic
ভাষার বিষয়ে সহায়তার জন্য, অনুগ্রহ করে আপনার ভাষার দিকে নির্দেশে করুন	বাংলা	Bengali
За помощ с превод, моля посочете своя език.	български	Bulgarian
如需要語言協助，請指向您使用的語言	廣東話	Cantonese
Potřebujete-li jazykovou pomoc, ukažte prosím na váš jazyk.	česky	Czech
برای دریافت کمک در رابطه به زبان، لطفاً به زبان خود اشاره کنید	دري	Dari
برای خدمات زبانی و ترجمه، به زبان خود اشاره کنید.	فارسی	Farsi (Western)
Pour obtenir une assistance dans votre langue, veuillez montrer celle-ci du doigt.	Français	French
ભાષાકીય મદદ માટે, મહેરબાની કરીને તમારી ભાષા તરફ નિર્દેશ કરો	ગુજરાતી	Gujarati
भाषा संबंधी सहायता हे लिए, कृपया अपनी भाषा की ओर संकेत कीजिए	हिंदी	Hindi
Amennyiben nyelvi segítségre lenne szüksége, kérjük, hogy mutasson az anyanyelvére!	Magyar	Hungarian
Per assistenza linguistica, vi preghiamo di indicare la vostra lingua.	Italiano	Italian
언어 지원이 필요하시면 원하는 언어를 선택하세요.	한국어	Korean
بۆ یارمەتی له بواری زماندا، تکایه پێنجه بۆ زمانهکهی خۆتان ڕابکێشه.	کوردی (سۆرانی)	Kurdish Sorani
Lai saņemtu valodas palīdzību, lūdzu, norādiet savu valodu	Latviešu	Latvian
Norėdami gauti su kalba susijusios pagalbos, parodykite į savo kalbą.	Lietuvių k.	Lithuanian
如需语言协助，请指向您使用的语言。	国语	Mandarin
भाषामा सहायताका लागि, कृपया आफ्नो भाषालाई देखाउनुहोला।	नेपाली	Nepali
د ژبې په برخه کې مرستې لپاره، لطفاً خپلې ژبې ته اشاره وکړئ.	پښتو	Pashto
Aby uzyskać pomoc tłumacza, proszę wskazać swój język.	Polski	Polish
Para assistência com o idioma, indique o seu idioma.	Português	Portuguese
ਭਾਸ਼ਾ ਦੀ ਸਹਾਇਤਾ ਲਈ, ਕਿਰਪਾ ਕਰਕੇ ਆਪਣੀ ਭਾਸ਼ਾ ਦਾ ਸੰਕੇਤ ਦਿਓ।	ਪੰਜਾਬੀ	Punjabi
Pentru a primi asistență în limba dvs., vă rugăm să specificați care este aceasta	Română	Romanian
Если вам нужны услуги переводчика, пожалуйста, укажите свой язык.	Русский	Russian
Airson taic cànanain, comharraich do chànan fhèin	Gàidhlig	Scottish Gaelic
Ak potrebujete jazykovú pomoc, ukážte na svoj jazyk.	Slovenčina	Slovak
Si luqaddaada laguugu caawiyo, faclan farta ku fiiq luqaddaada	Soomaali	Somali
Selecione el idioma correspondiente si necesita ayuda en su lengua.	Español	Spanish
மொழி உதவி பெற தயவு செய்து உங்கள் மொழியைச் சட்டிக் காட்டவும்.	தமிழ்	Tamil
ငါ့အတွက် အကူအညီရယူရန်အတွက် ငါတို့၏ ဘာသာစကားကို ဖော်ပြပါ	ဘီယာနို	Tigrinya
Dil yardımı almak için lütfen konuştuğunuz dili belirtiniz	Türkçe	Turkish
زبان سے متعلق مدد کے لئے، براہ کرم اپنی زبان کی نشاندہی کریں	اردو	Urdu
Để được hỗ trợ dịch thuật, xin chỉ cho biết ngôn ngữ của quý vị	Tiếng Việt	Vietnamese
I gael cymorth gyda iaith, pwytwch at eich iaith.	Cymraeg	Welsh

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# Interpretation and translation policy

## 1. Introduction

Stockport Council is committed to ensuring that all service users of any age, background, community or with any disability are enabled to have equal access to information and services.

There is a legal duty under the Equalities Act 2010 which requires organisations to provide information in the most appropriate ways, so that people from black and minority ethnic communities and those with disabilities have access to the same quality of information and receive fair and appropriate services.

This is further enforced by the Care Act 2014 which states that all local authorities 'must ensure that their information and advice service has due regard to the needs of local people who have particular requirements', these include:

- People who speak English as an additional language
- People who have disabilities including sensory impairments

Interpretation and translation should be provided free at the point of delivery, be of a high quality, accessible and responsive to the individual's linguistic and cultural identity.

The Council's Ethnic Diversity Service includes Stockport Interpreting Unit which organises the provision of interpretation and translation services:

- Spoken language interpretation: telephone, video and face to face
- Communication support services: British Sign Language, lip readers
- Translation

SIU **24/7 Tel** 0161 477 9000 **email:** [siu.bookings@stockport.gov.uk](mailto:siu.bookings@stockport.gov.uk)

## 2. Scope of the Policy

This guidance applies to all situations where a service user, of any age, requires verbal or non-verbal interpretation, translation or transcription support.

### 3. Quality standards

All communication professionals commissioned through Stockport Interpreting Unit meet recommended minimum standards required in relation to qualifications, insurance, disclosure and barring checks, membership/accreditation with an appropriate professional body and where appropriate, supervision and continual professional development opportunities particularly in relation to information management, safeguarding and health and safety in line with Stockport Council related policies. See Appendix 1 for details of minimum requirements. See section 5 for links to Stockport Council Data Protection/Health and Safety and Safeguarding Policies.

### 4. Responsibilities

#### 4.1 Stockport Interpreting Unit (SIU)

SIU is responsible for the overall running of the interpretation and translation service, the training and recruitment of interpreters, the maintenance of contracts, the provision of statistical information pertaining to the services provided, and the maintenance of quality standards and the invoicing of customers.

SIU **24/7** Tel 0161 477 9000 **email:** [siu.bookings@stockport.gov.uk](mailto:siu.bookings@stockport.gov.uk)

#### 4.2 Managers

Council Managers are responsible for ensuring that staff are aware of the Council's policy for the provision of interpretation and translation and that they implement this policy. They are also responsible for bringing any issues which may affect its implementation to the attention of the Stockport Interpreting Unit Team Leader.

#### 4.3 Staff

Council Staff are responsible for implementing the Council's interpretation and translation policy and bringing any issues which may affect its implementation to their manager. They also need to recognise where a language need exists and book an interpreter or request a translation. SIU provides language recognition charts for this purpose. See section 7 for guidance to staff. Staff should also provide a cost centre code at the time of booking and sign the interpreter's job sheet when a face to face interpreting session has taken place stating the exact duration of the session and any feedback in respect of the service provided.

## 4.4 Interpreters

Interpreters are responsible for arriving punctually (for video and face to face appointments), interpreting accurately and impartially, keeping all they hear confidential and explaining cultural differences where appropriate. They should not be asked to give their own opinion, nor should they give it; they should not be asked to act as chaperones for clients, nor should they advocate on behalf of clients. In summary, they should adhere to the Interpreter Code of Conduct at all times. See appendix 2 for full details.

## 5. Links with other Policies and Procedures

[Link to SMBC Statement on Equality and Diversity 2018-22](#)

[Link to SMBC Health and Safety Policy](#)

[Link to SMBC Safeguarding Policy](#)

[Link to SMBC Data Protection Policies and Procedures](#)

## 6. What is interpretation and translation?

**Interpretation** facilitates verbal or Sign Language communication between two or more people and conveys the meaning, intention and feeling of what each party wants to convey. An interpreter is not just someone who is bi-lingual, or can speak more than one language. An interpreter is fluent in more than one language or British Sign Language (BSL) and has received approved training (see Appendix 1) which provides formal interpreting skills and additional knowledge in other specialist areas, eg social care. An interpreter can interpret face to face or via telephone/video.

**Translation** is the written translation of text and produces an accurate equivalent in the required language. Translation takes into account local colloquialisms and intent (eg sarcasm).

**Transcribing** is the process of converting something into written form, e.g. listening to an audio file and writing what has been said down verbatim and in the same language that the original speaker used.

Note that not all interpreters are translators, as not all interpreters can read or write the language they are interpreting. If you require an interpreter to do a sight translation for a client please ensure you state so at the time of booking.

## 7. Guidance to staff

The most convenient and cost effective option for verbal interpretation is **telephone interpreting**. It doesn't usually require booking in advance unless there is need for a rare language, it is immediate and it suits most situations. In certain instances telephone interpreting may be inappropriate or unfeasible, for example where sensitive information needs to be communicated, or the context of the situation requires an interpreter to be present (e.g. physio), or where the duration of the exchange is likely to take longer than 40 minutes at which point it ceases to be cost-effective. On these occasions a face to face interpreter should be booked through SIU. Please see the flow chart for guidance on when to book a face to face interpreter. Please note video interpretation is also an option and the cost involved is the same as for face to face.

### FAQs

#### **Can I ask for the Interpreter's opinion regarding any part of the meeting or the responses of the service user?**

Interpreters are advised within their training not to offer their opinion or to comment on a service user's responses unless they believe there is a safeguarding issue. You may ask an interpreter questions about cultural

references that may help your understanding of the service user and the interpreter should be able to answer these to the best of their knowledge.

### **Can I ask a family member or friend to interpret?**

No. The use of informal interpreters such as family members or friends is not good practice. The use of children as interpreters for their parents is, in most circumstances, inappropriate and should be actively discouraged. This also applies to adult children where their involvement as an interpreter may cause a conflict of interest. Friends and family should only be asked to interpret either in an emergency or on a very basic level, e.g. helping to make an appointment, where a professional interpreter will be present.

### **Can I ask a colleague to interpret?**

Colleagues who are bi-lingual may use their language and communication skills to assist service users in making appointments or identifying communication requirements (language brokering) but should not, other than in emergencies, take on the role of an interpreter unless this is part of their defined job role and they are qualified to do so. Staff used as interpreters this way must be covered by indemnity insurance.

### **Why can't I ask colleagues, friends or family to interpret?**

For the majority of circumstances, there are many reasons why you shouldn't ask colleagues, family or friends to interpret:

- The person may not have any formal training in interpretation and translation
- The person won't have insurance indemnity protection
- The person may find certain technical concepts and jargon difficult to translate and may mistranslate as a result, e.g. at a meeting regarding dementia, the informal interpreter translated 'dementia' as 'memory loss'
- It may not be clear whether the responses given are those of the informal interpreter or the service user (using family or friends can create awkwardness and a biased response)
- There are issues of confidentiality and possible conflict of interest
- Asking colleagues to interpret will detract them from their core responsibilities
- If a child is asked to interpret, this could mean that questions and answers may not reflect the true nature or seriousness of the situation in an attempt to shield the child or, alternatively, asking a child to interpret for a serious situation may create unnecessary fear and anxiety

### **What do I do if the Interpreter doesn't arrive on time or at all?**

If your interpreter doesn't turn up at the appointment as expected, ring/email SIU to find out what is happening. All interpreters are told to inform SIU if they are delayed for any reason. SIU will be able to give you the most up to date information on the situation and offer an alternative such as a telephone interpreter.

**Who do I contact with any queries about translation and interpretation?**

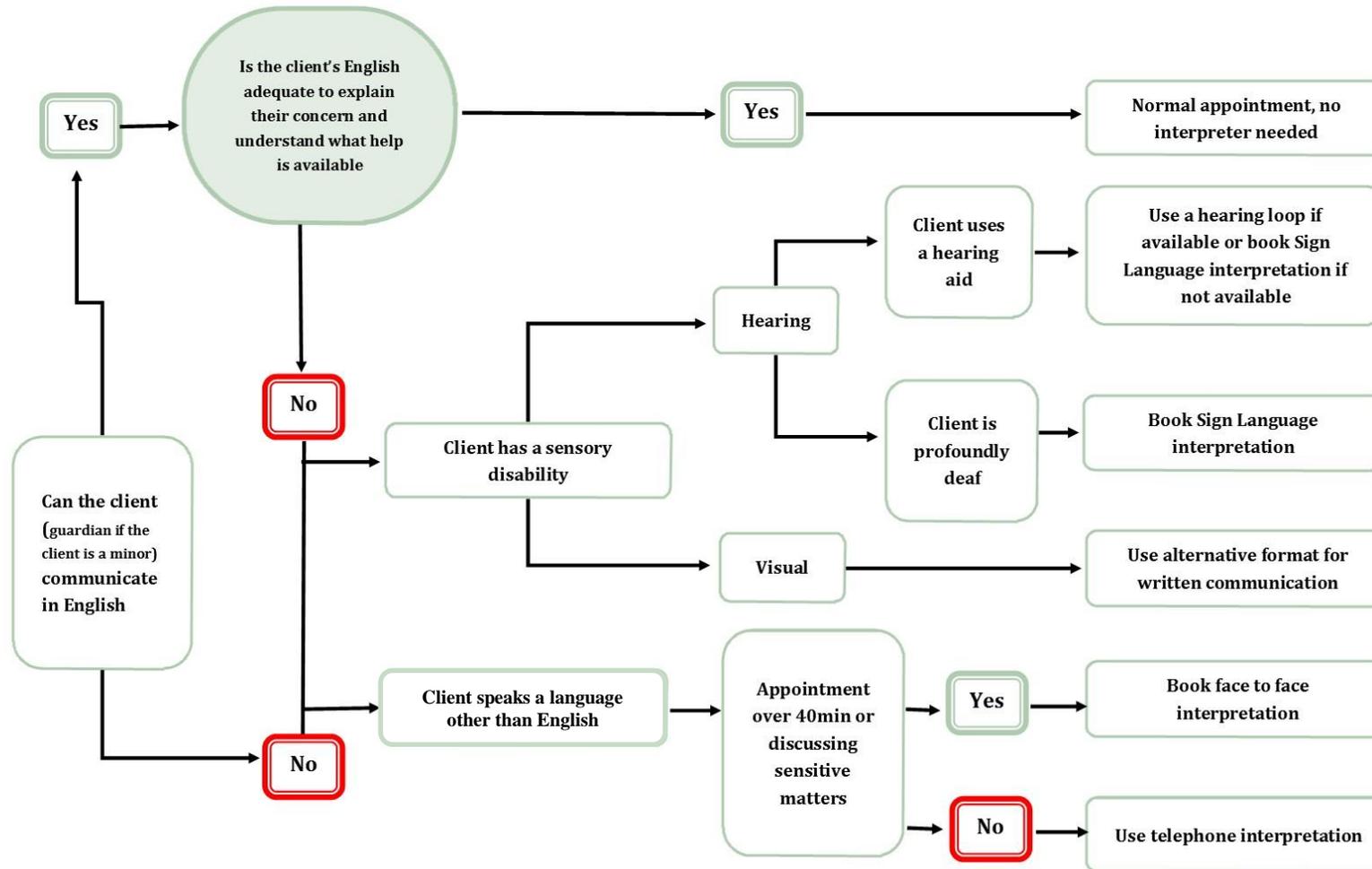
Please contact SIU on 0161 477 9000 or email [siu.bookings@stockport.gov.uk](mailto:siu.bookings@stockport.gov.uk)

**What do I do if I need an interpreter out of office hours?**

If you know in advance, please send the request as usual by emailing [siu.bookings@stockport.gov.uk](mailto:siu.bookings@stockport.gov.uk)

If the need for an interpreter arises during out of office hours, please ring SIU on 0161 477 9000 and our 24/7 service will take care of your request over the phone.

## When to use interpretation services



## 7.1 Telephone Interpretation

**Over the phone spoken language Interpretation** can be provided instantly without the need for booking In three easy steps...

1. Dial the free phone number: 03333449473

2. Enter your **ACCESS CODE** followed by the # key

							#
--	--	--	--	--	--	--	---

Each SMBC department has its own code

**Your Manager should be able to provide your service's access code. Stockport Interpreting Unit (0161 477 9000) has a list of services' codes if required.**

3. Enter the **LANGUAGE CODE** from the list below for the language you require followed by the # key

### Most frequently requested languages/codes...

Language	Code	Language	Code
Arabic	92	Oromo	796
Bengali	706	Polish	5
Cantonese	93	Portuguese	996
Czech	710	Punjabi	749
Farsi (Persian)	94	Romanian	750
Farsi (Afghan)	712	Russian	102
French	95	Slovak	755
German	4	Somali	757
Italian	995	Spanish	1
Japanese	96	Tamil	729
Korean	3	Turkish	764
Lithuanian	735	Urdu	999
Mandarin	97	Vietnamese	139
<b>HELP LINE</b>	<b>0</b>	<b>LANGUAGE IDENTIFICATION</b>	<b>700</b>

**If you don't know the language**, ask your client to point to the language they need on the **Language Identification Poster** supplied in Appendix 3. If you **still do not know the language** you require, dial **700** for the team of language identifiers, who will listen to your patient, identify their language, and put you through to an interpreter within 2 minutes.

If your patient has **specific requirements** (e.g. a male or female Interpreter or certain dialect or they are not present and need to be called) dial **0** and you'll be connected to a Customer Support Representative.

## 7.2 Face to Face Interpretation

Face to Face interpreting should be used for sensitive or long appointments, for example when giving bad news or the appointment lasting longer than 40 minutes. You can book a face to face spoken language interpreter through Stockport Interpreting Unit by completing the SMBC Request Form for Interpreting, [Spoken Language Interpreting Booking Form](#) and emailing it to [siu.bookings@stockport.gov.uk](mailto:siu.bookings@stockport.gov.uk) For data protection purposes it may be appropriate to password protect the document. Please note you also need to do this if you want to book a video interpreting session and you need to state clearly your request is for video.

A minimum of 2/3 days' notice is usually required but emergency requests will be dealt with urgently.

It is important that the form is completed fully with all the relevant details for your appointment so that SIU can supply you with the most suitable interpreter. They may contact you on receipt of your request if they need to clarify any details with you.

**Please note that cancellations within 2 hours of the booked appointment will incur full charges.**

## 7.3 Out of office hours requests

If you know in advance, please send the request as usual by emailing [siu.bookings@stockport.gov.uk](mailto:siu.bookings@stockport.gov.uk)

If the need for an interpreter arises during out of office hours, please ring SIU on 0161 477 9000 and our 24/7 service will take care of your request over the phone.

## 7.4 British Sign Language Interpretation

BSL is also provided by Stockport Interpreting Unit. Complete the SMBC Request Form for BSL in the link below

[BSL Booking Form](#) and email it to [siu.bookings@stockport.gov.uk](mailto:siu.bookings@stockport.gov.uk)

For data protection purposes it may be appropriate to password protect the document.

It is important that the form is completed fully with all the relevant details for your appointment so that SIU can supply you with the most suitable interpreter. They may contact you on receipt of your request if they need to clarify any details with you.

**Please note that cancellations within 7 days of the booked appointment will incur full charges**

## 7.5 Translation

Email the document to be translated to SIU [siu.bookings@stockport.gov.uk](mailto:siu.bookings@stockport.gov.uk) for a quotation stating the language/languages the document needs to be translated into. Once the quotation has been approved SIU will ask you to provide a cost centre code and will let you know the time-scale for completion. SIU will email the translated document back to you once ready.

For data protection purposes it may be appropriate to password protect the document.

Before asking for a document to be translated please consider the following:

- Does the whole document need to be translated or just relevant sections?
- Is a translation of this document already available from other organisations?
- Could a version be produced in simplified text with translated captions?
- What are the service user's literacy skills?
- How often might the document need to be changed?

## 8. Other Implications

### 8.1 Health and Safety

SIU interpreters are subject to Council policies and procedures when interpreting at Council premises or on home visits with Council officers. Council staff should ensure that any health and safety precautions they take are applied to the interpreters as well.

## 8.2 Safeguarding

Interpreters are required to undertake L1 safeguarding training and have access to the Learning Pool training available to council staff. If during the course of an interpreting assignment an interpreter's concerns are raised that there may be a safeguarding issue in respect of a child or a vulnerable adult, the interpreter has the duty to report this concern to the officer present at the end of the interpreting session. The interpreter will also inform the officer present their intention to report their concerns to the Stockport Interpreting Unit Team Leader in line with the interpreter's code of practice in relation to safeguarding.

## 8.3 Data Protection

Interpreters are required to undertake L1 Data Protection training and have access to the Learning Pool training available to council staff. Interpreters are aware of how to handle and dispose of sensitive data in line with **DPA 2018**: Data Protection Act 2018 and **GDPR**: the General Data Protection Regulation (*Regulation (EU) 2016/679*)

## 9. Resources

See below full language list codes for telephone interpreting, language recognition chart and tips for successful telephone interpreting

### Language list codes for telephone interpreting

Language	Code	Language	Code	Language	Code
Afar	535	Hausa	721	Pashto	98
Afrikaans	701	Hebrew	722	Pidgin, Nigerian	522
Akan	723	Hindi	994	Polish	5
Albanian	702	Hmong	744	Portuguese	996
Alcholi	728	Hungarian	724	Pothwari	523
Amharic	91	Ibo	759	Pulaar	746
Arabic	92	Icelandic	725	Punjabi	749
Armenian	772	Ilocano	726	Romanian	750
Asante	510	Italian	995	Russian	997
Assamese	504	Japanese	96	Rwandan	519
Assyrian	502	Jula	517	Samoan	104
Azerbaijani	778	Kachchi	534	Serbo-Croat	752
Indonesia	727	Kanjobal	694	Shanghainese	515
Basque	705	Karen	704	Shona	753
Belarussian	779	Kashmiri	508	Sinhala	754
Bengali	706	Kazakh	786	Slovak	755
Berber	530	Kinyarwanda	519	Slovene	756
Bulgarian	707	Kirghiz	787	Somali	757
Burmese	708	Kirundi	70	Spanish	1
Cambodian	991	Kongo	518	Sudanese	542
Cantonese	93	Korean	3	Swahili	998

Catalan	506	Krio	720	Swati	525
		Kurdish			
Cebuano	768	(Kurmanji)	520	Swedish	761
Chaldean	503	Kurdish (Sorani)	730	Sylheti	526
		Kurdish			
Creole (Haitian)	780	Bandinani	731	Tagalog	762
Czech	710	Laotian	732	Taiwanese	763
Danish	711	Latvian	733	Tajik	788
Dinka	748	Lingala	734	Tamil	729
Dutch	713	Lithuanian	735	Telugu	532
Esperanto	529	Lugandan	718	Thai	992
Estonian	783	Macedonian	775	Thmne	527
Ewe	771	Mai Mai	548	Tibetan	798
Fanti	509	Malagasy	736	Tigrinya	773
Farsi (Afghan)	712	Malay	737	Tongan	792
Farsi (Persian)	94	Malayalam	507	Trukese	740
Finnish	716	Maltese	512	Tshiluba	760
Flemish	501	Mandarin	97	Turkish	764
French	95	Mandinka	739	Turkmen	791
French (Canada)	511	Marathi	714	Twi	709
Fukienese	715	Mirpuri	533	Ukrainian	765
Fulani	745	Mongolian	790	Unknown	700
Fuzhou	546	Mwini, dial	516	Urdu	999
Ga	505	Ndebele	521	Uzbek	793
Garre	774	Nepali	741	Vietnamese	2
Gaelic (Scottish)	545	Norwegian	742	Welsh	531
Georgian	784	Nuer	796	Wolof	747
German	4	Oromo	796	Yiddish	528
Greek	993	Pashto	98	Yoruba	794
Gujarati	738	Pangasinan	514	Zulu	770
Hakka	513	Papiamento	743		

## Language recognition Chart

For language assistance, please point to your language.	English	English
Për ndihmë me gjuhën, ju lutemi të tregoni gjuhën tuaj	Shqip	Albanian
للحصول على مساعدة في اللغة، الرجاء الإشارة إلى لغتك.	العربية	Arabic
ভাষার বিষয়ে সহায়তার জন্য, অনুগ্রহ করে আপনার ভাষার দিকে নির্দেশে করুন	বাংলা	Bengali
За помощ с превод, моля посочете своя език.	български	Bulgarian
如需要語言協助，請指向您使用的語言	廣東話	Cantonese
Potřebujete-li jazykovou pomoc, ukažte prosím na váš jazyk.	česky	Czech
برای دریافت کمک در رابطه به زبان، لطفاً به زبان خود اشاره کنید	دری	Dari
برای خدمات زبانی و ترجمه، به زبان خود اشاره کنید.	فارسی	Farsi (Western)
Pour obtenir une assistance dans votre langue, veuillez montrer celle-ci du doigt.	Français	French
भाषाकीय मदद माटे, मददगारनी करीने तमारी भाषा तरफ नहिदिश करे	ગુજરાતી	Gujarati
भाषा संबंधी सहायता के लिए, कृपया अपनी भाषा की ओर संकेत कीजिए	हिंदी	Hindi
Amennyiben nyelvi segítségre lenne szüksége, kérjük, hogy mutasson az anyanyelvére!	Magyar	Hungarian
Per assistenza linguistica, vi preghiamo di indicare la vostra lingua.	Italiano	Italian
언어 지원이 필요하시면 원하는 언어를 선택하세요.	한국어	Korean
بۆ یارمەتی له بواری زماندا، تکلیه پێنجه بۆ زمانهکهی خۆتان رابکێشه.	کوردی (سۆرانی)	Kurdish Sorani
Lai saņemtu valodas palīdzību, lūdzu, norādiet savu valodu	Latviešu	Latvian
Norėdami gauti su kalba susijusios pagalbos, parodykite į savo kalbą.	Lietuvių k.	Lithuanian
如需语言协助，请指向您使用的语言。	国语	Mandarin
भाषामा सहायताका लागि, कृपया आफ्नो भाषालाई देखाउनुहोला।	नेपाली	Nepali
د ژبې په برخه کې مرستې لپاره، لطفاً خپلې ژبې ته اشاره وکړئ.	پښتو	Pashto
Aby uzyskać pomoc tłumacza, proszę wskazać swój język.	Polski	Polish
Para assistência com o idioma, indique o seu idioma.	Português	Portuguese
ਭਾਸ਼ਾ ਦੀ ਸਹਾਇਤਾ ਲਈ, ਕਿਰਪਾ ਕਰਕੇ ਆਪਣੀ ਭਾਸ਼ਾ ਦਾ ਸੰਕੇਤ ਦਿਓ।	ਪੰਜਾਬੀ	Punjabi
Pentru a primi asistență în limba dvs., vă rugăm să specificați care este aceasta	Română	Romanian
Если вам нужны услуги переводчика, пожалуйста, укажите свой язык.	Русский	Russian
Airson taic cànanain, comharraich do chànan fhèin	Gàidhlig	Scottish Gaelic
Ak potrebujete jazykovú pomoc, ukážte na svoj jazyk.	Slovenčina	Slovak
Si luqaddaada laguugu caawiyo, faqlan farta ku fiiq luqaddaada	Soomaali	Somali
Seleccione el idioma correspondiente si necesita ayuda en su lengua.	Español	Spanish
மொழி உதவி பெற தயவு செய்து உங்கள் மொழியைச் சட்டிக் காட்டவும்.	தமிழ்	Tamil
ငါ့အတွက် အကူအညီအတွက် ငါ့ဘာသာစကားကို ဖော်ပြပါ	ဘီယာနာ	Tigrinya
Dil yardımı almak için lütfen konuştuğunuz dili belirtiniz	Türkçe	Turkish
زبان سے متعلق مدد کے لئے، براہ کرم اپنی زبان کی نشاندہی کریں	اردو	Urdu
ĐỂ ĐƯỢC HỖ TRỢ DỊCH THUẬT, xin chỉ cho biết ngôn ngữ của quý vị	Tiếng Việt	Vietnamese
I gael cymorth gyda iaith, pwyntiwch at eich iaith.	Cymraeg	Welsh

## Top 10 Tips for Telephone Interpreting

Here are **10 Top Tips** for successful communication between you, your customer and the interpreter.

### Once connected:

1. Identify yourself and your purpose clearly and distinctly – speaking a little slower than usual.
2. Consider the interpreter as a human language link, facilitating communication between languages and cultures. Make sure you direct your questions to your client, as opposed to the interpreter.
3. Give the interpreter a brief outline of the situation.
4. Be prepared to hear accented English from some interpreters. Feel free to ask the interpreter to repeat a response.
5. Allow the interpreter a few moments to introduce themselves to your customer.
6. Let the interpreter know the information that you wish to deliver or obtain from the limited English speaker.
7. Understand that there may be some delay before the interpreter can elicit the information you need from the limited English speaker due to cultural differences, or a need on the part of the limited English speaker to establish trust.
8. Be aware of linguistic differences. Different languages often require a different number of words.
9. Expect occasional periods of what might appear as idle chatter between the interpreter and the limited English speaker as the communication bridge is built. Please be patient; the interpreter will get back to you but feel free to interrupt if you believe it appropriate.
10. Request input from the interpreter as to what extraneous information the limited English speaker is conveying.

## 10. SIU contact details

Ethnic Diversity Service  
Enterprise House  
Oakhurst Drive  
Cheadle Heath  
Stockport SK3 0XT

Telephone: 0161 477 9000 (in office and out of office hours 24/7)

Email: [siu.bookings@stockport.gov.uk](mailto:siu.bookings@stockport.gov.uk)

Office hours: Mon-Thu 8:30-17:30, Fri 8:30-16:30

Please note we only accept requests via email and only deal with email requests during office hours. You can pre-book appointments for evenings, weekends and public holidays via email. For emergency bookings out of office hours, please ring our 24/7 service on 0161 477 9000.

If you require any further information, please contact:

SIU Team Leader Quality/Recruitment:	Maribel Garcia Vidal
SIU Team Leader Finance/Operations:	Darren Grecian
EDS Head of Service:	Stephanie Longson

## Appendix 1 - Interpreter minimum qualification standards

Where a need for support from a communication professional is identified, services must ensure that such support is arranged / provided and that interpreters and other communication professionals are suitably skilled, experienced and qualified. This should include verification of accreditation, qualification and registration with a relevant professional body.

Services must ensure that all communication professionals (including British Sign Language interpreters and deafblind manual interpreters) used in health and adult social care settings have:

- appropriate qualifications, (see table below)
- Disclosure and Barring Service (DBS) clearance,
- Professional indemnity insurance
- Are signed up to a relevant professional code of conduct.

### Minimum Qualifications, Experience & Training Requirements for Interpretation and Translation

<b>Spoken Language Interpreters</b>	Spoken Language Interpreters should have a recognised qualification such as the Diploma of Public Service Interpreting (DPSI) or affiliation to the National Register Public Service Interpreters (NRPSI) or Community Interpreting Certificates (CIC) or a bachelors degree in Interpreting and Translation. Where an Interpreter does not meet the minimum requirements outlined above, SIU must first notify and gain the agreement of the Purchasing Authority before providing the face to face interpretation service.
<b>BSL Interpreters</b>	SIU must ensure that all British Sign Language (BSL) interpreters servicing this contract are registered with the National Register for Communications Professionals working with Deaf and Deaf blind people (NRCPD) and are able to provide evidence of re-registration on a yearly basis. SIU must only provide services of BSL interpreters who are Registered Sign Language Interpreters (RSLI) as per the Purchasing Authorities request and at the agreed rate.
<b>Telephone/Video Interpreters</b>	Telephone Interpreters should have an internationally recognised qualification such as the Diploma of Public Service Interpreting (DPSI) or affiliation to the National Register Public Service Interpreters (NRPSI) or Community Interpreting Certificates (CIC) or a bachelors degree in Interpreting and Translation. Where an Interpreter does not meet the minimum requirements outlined above, SIU must first notify and gain the agreement of the Purchasing Authority before providing the telephone interpretation service.

## Appendix 2 - Interpreter Code of Conduct

1. Introduction  
Public service Interpreters are expected to abide by the Code of Conduct to which they are signatories. The standards in the Code set a framework for interpreting in the public services, upheld if necessary by professional and impartial disciplinary procedures. The objective of the Code of Conduct is to make sure that communication across language and culture is carried out consistently, competently and impartially, and that all those involved in the process are clear about what may be expected from it. This Code of Conduct is registered with the Office of Fair Trading (Registration No. RMS/2151).
2. Competence  
Interpreters admitted to the register are expected to:
  - 2.1 have a written and spoken command of both languages, including any specialist terminology, current idioms and dialects;
  - 2.2 understand the relevant procedures of the particular discipline in which they are working;
  - 2.3 maintain and develop their written and spoken command of English and the other language;
  - 2.4 be familiar with the cultural backgrounds of both parties.
3. Procedure  
Interpreters will:
  - 3.1 interpret truly and faithfully what is said, without anything being added, omitted or changed; in exceptional circumstances a summary may be given if requested, and consented to by both parties;
  - 3.2 disclose any difficulties encountered with dialects or technical terms, and if these cannot be satisfactorily remedied, withdraw from the assignment;
  - 3.3 not enter any discussion, give advice or express any opinion or reactions to any of the parties;
  - 3.4 intervene only:
    - 3.4.1 to ask for clarification
    - 3.4.2 to point out that a party may not have understood something
    - 3.4.3 to alert the parties to a possible missed cultural inference
    - 3.4.4 to ask for accommodation for the interpreting process;
  - 3.5 not delegate work, nor accept delegated work, without the consent of the client;
  - 3.6 be reliable and punctual at all times;
  - 3.7 must state (in a criminal trial) if they have been involved in interpreting at the police station on the same case.
4. Ethical and professional issues  
Interpreters will:
  - 4.1 respect confidentiality at all times and not seek to take advantage of any information disclosed during their work;
  - 4.2 act in an impartial and professional manner;

- 4.3 not discriminate against any parties, either directly or indirectly, on the grounds of race, colour, ethnic origin, age, nationality, religion, gender or disability;
  - 4.4 disclose any information, including a criminal record, which may make them unsuitable in any particular case;
  - 4.5 disclose any business, financial, family or other interest which they might have in the matter being handled;
  - 4.6 not accept any form of reward, whether in cash or otherwise, for interpreting work other than payment by the employer.
5. Disciplinary procedures
- 5.1 Written complaint against an interpreter thought to be acting contrary to this code may be referred by the Institute of Linguistics to the National Register Disciplinary Panel. The panel shall consist of at least three interpreters drawn from the National Register and specialising in language or professional field which is the subject of the complaint; together with a chairman appointed by the Institute of Linguistics and a representative of the public service in question.
  - 5.2 The Disciplinary Panel will have absolute discretion to determine the meaning and apply the provision of the code, and its decisions will not be subject to appeal. Where a complaint is upheld, the Disciplinary Panel may admonish, suspend or exclude an interpreter from the National Register.

*NB: SIU's code of conduct is based on National Register of Public Service Interpreters' code of conduct*