

New



Revision



Corporate

Translation, Transcription and Interpreting

Scope:	This policy applies to all group members
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Signed Off:	Group Policy Forum 23 rd October, 2006
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Author:	Jonathan Cox, Quality Officer
Policy Owned by:	Policy and Planning
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QAF (Supported Housing):	C1.4 Fair Access, Diversity, Inclusion and Minority Needs
Statute:	N/A
Regulatory Code:	2.7 QHS Criteria for Excellence 3.2.14
Consultation:	SMPRG, Staff, OF HS, OF TML, GPF

Translation, Transcription and Interpreting Policy

1 Scope

1.1 This policy applies to all departments of Circle Anglia and includes:

- Circle 33 Housing Trust
- Commercial Services Circle Anglia
- EPIC Trust
- Old Ford Housing Association
- South Anglia Housing
- Wherry Housing Association

Definition of the term customer used in this document

- any person who holds one of Circle Anglia's occupancy agreements
- any person for whom we provide housing or property management services
- any service user who is receiving a support service from EPIC
- any person who is in the process of being referred to us for re-housing, or any of the support services that we provide
- any leaseholder of a Circle Anglia RSL

2 Policy Statement

2.1 As part of our commitment to Welcoming Diversity we ensure that information about services, policies and rights are equally accessible to all our customers.

2.2 For this reason we provide transcriptions into Braille, large print and audio-tape/CD/DVD for customers with disabilities, as well as translation of certain written information into appropriate languages, and where necessary use interpreters. We endeavour to ensure maximum accessibility by providing the most up-to-date technology where required.

2.3 We also ensure that information on translations, transcriptions and interpreting is widely available in reception areas, and information on how to obtain translations of corporate documents is available on all leaflets in our key customer languages.

3 Policy

- 3.1 Circle Anglia provides translations and transcriptions of all corporate documents, letters, and other written communication to customers on request.
- 3.2 Circle Anglia will provide interpreters and signers where necessary to assist communications between Circle Anglia staff and customers.
- 3.3 Circle Anglia will endeavour to provide translations, transcriptions and interpreting proactively where staff are aware of an alternative communication need. For example, consultation documents for a regeneration scheme on an estate with a large number of Bangladeshi families would be translated, and an interpreter provided for tenant meetings.
- 3.4 Translations and interpreting will be provided into any language where requested. Publicity of this service will be supplied in Circle Anglia's key languages, taken from our customer profile.
- 3.5 Circle Anglia will make every effort to ensure this service is communicated in diverse formats to ensure accessibility for all, and that staff are aware of our commitment.
- 3.6 Circle Anglia will seek to employ staff members with language skills relevant to the areas where we operate.
- 3.7 Whenever we provide a translated document to a tenant we will enclose details of English language lessons available locally.

4 Service Standards

- 4.1 Signer or interpreter arranged by appointment where needed.
- 4.2 Requests for translations and transcriptions of corporate documents acknowledged within 24 hours.
- 4.3 Translations and transcriptions of corporate documents provided in the shortest possible timescale. Jobs are usually completed within 1-4 weeks, depending on their size and nature.

5 Monitoring

- 5.1 The Policy and Planning Team will record all requests for translations and transcriptions of corporate documents, the language/communication

requirement requested, the document required, the cost, and the time taken to produce them.

- 5.2 Circle Anglia will review its tenant language profile annually to ensure the service is communicated in our most up-to-date key languages.

6 Equality and Diversity

- 6.1 We will be sensitive to tenants' individual needs and will tailor our services and approach accordingly.
- 6.2 All customers will have access to this document upon request or from our website www.circleanglia.org/residents, where appropriate.
- 6.3 This document can be provided upon request, translated, or made in alternative formats, such as, Braille, large print and audio.
- 6.4 Equality and Diversity training is mandatory for all staff.

7 Publicising the Policy

- 7.1 Circle Anglia publicises its policies and procedures on Translation, Transcription and Interpreting to residents and staff in a number of ways:
- Resident Handbook
 - Leaflets
 - Reception areas
 - Resident Newsletter
 - Resident Website
 - CIRANO
 - Policy Briefings and
 - Training

Glossary

GPF	Group Policy Forum
OF HS	Old Ford Housing Services
OF TML	Old Ford Tredegar Monteith Lefevre (residents' group)
RNIB	Royal National Institute for the Blind
SMPRG	Senior Managers Policy Review Group

Connected Policies:	Equality and Diversity
Forms and Letters:	Translations Sheet
Leaflets:	N/A