

# Interpreters

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## Policy Statement

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### Summary

The government have awarded a Ministry of Justice Framework Agreement to Capita Translation and Interpreting (CTI), to provide face to face and telephone interpreting services together with all translation requirements to organisations within the Criminal Justice Sector. CTI provides a wide range of translations services, covering over 180 languages and interpreters that are fully qualified and vetted in British Sign Language, Irish Sign Language, Deafblind and Braille; where they are able to assist in written translations.

This policy outlines the procedure on booking an interpreter or translator, when an interpreter is required at court and the process to follow if CTI are unable to be of service. The Force will ensure there is an appropriate interpreter/translator present when interviewing detainees in custody, victims and witnesses making statements and to be present in court for all cases.

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### Scope

This policy applies to all police officers and police staff.

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## Principles

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### General

- When requesting an interpreter or translator (including British Sign Language and Deafblind) you should always use the CTI online booking portal in the first instance that states clear instructions. Telephone requests for pre-planned requests should be a secondary consideration.
  - Telephone requests will generate a unique reference number for records. These types of requests must be made via CTI not LanguageLine.
  - In cases where detainees in custody are charged to appear at court within 48 hours, you must book an interpreter for the court appearance.
  - In all cases where an interpreter is required, you must clearly endorse the MG4 charge sheet with the required language and the interpreter details. This also applies for cases of summons.
  - The interpreter's role is to remain impartial from the investigation at all times, their only purpose is facilitate translation.
  - Officers must remain with the interpreter throughout the course of taking a statement from a witness or detained person.
  - In order to obtain an interpreter a PIN and/or password number relevant to your district or department is required. Which are available from Custody Services A-Z.
  - For cancelling bookings, this cannot be done through the CTI portal, but only via telephone stating the CTI Job reference number.
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## After Using an Interpreter

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### Officer in Charge (OIC) Responsibilities

OICs are responsible for:

- Ensuring the booking portal is completed with start and finish times, stated on the time sheet provided by the interpreter/translator. The times should be agreed with the interpreter/translator; and
  - Ensuring the portal information is compliant with National Audit Standards and that payments can be processed by the force and stating that payment from the Force will not cover travelling time, those expenses are covered by CTI.
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## CTI Unable to Provide a Service

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### Principles

- In exceptional circumstances, CTI will be unable to provide a service and it will be recorded as an unfilled booking. A DTP booking request number will still be allocated to the request. Officers must raise a complaint via the portal.
  - In these cases Officers must:
    - Consult with an Inspector and source an interpreter from the National Register of Public Services Interpreters (NRPSI) register via contacting the PNC; and
    - Record the NRPSI interpreter details on a FIN51 form, and ensure the interpreter has a copy.
  - The FIN51 form must include the original CTI DTP booking request number and marked as 'CTI failed to supply' and sent to the Business Support Department. This is the only time a FIN51 is required to be submitted.
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## Service Issues

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### Principles

- Complaints must be raised through the portal on any issues for CTI to deal with. Complaints can be made regarding the quality of service (e.g. poor quality translation of statement) or service provision (e.g. non availability of specific type of interpreter).
  - Any complaints raised in relation to service provision must be recorded as an 'unfilled booking' with the DTP number, and to follow the process to obtain an interpreter when CTI cannot provide.
  - Any complaint must also be sent to the Interpreters mailbox including the DTP booking request number to allow independent monitoring by the Force.
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## Defence Solicitor Requires Interpreter

### Principles

- When a defence solicitor requires an interpreter to facilitate the provision of advice between the solicitor and client, the same interpreter may be used for the interview, unless the solicitor or interpreter declares a conflict of interest, where a different interpreter must be used.
- If a defence solicitor wants to appoint their own interpreter instead of one provided by the Force then they may do at their own expense.
- The interpreter employed by the defence may be selected from the CTI register, but the costs will be payable under the 'Legal Advice at Police Stations Scheme', provided the expense is reasonably incurred.
- Solicitors who are unclear about these provisions must be advised to contact the relevant regional Legal Services Commission.

## Additional Information

### Compliance

This policy complies with the following legislation:

- Code C 13.1 of the Police and Criminal Evidence Act 1984, Codes of Practice

### Further Information

Further guidance in relation to this policy can be sought from:

- [Interpreters Intranet Page](#)
- [CTI portal](#)
- [PINs and Passwords for the CTI Portal](#)

## Policy Database Administration

Item	Details
Document title:	Interpreters
Owner:	Force Performance Improvement Unit
Author / Reviewer:	Mick Preston
Date of last review:	21/06/2016
Date of next review:	21/06/2020
The Equality and Human Rights Assessment for this policy is held on Force Registry which can be accessed via <a href="#">this link</a> .	

The table below details revision information relating to this document:	
Topic title	Date