



## INTERPRETING AND TRANSLATIONS POLICY AND PROCEDURE

**Policy:**

This policy forms part of the Northwards Housing's Comprehensive Equality Policy and Communication's Strategy.

It is the policy of Northwards Housing to make information and communications accessible to the diverse range of communities' of North Manchester. This includes those whose first language is not English; users with literacy needs; customers who are profoundly deaf or blind; who have visual or hearing impairments.

This Policy and Procedure outlines how Northwards Housing will meet the diverse communication needs of our customers and to ensure that our interpreting and translation services comply with legislative requirements.

The Interpreting and Translation Policy amalgamates existing practice highlighted on Northwards Housing internet, staff intranet and various communications booklets produced for employees.

### Languages

The Census 2001 survey highlighted nine main community languages used in the North Manchester area. Some literature produced by Northwards Housing has been translated into the following languages:

- Arabic
- Chinese
- Farsi
- French
- Hindi
- Kurdish
- Somali
- Urdu
- Vietnamese

Northwards Housing realises the composition of North Manchester has changed considerably since the Census 2001 and is likely to change in the future in response to external social, economic and political influences. It is this reason why these aforementioned languages are subject to annual review by the Equality and Diversity Officer who will monitor the profile of NH customers to ensure that the main languages are representative of our community.

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## Alternative Communication

The Census (2001) survey also highlighted that there are approximately one-in-four users living in North Manchester with a disability who have alternative communication needs. In order to comply with the Disability Discrimination Act (1995) Northwards Housing set up Service Level Agreements with Language Line and Manchester City Council's Translations and Interpreting Services in order to provide service users with disabilities equal access to services. These agreements are subject to review in order to ensure that services provided are of 'added value.'

Northwards Housing's Service standards require staff to ask users if they have any access needs while to arranging appointments. The service standards also stipulate that staff are required to use 'Arial' font size 14 when producing written information to the general public.

## Communications Database

A comprehensive database of preferred methods of communication for each tenant/resident is in the process of being developed in order to record alternative language, literacy, hearing, visual impairment and vulnerability needs. The database will be populated through outcomes of the Customer Profile Survey, ad-hoc translation requests and through application for housing. Use of the database will enable staff to interact with a client in the most appropriate way to ensure clear communication and to enhance service provision.

## Staff

Plans to set up a database of staff members with other language skills who would volunteer to act as interpreters has been approved in the Equality & Diversity Action Plan.

## **Responsibility:**

The Business Support Manager has overall responsibility for Equality and Diversity within NH. The Business Support Manager has day-to-day responsibility for management and co-ordination of translations services.

The HR and Equality Sub Committee will be responsible for matters relating to these schemes.

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## Procedures:

This section provides information on what alternative communication methods are available to Northwards Housing and sets out staff procedures to access alternative communication.

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### 1.0 Providing translations

We are committed to providing an interpreting and translation service in any of the above languages and additional languages listed in the Language Line Identification Card . Northwards Housing also provides other means to communicate, such as Braille, Audio, CD and Large Print.

Some leaflets and documents are automatically available to download in alternative languages from the website and some translations in Braille, Large Print and Audio are readily available from the resource library. (contact Olivia Stokes on 227 3029).

**Note: It is important to check the resource library before requesting a translation.**

There are two key service providers in use at Northwards Housing: Manchester City Council M4 translations and Interpreting services and Language Line.

#### **1.1 To obtain written translations, audio, or language/British Sign Language interpreters, Braille or Large print**

Please contact M4 translations on 0161 234 3193 or email [M4translations@manchester.gov.uk](mailto:M4translations@manchester.gov.uk)

If an **urgent** translation and/or an interpreter is required, but M4 Services are unable to provide the service within required timescales, refer to section 3 and 4 of this document for alternative access to translation services.

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## 1.2 To obtain Braille or Large print

Please email [Bobbie Gerrard](mailto:b.gerrard@manchester.gov.uk) on b.gerrard@manchester.gov.uk

1. Note: when you place an order you will need to have one week in advance.
2. Note: Where appropriate, please obtain electronic copies and forward translations to Equality & Diversity Officer so they may be added to the resource library.

## 1.3 Spoken word- On the telephone

For Language Line Phone translations, telephone 0845 310 9900 and quote the relevant number:

Cheetham Local Office L44650  
Hexagon Tower – all other staff L44647  
Neighbourhood wardens- L44651  
Sheltered Wardens- L45536  
Hexagon Tower- Rehousing Team only – L45574  
Monsall Local Office- L44649  
Parkside Centre- L45279  
White Moss Local Office – L446

## 2.0 How to use Language Line

### 2.1 Accessing an Interpreter over the Phone when your Client is with you

1. Phone Language Line on 0845 310 9900
2. The operator will ask for your:
  - o ID Code (see section 1.3 above)
  - o Organisation name (and department where appropriate)
  - o Initial and surname
  - o Required language (say if you need a specific interpreter)
  - o Clients location i.e. with you
3. Stay on line while the operator connects you to a trained interpreter (about 30 seconds)
4. Note the interpreter's ID code introduce yourself; brief the interpreter; say what phone you are using e.g. single/dual handset, speaker phone, mobile
5. Ask the interpreter to introduce you and themselves to your customer, and give the interpreter your first question or statement. Give the interpreter time to interpret between you and your client. Continue the conversation
6. Let your client and the interpreter know when you have finished

### 2.2 Accessing an Interpreter over the Phone when your Client is not with you

1. The operator will connect you to an Interpreter then introduce your client into the call. Have your clients name and telephone number ready
2. Phone Language Line on 0845 310 9900
3. The operator will ask for your:
  - o ID Code
  - o Organisation name (and department where appropriate)
  - o Initial and surname

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- Required language (say if you need a specific interpreter)
  - Clients location – Advise the operator that your client is not with you
4. Give the operator your client's name and telephone number
  5. Stay on the line while the operator connects you to a trained interpreter (about 30 seconds)
  6. Note the interpreters ID Code. Brief the interpreter: explain the operator is phoning your client. Ask the interpreter to introduce you and themselves to your client, and give the interpreter your first question or statement
  7. The operator introduces your client into the call; the interpreter proceeds as you directed above  
Give the interpreter time to interpret between you and your client Continue the conversation
  8. Let your client and the interpreter know when you have finished

**2.3 When your client calls you and you have conference facilities**

1. Put your client on hold using your offices' conference call facilities (try to obtain your client's telephone number in case they hang up while on hold)
2. Phone Language Line on 0845 310 9900
3. The operator will ask for your:
  - ID Code
  - Organisation name (and department where appropriate)
  - Initial and surname
  - Required language (say if you need a specific interpreter)
  - Clients location – Tell the operator your client is on hold
4. Brief the interpreter, then conference your client into the call

**2.4 When your client calls you and you don't have conference facilities**

1. Note your clients telephone number, language and ideally name
2. Assure your client that you will call back shortly with an interpreter
3. Have your clients' name and telephone number ready
4. Phone Language Line on 0845 310 9900
5. The operator will ask for your:
  - ID Code
  - Organisation name (and department where appropriate)
  - Initial and surname
  - Required language (say if you need a specific interpreter)
  - Clients location – Advise the operator that your client is not with you
6. Give the operator your client's name and telephone number
7. Stay on the line while the operator connects you to a trained interpreter (about 30 seconds)
8. Note the interpreters ID Code. Brief the interpreter: explain the operator is phoning your client. Ask the interpreter to introduce you and themselves to your client, and give the interpreter your first question or statement
9. The operator introduces your client into the call; the interpreter proceeds as you directed above
10. Give the interpreter time to interpret between you and your client, Continue the conversation

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11. Let your client and the interpreter know when you have finished

### **3.0 Text to Speech**

Over-the-phone translation of short documents (e.g. letters, birth/marriage certificates), where written translation is not required. Available 24 hours, it covers most ethnic community and European languages.

#### **3.1 Using Text to Speech**

1. Provide the following details when forwarding your document(s)
  - Customer ID code and organisation
  - Preferred date and time for call back with an over-the-phone interpreter
  - Name and telephone number of person to be called back
  - Document language – if not known, Language Line can help you identify it. If English specify target language. Alternatively, forward a completed Text to Speech form which is available by clicking here [www.languageline.co.uk](http://www.languageline.co.uk) (external site)
2. Fax or e-mail your details and the document to: 020 7520 1490 or [texttospeech@languageline.co.uk](mailto:texttospeech@languageline.co.uk)
3. Language Line will confirm the call back details by phone
4. Brief the interpreter, explaining your needs, e.g. What information you require from the non-English text, or A spoken translation of the English text for a client with you
5. Let the interpreter (and your client) know when you have finished

### **4.0 Text Translation**

Document translation covering over 100 languages, public sector terminology and a wide range of document types.

#### **4.1 Placing Translation Jobs**

1. Provide the following details when forwarding source document(s) to be translated:
  - Target language(s)
  - Word count
  - Deadline
  - Format for finished job (e.g. hardcopy/electronic)
  - Contact and invoicing details

Other needs e.g.

- Layout
- Formatting
- Proofreading
- Additional Services

Project Co-ordinators are contactable on 0800 917 6564 for advice and assistance.

2. Forward document(s) to Language Lines Translations Department by :  
Fax: 020 7520 1450, E-mail: [translations@languageline.co.uk](mailto:translations@languageline.co.uk), or Post: 11-21 Northdown Street, London, N1 9BN

3. Within 48 hours you will receive a quote covering your specifications. You can contact Language Lines Project Co-ordinators at any time to discuss your job requirements and to ask for advice.

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4. To confirm go-ahead, please provide an official purchase order or official authorisation via your departmental manager/budget holder as appropriate.
5. Your finished translation will be delivered to the agreed deadline by your choice of e-mail, post, or fax.

## **5. RNID Type talk**

Type talk is the national telephone relay service for deaf, deafened, hard of hearing, deaf blind and speech-impaired people. It lets deaf and hard of hearing people use a textphone to access any services that are available on standard telephone systems.

Typetalk provides a link between any textphone user and a hearing person. The link is a highly trained RNID Typetalk operator who provides a discreet and confidential service. If you are deaf, all you need is a textphone, which is a specially adapted telephone with a keyboard.

### **5.1 How it works**

If you are deaf and are calling a hearing person, you should dial 18001 followed by the full telephone number from your textphone. If the call is answered by a hearing person, a Typetalk operator is brought into the call. However, if the call is answered by another textphone user, the connection is direct with no need to involve an operator.

**If you are hearing dial 18002 followed by the full telephone number to make a call to a textphone.**

### **During the call**

Once connected, the textphone user types a message from their keyboard and the operator reads it word for word to the hearing person. The hearing person then verbally responds, and the Typetalk operator types exactly what is said so that the deaf person can read the conversation on their textphone display panel. All calls are confidential and the service operates around the clock, so you can make calls at any time, day or night.

## **6. Text Phones (Minicom)**

**Please note: these instructions have been written for a hearing person**

### **6.1 Making a Call**

1. Switch the Minicom on. Wait until the word "ready" or "Minicom 5000" appears on the text phone screen.
2. Dial the number you require, when the call is answered place the handset on the text phone acoustic cups ensuring that the receiver cable is to the left.
3. To let a hearing person know you are using a text phone you should turn on the announcer. **(Remember, text phones may also be used by speech impaired callers)**
4. Press and hold down the SHIFT/SELECT key then press the SPACEBAR then release both keys.
5. The screen will display a flashing message TDD ANNOUNCER ON.

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6. The screen will go blank for a few seconds - this when the announcer is speaking.
7. Wait for the person you have called to send their greeting. This will confirm that you are connected. Their message will appear on your text phone screen. They will type GA (meaning go ahead) at the end of their greeting which means it is your turn to speak.
8. Type in your response and don't forget to type GA at the end of your part of the conversation to tell the other person that it is their turn to speak.
9. To finish the call, type BIBI SKSK this tells the caller you have nothing else to say (BIBI is short for Bye Bye and SK means Stop Keying), or alternatively the caller may be telling you that the conversation is over. If you (or the caller) want to add anything to the conversation you still can. Just type SKSK at the end of your final sentence. This confirms that the conversation is over; you may replace the receiver on the phone.
10. Some text phone models have a built in memory which you can use to replay your last conversation. Refer to the user manual supplied with the text phone for instructions on how to replay and clear the memory
11. IMPORTANT to maintain the callers' confidentiality it is important that you clear the memory after each call. You can now switch off the text phone

## 6.2 Receiving a Call

1. A hearing person will answer the phone and hear either the words "Hearing impaired caller, use TDD" or "Text call please use text telephone" depending on the model used by the caller. Or a series of tones six seconds apart.
2. Place the phone handset on the text phone acoustic cups ensuring that the receiver cable is to the left. Switch the text phone on.
3. When the word "ready" or "Minicom 5000" appears on the text phone screen, you are connected.
4. You then type the first message, you will have to do this as it is the only way the caller knows you have answered their call. Identify yourself and end your message with GA (this means "go ahead" and it tells the caller you have finished your sentence and it is their turn to speak). For help on Programming an initial greeting [click here](#)
5. Wait for the caller to respond. Their message will appear and scroll across your text phone screen.
6. When you see GA at the end of the callers' sentence you may type your response. Remember to always type GA at the end of your part of the conversation.
7. To finish the call, type BIBI SKSK this tells the caller you have nothing else to say (BIBI is short for Bye Bye and SK means Stop Keying), or alternatively the caller may be telling you that the conversation is over. If you (or the caller) want to add anything to the conversation you still can. Just type SKSK at the end of your final sentence. This confirms that the conversation is over; you may replace the receiver on the phone.
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10. You can now switch off the text phone.

## 6.3 Programming a Greeting

### Supercom Model

Press and hold down the Shift/Select key on the right hand side of the key pad, then press 4. "New message? Y/N" will be displayed, press Y. Type your greeting which should read "Hello this is Manchester Housing <your team name> can I help you GA" When you have finished press and hold down the Shift/Select key and press 4. The display will read "SAVED".

To send the greeting when you have answered the call press Shift/Select and 5 together then press Y.

### Minicom 5000 model

Press and hold down the Ctrl key and press 3. "Print <Up/Low> case will be displayed. Press the Return key until "Edit Greeting <NO>" appears, then press the space bar this will set <NO> to <YES>, then press return.

If a message is already displayed press the Shift and GA keys to move the cursor to the end of the line, then use the Back Space key to delete the message. Type your new message then press Ctrl and 3 to save it. Then press Ctrl and 3 again to leave the options menu.

To send the greeting when you have answered a call press Ctrl and 2 together.

## 7. Induction loop System

An induction loop system helps people with hearing impairments by using a hearing aid to assist them to hear conversations more clearly.

### 7.1 How do they work?

An induction loop is a cable that goes around the listening area. An electric current in the loop produces a magnetic field that matches sound. The magnetic field can be picked up by a person sitting in an area of the loop with a hearing aid switched to the 'T' setting.

### 7.2 What you need to do?

- Make sure the induction loop is switched on
- Ensure someone with a hearing impairment is aware of the facility.
- Make sure the above sign is displayed near the induction loop system.

### 7.3 Legal requirement

The Disability Discrimination Act (DDA) says that service providers cannot discriminate against deaf people by refusing to provide a service or offering a lower standard or on less favourable terms, on the grounds of their deafness or hearing loss. This means for you that you should know how to work the loop system and be aware of its purpose.

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## Performance Standards:

- We will meet all requests for an interpreter within 3 working days and for translated information within 20 working days.
- We will always offer to arrange for a professional interpreter where required.
- Once translated, we will place general information documents such as the complaints leaflet or the tenants' handbook on the intranet and website for general use by staff and our customer's.
- The website will allow tenants to click on a link to the translation pages which explain the interpreting and translation service, how translations can be requested, and will direct the viewer to any translated materials available on the website.
- We will ensure that all our staff providing front line services know how to arrange for an interpreter or get translations done.
- We will create a central budget for translating documents for general distribution such as the tenants' newsletter, certain policy and procedures and tenants' handbook information.

## Equal Opportunities/Diversity Implications:

To provide equal access to services and provide the highest quality of services to meet aspirations of service users from diverse communities' of North Manchester,

This policy is available in languages other than English. It is also available in large print, in Braille, on DVD and on audio tape

## Source and Reference Documents:

Audit Commission KLOE8: Ensures there is easy access to interpreting and translation services in local community languages

Race Relations Act 1976

Race Relations (Amendment) Act 2000

Revised Code of Practice for Racial Equality in Housing

Sex Discrimination Act 1975

Disability Discrimination Act 1995

Disability Discrimination Act 2005

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