

Force Policy Document Translation & Interpretation

Summary

This Policy Document covers the use of all interpreting and translation service provision within the Constabulary, including face to face interpreters, telephone interpreting and written and audio translations of documents.



If you are unsure about the validity of the content of this policy please refer to the Policy Owner

| | |
|---------------|------------------------------|
| Policy owner | Head of County Delivery Unit |
| Policy holder | Head of Community Safety |
| Author | Diversity Team |

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| FPD no. | 134 |
| GPS Group | Diversity |

Approved by

| | |
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| Legal Services | <input checked="" type="checkbox"/> |
| Policy owner | <input checked="" type="checkbox"/> |

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| Implementation date | 23.04.07. |
| Review date | 24.06.13. |

Note: Please send the final FPD with both signatures on it to the Force Policy Officer for the audit trail.



Please note that if the FPD still has the word **DRAFT** in the footer when asked for production, it is not taken as the definitive FPD policy.

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Legislation specific to the subject of this policy document

| Section | Act (title and year) |
|-----------------------------------|---|
| | Police and Criminal Evidence Act 1984 and its Codes of Practice |
| Article 6 'Right to a fair trial' | European Convention on Human Rights |
| | Revised agreement on the arrangements for the attendance of interpreters in investigations and proceedings within the criminal justice system (ACPO Guidelines) |
| | Interpreters - operational guidance for the police (PNLD) |

Other legislation which you must check this document against

| Act (title and year) |
|---|
| Human Rights Act 1998 (in particular Articles 6 and 14) |
| Race Relations Act 1976 as amended 2000 |
| Sex Discrimination Act 1975 as amended 2003 |
| Disability Discrimination Act 1995 as amended 2005 |

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| Gender Recognition Act 2004 |
| Crime and Disorder Act 1998 |
| H&S legislation |
| Data Protection Act 1998 |
| Freedom Of Information Act 2000 |
| Equalities Act 2006 |
| Racial and Religious Hatred Act 2006 |
| Equality Act 2010 |

When do you use an Interpreter?

An Interpreter should always be used if there is potential for miscommunication because a person:

- does not speak or understand English
- has limited fluency in English
- is deaf or hard of hearing
- is deaf-blind
- has a speech impediment
- has a learning disability

Why Translation?

If you have a document, leaflet, brochure, website content, e-mail, letter, form, or any other kind of written text which you need to have converted from English into another language (or languages) or converted from another language into English, you need translation services.

Translation services can also be used to change text to audio recordings and vice versa.

Specialist Advice

You can ask the [INTRAN representative](#) for advice on translation services. They will also be able to provide specialist advice on the content of a translation and the most appropriate languages to use.

1. Contact the [INTRAN representative](#) to advise them that you have a document for translation.
2. Attach the document you require translating to an email and send to the [INTRAN Representative](#).
3. The [INTRAN Representative](#) will arrange for the document to be translated s/ he will provide you with an estimate of cost prior to ordering the translation.
4. You MUST agree the cost prior to translation.
5. The translated document will be returned to you within 48 hours of the quote being authorised.

Less than 24 hours

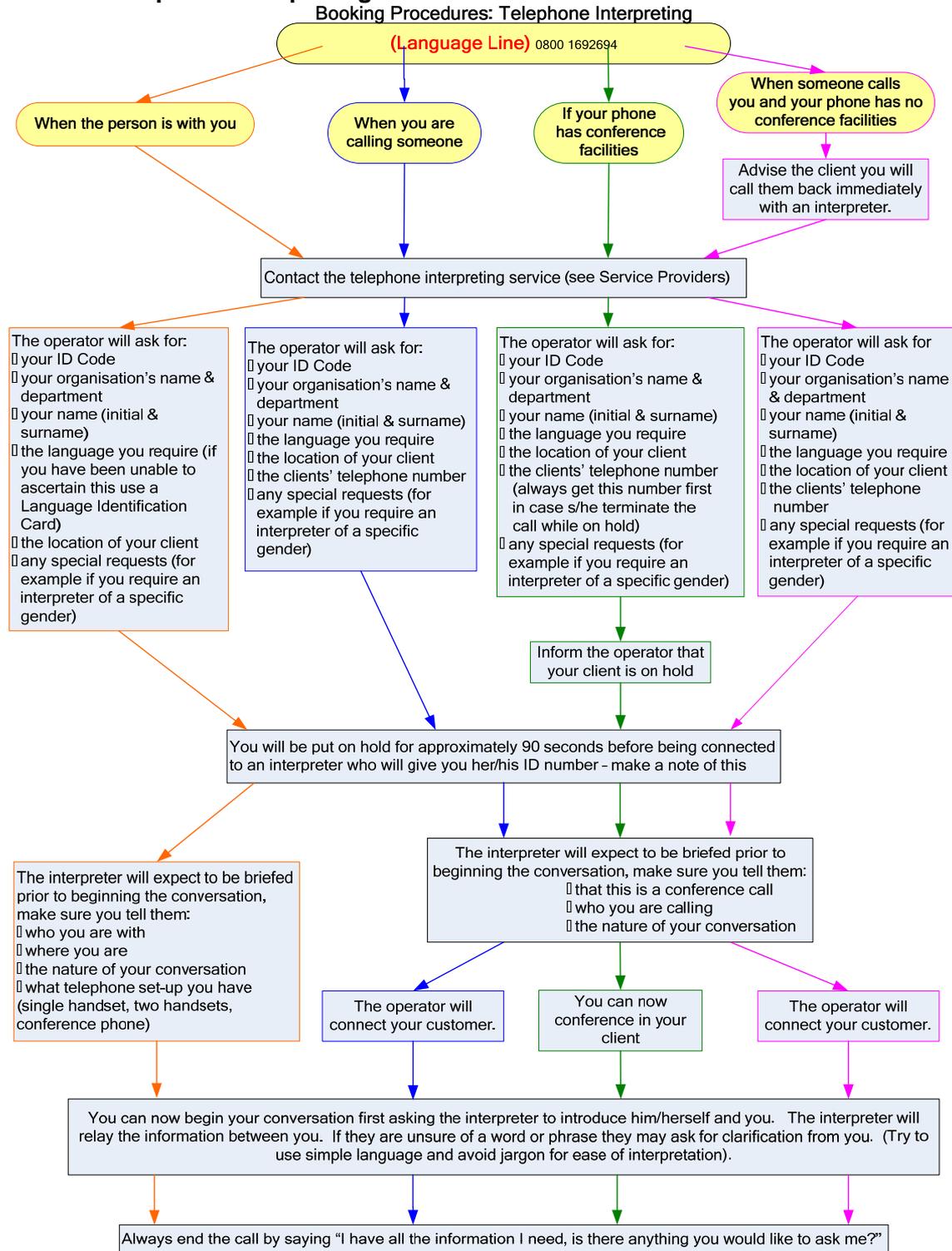
If you require a turnaround of less than 24 hours you can contact the [Service Provider](#) directly, but you must notify the [INTRAN Representative](#) that you have done so.

The [Service Provider](#) will also be able to advise you of the best format for your translation.

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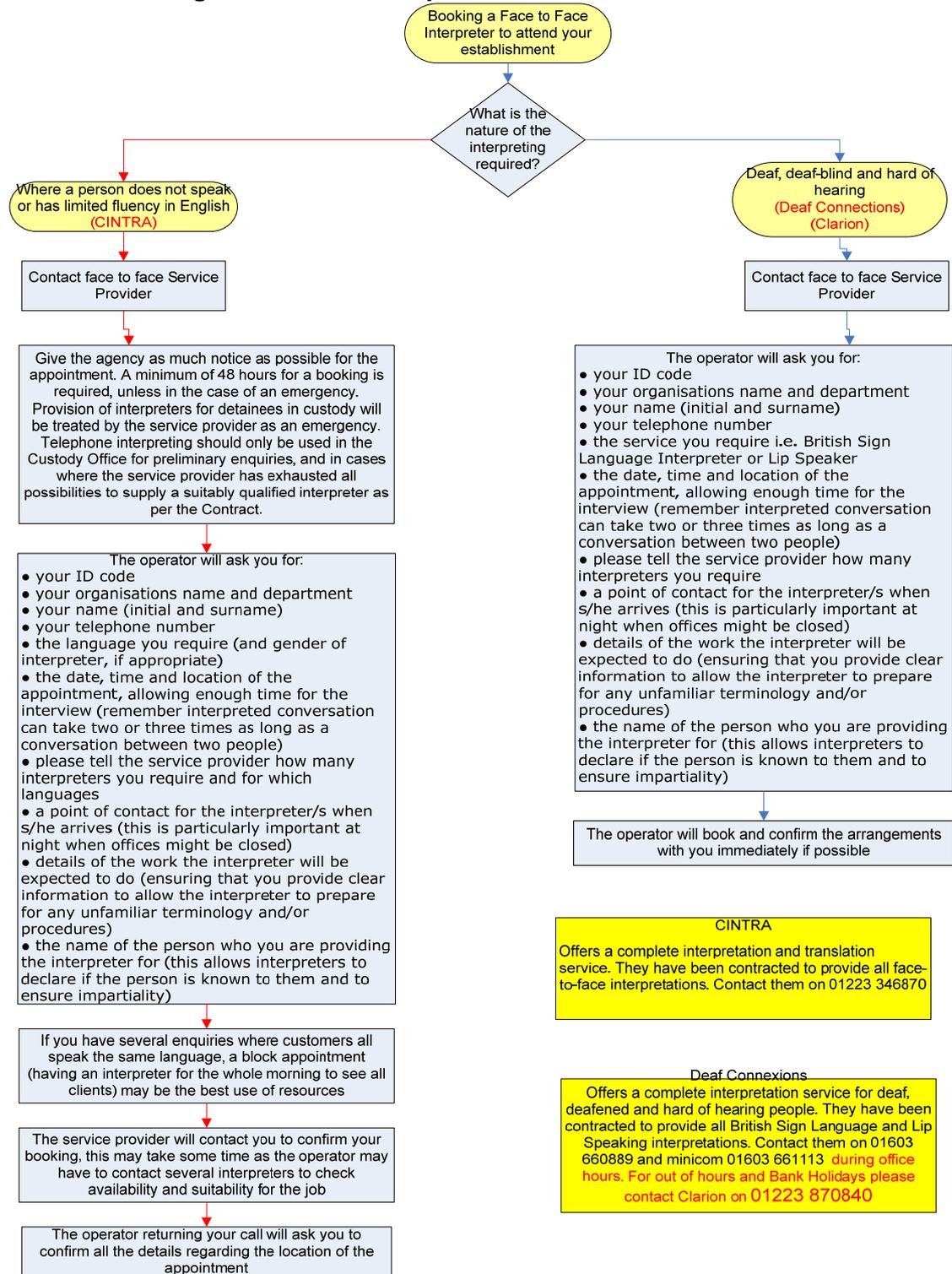
Booking Procedures
Chart 1: Telephone Interpreting

See: [ID Code](#), [Service Providers](#), [Language Identification Card](#)



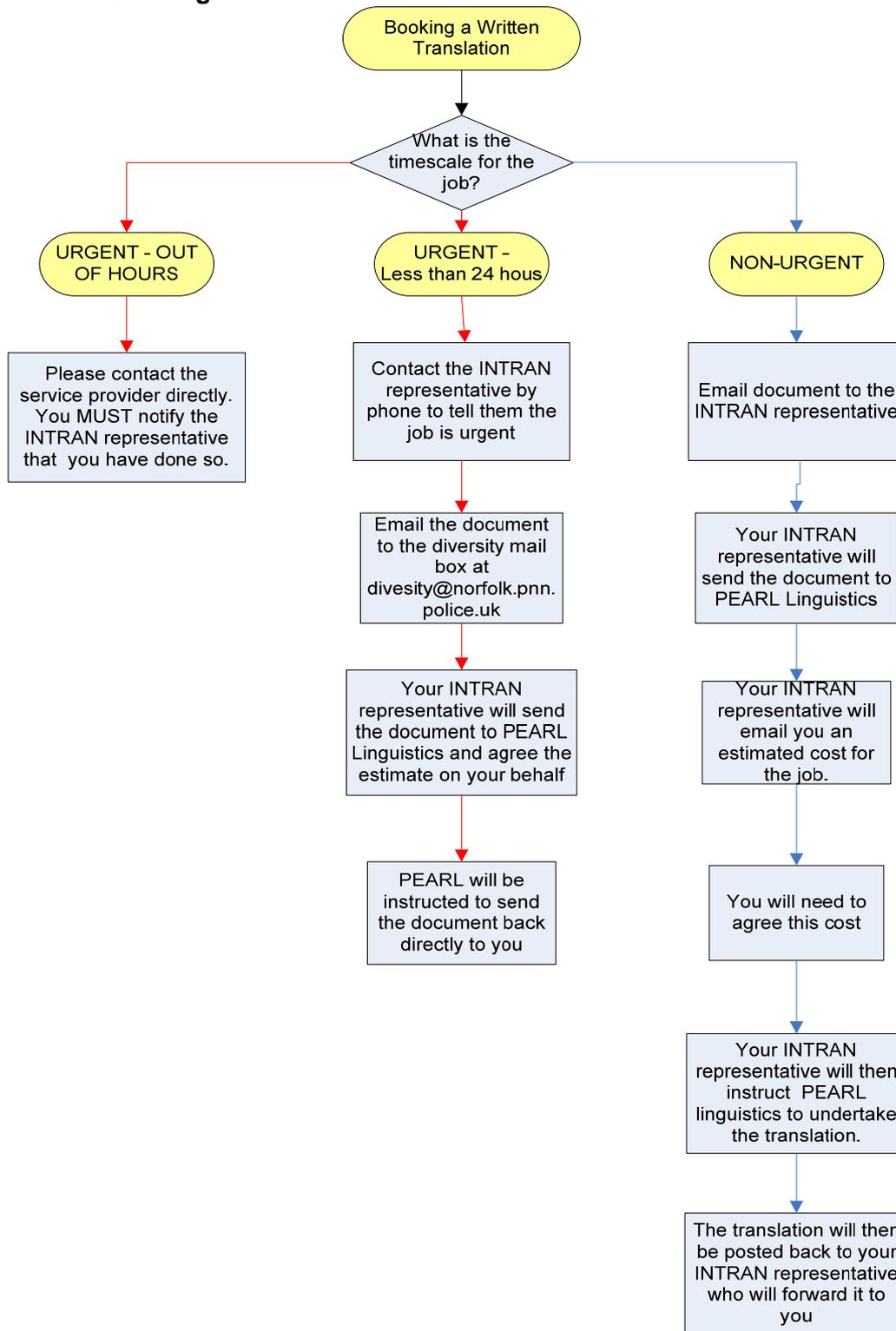
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Chart 2: Booking Face to Face Interpreters



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Chart 3: Booking a Written Translation



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Advice on Using Interpreting Services Effectively

What is the most appropriate method of interpreting?

Face to Face Interpreters

Face to face interpreters should be used in all situations where it is not appropriate to use a telephone interpreter, including

- for victim, witness or suspect interviews
- for taking statements
- when dealing with sensitive issues
- in any situation where you feel it is not appropriate to conduct a conversation via the telephone.

You may begin a conversation using a telephone interpreter but decide, following preliminary enquiries, that it would be more appropriate to use a face to face interpreter.

The Constabulary must adhere to strict guidelines when using face to face interpreters. For this reason the Constabulary retains services through the INTRAN Partnership to provide all face to face interpreters. The services retained through the partnership are contractually obliged to ensure that all interpreters supplied to the Constabulary meet the required standards.

**PICs that cover
Cambridgeshire and
Suffolk**

ALL requests for Translation and Interpretation are accessed through the INTRAN Partnership and staff are **NOT** to use any local or informal contacts.

If a face-to-face interpreter is required at **Kings Lyn PIC** officers and staff are reminded that for **Norfolk** detainees this FPD should be followed and services accessed through the INTRAN Partnership. Detainees from **Cambridgeshire** should be processed as per **Cambridgeshire** Constabularies Interpretation and Translation policy.

If a face-to-face interpreter is required at Bury St Edmonds PIC officers are reminded that they can access services through the INTRAN Partnership as usual as Suffolk Constabulary is part of INTRAN.

**What to do if a
translation occurs
outside of the Eastern
Region**

If an officer or member of staff is required to travel to another Police Force outside of the Eastern Region because an offender or witness is being held then the following process should be followed.

- The host force should book a suitably qualified interpreter following their own Forces policy.
- At the end of the interview the investigating officer should complete form Int1 recording all details of the job and attach the relevant invoice and receipts. This is attached at Appendix B

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Telephone Interpreting

Telephone interpreting should be used:

- to assess the nature of a visit to the station front desk by a non-English speaking person
- to make appointments for victims/witnesses to attend the station
- to enquire about witness availability
- for reading rights
- by officers talking to a non-English speaking person in public using Airwave
- in the Contact & Control Room (CCR)
- in custody when using the Intoximeter
- to clarify other preliminary enquiries

Telephone interpreting should NOT be used:

- for face to face victim, witness or suspect interviews
- for taking statements
- when dealing with sensitive issues
- in any situation where you feel it is not appropriate to conduct a conversation via the telephone

No special equipment

No special equipment is needed as you can simply pass a telephone/Airwave handset between yourself and the non-English speaking person.

If the person is present you can also:

- plug two telephone handsets into one phone line
- use a hands free/conference telephone

Interpreting for the deaf, deaf-blind and hard of hearing

There are three types of interpreting available for the deaf, deaf-blind and hard of hearing

- Sign Language
- Lip speaking
- Interpreting for the deaf-blind

Some deaf or hard of hearing people will use text messages or writing aids to communicate as well, so it is important to identify their preference.

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Other Interpreting Services

Other interpreting services available to Norfolk Constabulary staff include:

- Written Translations
- Text to speech services
- Speech to text services
- Braille

All written translations are processed through the Diversity Team by uploading them through Pearl Linguistics secure internet facility Orbit. Any requests sent direct to Pearl will be returned to the member of staff and they will be asked to contact the Diversity Team (unless it is an urgent out of hour's job). The following procedure should be followed in all cases. Documents should be emailed to the Diversity inbox (diversity@norfolk.pnn.police.uk).

The following should be provided:

- Name of person requesting translation
- What language is required
- The cost code if specific to an operation (or name of operation if cost code not known)
- Any court dates or deadlines
- What format the document is required in i.e. word, PDF etc.

Once the document has been uploaded, Pearl Linguistics will send a quote for the translation to the Diversity Team, who will respond to you asking for authorisation to get the document translated. On receipt of authorisation from the member of staff (or their Line Manager), the Diversity Team will arrange for the document to be translated and on receipt will forward back to the officer requesting the translation.

If a document is not available to email to the Diversity Team you can send hard copies to the team at the following address:

Diversity Team (Translation & Interpretation Service)
Room 1.2.54
Jubilee House
Falconers Chase
Wymondham
NR18 0WW

Victim and Witness Services

Victim and Witness Services have their own facility with Pearl Linguistics (through Orbit) for written Translations. This is solely for staff who work within the Victim and Witness Services area. For more information contact the administrator on Ext 6217

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Communication Support

There are other types of communication support. Sometimes clients will provide their own communication support through friends, family members or through the voluntary sector.

These services are very useful for community engagement and breaking down barriers, but are not suitable for any form of interpreting in a legal context, be it a preliminary enquiry or victim, witness or suspect interview.

These include:
Communications Assistants
Bilingual Advocates/Befrienders

Learning Disabilities

People with learning difficulties can require assistance in understanding questions and may have a wide range of other needs. Individuals should be considered on a case by case basis and an effort made to ask him/her what assistance would be most convenient to him/her. Further information on people with learning disabilities can be obtained from a member of the Diversity team and/or from:

- Opening Doors
- Autism Anglia

Suggestions made by Opening Doors relating to how Norfolk Constabulary should deal with people with learning disabilities:

- Use language people understand - no complicated words / jargon.
- Where possible, seek to provide printed material that is accessible (a combination of pictures and words in large print)
- Use of DVDs/videos or even lively music or moving around activities may be appropriate to keep person's interest.
- Keep each involvement exercise to maximum of 1 hour. Half hour focusing on police questions and ½ hour for asking questions.
- Information/discussions should be at the start of the meeting if possible.
- Consider using communication cards (red/green/orange etc.) to check understanding.
- Wear identity at all times and use uniformed officers where not otherwise inappropriate, to help reassure him/her.

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Conducting Face to Face Interviews

When conducting an interview with an interpreter present you would normally use consecutive interpreting, however, if you require a simultaneous interpreter, please specify at the time of the booking.

Ensure that you have enough time available to give the interpreter adequate breaks.

- For [consecutive interpreting](#) a break every 45 minutes is adequate
- For [simultaneous interpreting](#) a break every 20 minutes is adequate.

Positioning in the interview room

Positioning for the interview is important. The interpreter should be sitting near the non-English speaker and close enough to all the speakers to hear clearly what is being said. It is important that the interpreter is comfortable and that s/ he can write notes. It is also good practice to provide the interpreter with a drink.

For [BSL interpreters](#) and [Lip-Speakers](#), ensure that the room is well lit, and that they are able to see clearly.

Communication

As the interviewing officer you should allow the interpreter plenty of time to introduce him/ herself at the beginning of the interview. S/he will explain his/her role to the interviewee along the lines of:

"I am a professional interpreter. I will translate everything that is said during this interview. I will do this impartially and everything I say will remain absolutely confidential. There will be no charge to you for this service"

This will then be repeated in English for the benefit of the recording.

The interviewer should ensure that everyone in the room takes it in turn to speak, to enable the interpreter to translate everything that is said.

Taking Statements

Any statements the interpreter is asked to write on behalf of the interviewee must be written out in long hand in both languages to ensure that the translations can be checked for accuracy.

At the end of the interview, the interpreter must complete a form to confirm his/her presence and role at the interview. This must be signed and dated at the time of the interview.

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Completion of interview

On completion of an assignment, the person booking the interpreter, or the person designated as the interpreter's point of contact at the booking stage, must sign documentation provided by the interpreter to confirm his/her attendance and the duration of the assignment. This will include the travel time and distance travelled by the interpreter.

One copy should go in the record of the interview (e.g. case/custody file if applicable). One copy will be retained by the interpreter to return to the contracted Service Provider, and one copy should be forwarded to the Finance Administrator.

Invoicing

All invoices for interpreters (telephone and face to face) will be sent directly to the [INTRAN Representative](#) on a monthly basis. A random sample of jobs will then be checked for quality assurance purposes by the [INTRAN representative](#), before the invoices are forwarded onto the OCC Finance Office, to be checked against records.

All face to face interpreters will produce documentation signed at the end of the assignment to confirm their attendance. These will be held by the Finance Department to be checked off against the invoice prior to payment stage.

Interpreters' Code of Conduct

All professional interpreters adhere to a code of conduct, such as the [National Register of Public Service Interpreter's \(NRPSI\)](#) and the [Service Providers' Codes of Conduct](#).

Some interpreters are also members, at different levels, of the [Institute of Linguists](#) which protects the interests of professional linguists throughout the world, and acts as a respected language assessment and certificating body.

The Codes of Conduct cover the interpreters':

- Competence levels
- Procedures
- Ethical and professional issues
- Disciplinary procedures

All interpreters booked through the contracted [Service Provider](#) will be covered by their insurance policy.

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Complaints Procedures

If a member of staff has a complaint about any aspect of the interpreting services provided, these should be directed to the [INTRAN Representative](#) who will in turn bring the complaint to the attention of the [Service Provider](#). The [Service Provider](#) will deal with the complaint as agreed in the terms of its contract.

In the event that the [Service Provider](#) is unable to resolve the complaint to the satisfaction of the Constabulary the complaint will be referred to the INTRAN Executive committee to investigate and make a decision on.

Roles and Responsibilities

All Police Officers & Staff using interpreters

Any officer or member of staff can book an interpreter, order a translation or use telephone interpreting. Staff must decide what type of interpreting service is the most appropriate to use and then follow the booking guidelines. Staff are responsible for the welfare of interpreters while they are on site.

Officer / Staff responsibilities when using interpreters

DO

- always go through the correct booking process to ensure that interpreters are appropriately qualified
- ensure that all of the paperwork is completed and copies are attached to all case files and forwarded to Responsible Budget Officers
- ensure that the interpreter is well briefed prior to beginning the assignment
- ensure that once the interpreter has been briefed s/he is still happy to complete the assignment
- ensure that the interpreter is not approached by other parties to interpret on cases where s/he has already been employed by the Constabulary
- ensure that the interpreter's personal safety is never compromised
- allow interpreters to use Constabulary staff facilities
- do ask for clarification on translations if you do not understand

DO NOT

- book interpreters directly from non-authorised sources – if the [Service Provider](#) is unable to meet a booking request contact the [INTRAN representative](#)
- ask the interpreter to do anything which would compromise his/ her code of conduct
- ask the interpreter to interpret for suspects and

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| | <p>witnesses on the same case, to avoid any suggestions of conflict of interest or witness contamination</p> <ul style="list-style-type: none"> • risk interpreters' safety by leaving them alone in the same room with detained persons or witnesses • ask interpreters who have been booked to perform one task to take on other tasks as well (e.g. consecutive interpreters should not be asked to carry out simultaneous interpretation) • ask the interpreter to provide an interpretation in a language other than the one s/he was booked to interpret in, without getting confirmation of his/her qualifications |
| <p>All Police Officers & Staff booking translations</p> | <p>All translations should be ordered following consultation with the INTRAN Representative through the approved supplier to ensure that the translations are of the appropriate standard.</p> <p>If unable to contact the INTRAN representative staff can book translations directly through the Service Provider however they must notify the INTRAN Representative.</p> |
| <p>Interpreters</p> | <p>Staff should not use community members for translations under any circumstances.</p> <p>Interpreters are bound by a strict code of conduct which they must adhere to in all instances. Interpreters will only translate what is said and cannot be used as an advocate in any situation.</p> |
| <p>All Supervisors</p> | <p>All Supervisors are responsible for ensuring that their staff are aware of procedures in relation to booking and using interpreters, and that interpreters are used correctly. In cases of complaints involving interpreters Supervisors must ensure that all relevant information is passed to the Force INTRAN Representative who will take action.</p> |
| <p>The Force INTRAN Representative</p> | <p>The Force INTRAN Representative is contactable through the Diversity Team at OCC and sits on the Executive Committee of the INTRAN partnership representing the Constabulary's interests. S/he is responsible for all booking codes, for quality assurance, and for disseminating information to the organisation and externally in relation to interpreting services. Any queries in relation to interpreting services should be directed to the INTRAN representative in the first instance</p> |
| <p>Definitions</p> | |
| <p>The INTRAN Partnership</p> | <p>Norfolk Constabulary has entered into a partnership with Norfolk County Council, Social Services, and all other local authorities, Norfolk Primary Care Trusts and other public and voluntary agencies to provide a co-ordinated interpreting, translation and transcription service for users and providers of public services in Norfolk. The service is</p> |

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INTRAN Representative

free at the point of request. The Partnership is managed by a committee of representatives of all partner agencies. For more information go to the INTRAN website.

www.lsupport/intran/

See also [INTRAN Partnership Agreement](#)

The representatives on the Partnership committee are the first point of contact (the [INTRAN Representative](#)) for staff enquiries in their own organisations.

ID Code

For Norfolk Constabulary the INTRAN representative is a member of the Diversity Team, OCC and can be contacted on 01953 424021 or via diversity@norfolk.pnn.police.uk

User code – each Area has its own user ID code to enable the invoices to be directed to the correct place. This will always be requested by the Service Provider prior to an assignment

L28184 Crime Stoppers
L36A HQ & Specialist Services
L36B Central Division
L36C Eastern Division
L36D Western Division
L43039 Corporate Data Unit
 L1001 Victim and Witness Services

(although the CDU came into effect on 1st April 2008 these codes are not ready to be changed yet so please use your old code until further notice)

Service Providers

The INTRAN Partnership currently retains the services of five organisations to provide services 24hrs per day 7 days per week:

Language Line provides telephone interpreting.

Call Language Line on:

0800 1692694 or 0845 310 9900

CINTRA provides face to face interpreting.

Call **CINTRA** on **01223 346870** Fax:**01223 309923** Email bookings@cintra.org.uk

Deaf Connexions provides communication aids for the Deaf & Hard of Hearing Monday-Friday 09.00 – 17.00
 Call **Deaf Connexions** on **01603 660889**.

Clarion provides communication aids for the Deaf and Hard of Hearing out of hours Monday to Friday, Weekends and Bank Holidays. Call Clarion on **01763 209001**

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Pearl Linguistics provides written document translations. Call **Pearl Linguistics** on **0207 253 7700** or fax **0207 253 0700**

Email Intran@pearllinguistics.com

Website: www.pearllinguistics.com

Consecutive Interpreting

This is when the interpreter starts interpreting when you have finished the sentence. A competent interpreter will be able to interpret up to 2 minutes of speech. This is the most usual type of interpreting.

Consecutive interpreters will make notes as they listen to you to ensure that they accurately translate what you are saying. Copies of these notes made in interviews should be retained.

Simultaneous Interpreting (also known as Whispered Interpreting or Chuchotage)

This is a more demanding form of interpreting because the interpreter will translate at the same time as you speak. If you require this type of interpreting advise the operator at the initial booking stage.

This type of interpreting may be particularly useful to you in the writing of witness statements, as it is often better to let the witness recall events without being interrupted at length while the interpreter provides the translation.

Simultaneous interpreters should be allowed more frequent breaks than consecutive interpreters.

Sign Language

Sign Language is a visual means of communication relying on gestures, facial expressions and body language, used within the deaf community and learned naturally by interaction which is not dependent on a spoken language.

British Sign Language (BSL) is the sign language used in the UK. BSL is the first or preferred language of nearly 70,000 deaf or hearing-impaired people in the UK. Many thousands of hearing people also use BSL.

Lip Speaking

People who lip read in order to understand what people are saying may find a lip speaker a useful aid to communication. Someone who is deaf and a lip reader can find it difficult to follow everything that is being said. A lip speaker will sit close to a lip reader and convey the message of the conversation without using their voice.

Interpreting for the Deaf-blind

Deaf-blind people have different degrees of sight loss and deafness. They do not all communicate in the same way. Some may use combined methods to communicate.

Some deaf-blind people have residual sight and hearing and are able to use a combination of speech, hearing aids

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and lip reading to communicate.

Deaf people who use British Sign Language (BSL) and who then lose most of their sight will probably prefer to continue using BSL if they can see some signs. If they are unable to see they may use hands on signing.

Some deaf-blind people with little or no sight or hearing use the "Block Alphabet" which involved tracing out the alphabet in capital letters usually on the palms of their hands.

Language Identification Card

See [Appendix A](#)

Written translations

Written translation services are charged separately from interpreting. Documents can be produced in a variety of formats including audio and Braille, and all documents submitted for translation will be returned in the same format as they were produced.

Urgent documents requiring immediate translation should be requested direct from the Service Provider. This includes witness statements and other documents requiring immediate (within 48hr) turnaround times. The Constabulary INTRAN representative should be informed of the request subsequently.

All non-urgent translations should be requested through the INTRAN representative to ensure that duplicate translations are not made. This includes leaflets, corporate documents and standard letters.

The INTRAN representative will ensure correspondence with service providers using secured and confidentiality assured mechanisms.

Text to speech

Text to speech provides spoken translation for short foreign language texts that are not required to be formally translated but just need to be explained. This is suitable for explaining documents or letters to clients making enquiries. The original document can be faxed to the contracted Service Providers (who provide telephone and face to face interpreting). The document can either be faxed or emailed to the Service Provider who will arrange for an interpreter to call you back and explain the content of the document.

Speech to text

Speech to text is a facility for conferences and large meetings where there may be people present who are deaf or hearing impaired.

An electronic note-taker makes a live transcript of the conference which is relayed to the audience using power

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Communications Assistants

Communications Assistants are professionals who may use a variety of communication methods to facilitate communication. They may take notes, use sign language or lip-speak, depending on the needs of the person they are supporting. They have an awareness and understanding of deaf culture and the specific issues relating to people who are deaf.

**Bilingual Advocates /
Befrienders**

Advocates, who may or may not be a professional, who help clients articulate their needs. When the client cannot get the words out, the advocate will speak for the client. The bilingual advocate focuses solely on the needs of the client rather than on the requirements of the service provider.

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Appendix A: Language Identification Card



The sentences here all read "Point to your language. We will get an interpreter on the phone to help us." Show the person you are working with this list and they will point to their language. Give them the opportunity to read the sentence. Please remember that the list is not usually necessary. Simply ask people what language they speak and they will tell you. Please use this paper list until you receive the free Language Identification Card you will have ordered.

 Shqip Albanian
Tregoni me gisht gjuhën tuaj.
Ne do të marrim një përkthyes në telefon,
që të n'a ndihmojë.

 فارسی Farsi
زبانی را که صحبت میکنید نشان دهید
برای کمک، مترجم تلفنی تهیه خواهیم کرد.

 አማርኛ Amharic
ጽንጹጽን ያመልክቱ
በተለይም የሚያስተረጎም ሰው እናገኛለን።

 Français French
Indiquez votre langue.
Nous contacterons un interprète par
téléphone pour nous aider.

 عربي Arabic
حدد اللغة التي تتحدثها .
سوف نستدعي مترجماً على الهاتف لمعاونتنا .

 Deutsch German
Zeigen Sie auf ihre Sprache.
Wir werden einen Dolmetscher am Telefon
besorgen, um uns zu helfen.

 বাংলা Bengali
আপনার ভাষাটি অঙ্গুলিনির্দেশে দেখান।
আমাদেরকে সহায়তা করার জন্যে টেলিফোনে
আমরা একজন দোভাষীর ব্যবস্থা করবো।

 Ελληνικά Greek
Δείξτε μας ποιά γλώσσα μιλάτε.
Θα κανονίσουμε έναν διερμηνέα να μας βοηθήσει
τηλεφωνικώς.

 廣東話 Cantonese
請指出您講的語言。
我們將請一位電話翻譯員
來幫助您。

 ગુજરાતી Gujarati
તમારી ભાષા તરફ આંગળીથી ઈશારો કરો.
આપણને મદદ કરવા માટે એક દુભાષિયાને અમે ટેલિફોન
પર બોલાવીશું.

 Hrvatski Croatian
Pokažite nam svoj jezik.
Pomoći će nam tumač putem telefona.

 हिन्दी Hindi
आपकी भाषा की ओर इशारा करें।
हमें सहायता करने के लिए एक दुभाषिये को हम टेलीफोन
पर बुलाएंगे।

 Čeština Czech
Ukažte na jazyk, kterým mluvíte.
Spojme se s tlumočnickem, který nám po
telefonu pomůže.

 Italiano Italian
Indicate col dito la vostra lingua.
Chiederemo l'assistenza telefonica
di un interprete.

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| | | |
|---|--|------------|
|  | کوردی به نجه رابکیشه بۆ نهو زمانهه که قسهه یه بۆده کهیت . مهترجم ناماده ده کهین به نهلهفون نا هاوکاریمان بکات | Kurdish |
|  | 普通话 / 国语 请指出您的语言。 我们将找一位口译在电话上给我们翻译。 | Mandarin |
|  | Polski Wskaż na swój język. W celu udzielenia pomocy skontaktujemy się telefonicznie z tłumaczem. | Polish |
|  | Português Aponte para a sua língua. Arranjaremos um intérprete pelo telefone para nos ajudar. | Portuguese |
|  | ਪੰਜਾਬੀ ਆਪਣੀ ਭਾਸ਼ਾ ਵੱਲ ਇਸ਼ਾਰਾ ਕਰੋ। ਅਸੀਂ ਅਨੁਵਾਦਕਾਰ ਨੂੰ ਟੈਲੀਫੋਨ ਤੇ ਸਾਡੀ ਮਦਦ ਕਰਨ ਲਈ ਕਹਾਂਗੇ। | Punjabi |
|  | Română Indicați care este limba dumneavoastră. Vă vom pune în legătură, la telefon, cu un interpret care să ne ajute. | Romanian |
|  | Русский Укажите, на каком языке вы говорите. Нас соединят с переводчиком по телефону. | Russian |

| | | |
|---|---|------------|
|  | Српски Покажите нам свој језик. Помоћи ће нам преводилац путем телефона. | Serbian |
|  | Somali Waxa aannu Telifoonka kuugu heli doonaa Qof Kuu Af-celiya si uu noo caawiyo | Somali |
|  | Español Señale su idioma Usaremos un intérprete para que nos asista por teléfono | Spanish |
|  | தமிழ் உங்கள் மொழியை சுட்டிக்காட்டுங்கள். உங்கள் மொழிபேசும் ஒருவரை எங்களுக்கு உதவ டெலிபோனில் அழைப்போம். | Tamil |
|  | TÜRKÇE Konuştuğunuz dili gösterin. Telefonda bize yardımcı olması için bir tercüman bulacağız. | Turkish |
|  | اردو اپنی زبان کی طرف اشارہ کیجئے۔ ہماری مدد کرنے کیلئے ہم ٹیلی فون پر کسی ترجمان (انٹرپرائزر) کو بلائیں گے۔ | Urdu |
|  | Việt ngữ Hãy chỉ vào ngôn ngữ bạn nói. Chúng tôi sẽ mời một thông dịch viên đến đầu máy giúp chúng ta. | Vietnamese |



Lǎngüage Liñè

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APPENDIX B

| INTERPRETING / TRANSLATION INVOICE | | FORM INT 1 |
|---|---|-------------------|
| When an interpretation or translation takes place outside of Norfolk Constabulary. Complete this form, photocopy and give one copy to the interpreter, one to the officer for their records and send one to the Diversity Team at OCC. | | |
| Please tick indicate either interpreting or translation service delivered | | |
| Interpreting | Translation | |
| Interpreter Contact details (name & address) | Language | |
| Appointment date | Appointment time | |
| Staff contact | Contact number | |
| Job location, Town / City | | |
| Actual Start Time | End Time | |
| Attendance Confirmed by (signature) | Print name/collar number and designation | |

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| | | | |
| Travel From: | | To: | |
| Mileage: | | | |
| Public transport fares (submit receipts): | | | |
| Tolls / Parking (submit receipts): | | | |
| Miscellaneous | | | |
| Claim for Interpreting | | | |
| | Standard Hours | Unsocial Hours | |
| Rate | | | |
| Hours | | | |
| Total | | | |
| Grand Total | | | |
| Interpreter Signature | | Address | |
| | | | |
| Diversity Team Use Only | | | |
| Received by | Processed by | Amount Paid | |
| | | | |

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