

# Here

## Here Providing Interpreting and Sign Language Procedure

---

<b>Document Version:</b>	Version 3.0
<b>Document Author:</b>	Corporate Service Manager
<b>Document Owner:</b>	Helen Curr – Director of Clinical Services
<b>Approved by:</b>	Helen Curr- Director of Clinical Services
<b>Approved Date:</b>	02.03.2019
<b>Ratified by:</b>	Helen Curr - Director of Clinical Services
<b>Date Ratified:</b>	02.3.2019
<b>Review Date:</b>	02.3.2021
<b>Review Cycle:</b>	Every two years or earlier if any major legislation changes come into effect

## Document History and Control

Version	Date	Brief summary of change	Reviewer	Ratified by and date	Approved by and date
0.1	26.4.2011	Initial draft	Janet Syder	N/A	N/A
0.2	15.9.2011	Reviewed draft	Kristin Francis	N/A	N/A
0.3	14.12.2011	Final draft	Chris Golson	N/A	N/A
0.4	26.1.2012	Final draft	Middles	N/A	Middles 31.1.2012
0.5	4.4.2012	Final	Executive Team	Exec Team 4.4.2012	N/A
0.6	12.12.2012	Review due to change in BSL provider	Janet Syder	N/A	N/A
1.0	9.7.2014	Scheduled review	Janet Syder and Middles	Middles 22.7.2014	N/A
1.1	24.2.2017	Scheduled review Changes from Here to Here details	Helen Curr Charlie Balfe	N/A	N/A
2.0	13.3.2017	Final Version	Naomi Eades	Helen Curr of Director of Clinical Services 02.3.17	N/A
2.1	02.03.2019	Scheduled Review – no changes.	Helen Curr	Helen Curr 02.03.2019	N/A
3.0	19.03.2019	Final version	Peter Strong	N/A	N/A

<b>Procedure Awareness</b>	
People who need to know this procedure in detail and know where to find it	Service Managers, Integrated Care Managers, Assistant Integrated Care Managers, SPCA and all PCAs
People who need to have a broad understanding of this procedure and know where to find it	All clinical staff, including those on secondment or on a contract with Here and Assistant Directors
People who need to be aware this procedure exists and know where to find it	All individuals

<b>Training Requirements</b>	
People who need to be trained in detail on the contents of this procedure	Not applicable
People who we would recommend should carry out basic level training of this procedure	Not applicable

## Contents

1	Introduction.....	5
2	Purpose .....	5
3	Scope .....	5
4	Roles and Responsibilities.....	5
5	The Importance of Having a Clear Procedure .....	6
6	Procedure for Accessing Interpreting or Translating Services .....	6
7	Key Factors for Using an Interpreter.....	8
8	Translation of Patient Information Leaflets and Letters .....	8
9	Confidentiality .....	9
10	Appendix I – “How to” guide for the use of Interpreting .....	10
11	Appendix ii – Schedule of Applicable Publications: .....	12
12	Appendix iii – Example of a Service Translation Form .....	13
13	Appendix iv – Interpreting Service Contact Details.....	14
14	Appendix v – Language Line Instructions.....	16
15	Appendix vi – Equality Assessment.....	17

## 1 Introduction

The electronic copy of the Providing Interpreting and Sign Language Procedure is located in **S:\BICS Operations\Policies\BICS Policies** – if for any reason you are unable to access this file please inform the Quality Coach or other appropriate individual in order to rectify.

## 2 Purpose

The purpose of the procedure is to set out the procedure for offering and providing interpreting and sign language services for all clinical services Here operates.

## 3 Scope

This procedure is relevant to anyone who works within these clinical services regardless of whether they are Here employees, agency staff or seconded staff, voluntary workers or students on work experience, or self-employed contractors.

## 4 Roles and Responsibilities

**Executive Directors** – have overall corporate responsibility for ensuring the interpreting and translating needs of Here' patients are met and have delegated this remit to the Assistant Directors, Service Mangers and Integrated Care Managers.

**Assistant Directors** – have financial responsibility for provision of interpreting services.

**Service Managers, Integrated Care Managers and Assistant Integrated Care Managers** have operational responsibility for ensuring accessible and quality translation and interpreting services are provided within the resources available, and for monitoring their effectiveness. They are also responsible for authorising the use of external providers of translation and interpreting services, and ensuring individuals are aware of how to access the services.

**General Practitioner (GP)** – is responsible for notifying Here of an interpreting need prior to appointment.

**Patient Care Advisors (PCA)** – are responsible for ensuring that the Patient Records are updated to include any interpreting need and that this is referred to and used as appropriate.

**All Here employees** – directly involved in patient care have a responsibility to assess individual patient interpreting needs and to adhere to the procedures outlined within this procedure.

The **Interpreter** is responsible for assisting in the interview, interpreting accurately; keeping all information obtained in the interpreting sessions confidential and explaining cultural differences where appropriate.

## 5 The Importance of Having a Clear Procedure

For the welfare and safety of our patients it is crucial to ensure, as much as possible, that patients understand the service they have been referred to and treatment/specialist opinion being offered to them.

Therefore, it is vitally important that all decisions are well informed and made jointly between the patient and health care provider. In addition, it is important that all individuals involved in the service understand the process and can initiate it whenever appropriate:

- Translation, interpreting and advocacy services (when a patient does not speak English or is Deaf) can be arranged through: Sussex Interpreting Services (local interpreters); Language Line (for telephonic conversation); Vandu Language Services (local interpreters) and Prime Productions
- Interpreting for people with hearing impairment, British Sign Language or Lip speaking can be arranged through: Action Deafness (preferred provider); Remark! And Action on Hearing Loss

\* Please see Appendix iii for contact details of the above services.

## 6 Procedure for Accessing Interpreting or Translating Services

6.1 Requests for interpreting and sign language may be instigated in different ways:

- 1) GP letter (received either electronically or in paper form)
- 2) It becomes obvious to service staff that the patient would benefit from interpreting or translating services
- 3) Patient may make the request themselves, either on the telephone or through a returned translation request document (the translation request form will be sent out with each patient letter. A copy of this is attached in Appendix ii)

6.2 Once the need for interpreting services has been identified this information will be scanned into and/or noted in the patient's record and be recorded in SystmOne, Choose & Book and Vedas by a PCA.

6.3 PCAs should only book *1 patient* requiring interpretive services *per clinic session*.

6.4 The PCA will contact the patient on the telephone using a Language Line Interpreter to book an appointment (please see Appendix iv for instructions on how to use this service). When making an appointment for someone needing an interpreter, allow sufficient time for everything to be repeated in each language.

6.5 When booking an appointment the PCA will explain where they are calling from, the purpose of their call, and gain consent from the patient to use a professional interpreter to discuss medical information with them. This consent will be noted in the admin notes in SystmOne and or Vedas.

6.6 Once an appointment has been made in a Here service, the PCA will immediately request an interpreter through either Sussex Interpreting Services or NEAL

Communications. This can be done by logging onto the perspective agency websites and using their online service requests forms (See Appendix iii for details).

6.7 The PCA should then:

- Store the confirmation email in a file that each member of the team can access
- Record on the appointment ledger that a translator has been booked to ensure that there is not more than one patient booked per clinic
- Note in the patient's record the confirmed appointment and the service used (either Sussex Interpreting Service or NEAL Communications)

6.8 PCAs must remember that when cancelling clinics or individual patient appointments, every patient must be checked individually to establish whether they have an interpreter booked. It is important to ensure that any such cancelled appointments must include the appropriate action to cancel and rebook the interpreter. PCAs will notify the appropriate interpreting service provider as soon as possible.

6.9 Where the need/benefit for interpreting or translating services only becomes obvious to service staff/the consulting clinician at the consultation itself, the consultation should be discontinued, and arrangements made to reschedule the appointment with appropriate interpreting service provision.

## 7 Key Factors for Using an Interpreter

- 7.1 If the patient refuses the use of a professional interpreter and asks for the use of family members or friends, this request must be verified using a telephone interpretation service and documented in the patient's notes. Whilst some carers, relatives and friends may be able to interpret, individuals must be aware that interpretation undertaken by people involved with the patient may be distorted (due to over-protectiveness, bias, or conflicting interests) and may not be an appropriate way of communicating confidential information or undertaking an assessment.
- 7.2 When a child cannot understand or speak English, parents must not be asked to interpret for the child and an external interpreter must be used. *Exceptionally*, in an emergency situation, clinicians can use their judgement to ask parents to interpret whilst external interpretation provision is being arranged, bearing in mind child protection regulations. In the case of acute emergencies, individuals may use a family member or friend of the child to elicit and communicate basic information.
- Children SHOULD NOT be used to interpret.** If a patient requests to use a child as an interpreter, the Here employee should offer professional interpretation services in line with this policy and advise that we cannot use children to interpret.
- 7.3 If a patient brings a child less than 16 years old to their appointment, they should be discouraged from interpreting and the option of a professional interpreter offered. Even in the case of acute emergencies, individuals should only use the accompanying child to elicit and communicate basic information.
- 7.4 Where there are concerns about child protection or vulnerable adult issues, an approved external interpreter should be used, even for basic communication.

## 8 Translation of Patient Information Leaflets and Letters

Here will offer translated material to patients. With each patient letter a Translation form – applicable to the service the patient is being referred to – will be enclosed (see Appendix ii).

The form covers 8 languages most commonly spoken in Brighton and Hove (as advised by Sussex Interpreting Services and in line with Brighton and Hove City Council). These are:

- Arabic
- Bengali
- Cantonese
- Farsi
- Mandarin
- Polish
- Portuguese
- Turkish

There is a space – Other Language – for patients to request translation in a language not stated on the form.

The document informs patients how to:

- Request translation of their appointment letter
- Request translation of the service leaflet
- Request an interpreter to attend their appointment

Additionally, standard details will be provided on the back page of each service leaflet giving the details of where to write for a translated version in the eight languages listed above.

Each service leaflet and patient letter can also be requested in:

- Large print
- Braille
- Audio tape

Currently, clinical handouts are not available for translation. The interpreter utilised during clinical sessions will be responsible for ensuring any information available on handouts (e.g. injection consent form) is reviewed and well understood by the patient.

## **9 Confidentiality**

All individuals are required to maintain complete patient confidentiality as a condition of their employment with Here. Patient confidentiality must be respected at all times when arranging an interpreter.

Any breaches of patient confidentiality will be taken seriously and may result in disciplinary action being taken.

Any breach of confidentiality by an interpreter supplied through an authorised interpreting service will be reported immediately to the service provider.

The verbal consent of the patient must be obtained prior to an interpreter being used and this should be noted within the patient record.

## 10 Appendix I – “How to” guide for the use of Interpreting

### 1. Why use an interpreter?

- They are free for the patient to use
- Medical vocabulary can often be different to general vocabulary. An interpreter will be responsible for clear communication, and will keep all information confidential
- Interpreter is also present to explain any cultural differences to the clinician

### 2. What if a patient refuses an interpreter?

Please refer to the main body of the Providing Interpreting and Sign Language Procedure for further information.

### 3. How to offer an interpreter for telephone translation

- Would you like me to call back with an interpreter? What type of interpreting service do you wish to access? *Advise you will call back in 5-10 mins*
- *If you are struggling to communicate and are unable to ask advise you will call back with a telephone interpreter if the patient's native language is listed on the referral and terminate the call*
- If a patient does not want an interpreter advise them of points in section one. However they are entitled to refuse should they prefer a family member. Please be aware this is not ideal as it does not always render an accurate/unbiased interpretation. Please see section 1 within the main body of this procedure
- When contacting patients who have use of a text phone, please speak slowly and clearly, allowing time for the phone to change your speech into text

### 4. How to access a translator through language line

- a. Call 'Language Line' on 0845 310 9900
- b. The operator will ask you for the following information:
  - i. Account number: 200-040 8545
  - ii. ID: 286 002 (Here)
  - iii. Your initial and surname
  - iv. The language you require
  - v. Where the patient is (their telephone number or if they are with you).
- c. Before the operator dials out, make sure they have taken the details of the message you would like to leave if they are unable to reach the patient
- d. Ask the interpreter to introduce you and themselves to the client and give the operator the first question or statement. Give the operator time to translate and the patient respond and then carry on as normal
- e. Let the operator know when you are done

### 5. How to book a sign language interpreter through AD Communications for an appointment

- a. Go to [www.adcommunications.org.uk](http://www.adcommunications.org.uk)

- b. Go to the section for face to face interpreting
- c. Fill out the form and submit

## **6. Document Translation**

Should patients request it, we are able to offer translation of clinic outcome letters, appointments and leaflets. For an example of the form needed please see the Interpreting and Sign Language Procedure – Appendix iii

## 11 Appendix ii – Schedule of Applicable Publications:

Reasonable steps have been taken to ensure that this procedure reflects the Care Quality Commission Schedule of Applicable Publications, The following guidelines have been referenced:

- The NHS Constitution (DH, 2009)  
[http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH\\_113613](http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_113613)
- Equality and Human Rights Commission 2009  
<http://www.equalityhumanrights.com/publications/>
- Asylum and Immigration Act (1996)  
<http://www.legislation.gov.uk/ukpga/1996/49/contents>
- Race Relations (Amendment) Act (2000)  
<http://www.legislation.gov.uk/ukpga/2000/34/contents>
- Mental Capacity Act 2005 Policy  
[http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH\\_085476](http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_085476)
- Mental Capacity Act Code of Practice 2008  
[http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH\\_085476](http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_085476)
- Data Protection Act 2018 –  
<http://www.legislation.gov.uk/ukpga/2018/12/contents/enacted>
- Equality Act 2010 <http://www.equalityhumanrights.com/publications/>
- Equality and Human Rights Commission 2009  
<http://www.equalityhumanrights.com/publications/>
- Human Rights Act 1998  
[http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH\\_088970](http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_088970)

12 Appendix iii – Example of a Service Translation Form



**Brighton and Hove Skin Care**

Brighton and Hove Integrated Care Service

**Translation? অনুবাদ? الترجمة? Tlumaczenia? Çeviri? Tradução? 翻译吗?**

<p>If you need the Brighton and Hove Skin Care:</p> <ul style="list-style-type: none"> <li>Appointment letter translated <input type="checkbox"/></li> <li>Leaflet translated <input type="checkbox"/></li> <li>Interpreter to attend your appointment <input type="checkbox"/></li> </ul> <p>Please call 0300 303 8060 or email <a href="mailto:bics.enquiries@nhs.net">bics.enquiries@nhs.net</a>. Alternatively, tick the relevant boxes above, write your name and address (in English) in the space below and post this form to the address at the bottom of this page. We will send a translation to you as soon as possible.</p>	<p>إذا كنت بحاجة إلى أن تقوم خدمة Brighton and Hove Skin Care بالأمور التالية:</p> <ul style="list-style-type: none"> <li>ترجمة رسالة الموعد <input type="checkbox"/></li> <li>ترجمة نشرة المعلومات <input type="checkbox"/></li> <li>حضور مترجم شفوي للموعد المحدد لك <input type="checkbox"/></li> </ul> <p>يرجى الاتصال هاتفياً برقم 0300 303 8060 أو عبر البريد الإلكتروني التالي: <a href="mailto:bics.enquiries@nhs.net">bics.enquiries@nhs.net</a>. أو بدلاً من ذلك، ضع علامة في المربعات ذات الصلة أعلاه، و اكتب اسمك وعنوانك (باللغة الإنجليزية) في المكان المخصص أدناه ثم أبعث بهذه الاستمارة إلى العنوان المبين في أسفل هذه الصفحة، وسوف نرسل لك نسخة مترجمة في أقرب وقت ممكن.</p> <p>ARABIC</p>
<p>আপনি যদি Brighton and Hove Skin Care এর:</p> <ul style="list-style-type: none"> <li>আপোয়েন্টমেন্টের নির্দিষ্ট অনুবাদ <input type="checkbox"/></li> <li>খোলাপত্রের অনুবাদ <input type="checkbox"/></li> <li>আপনার অ্যাপোয়েন্টমেন্টে একজনকে যোগাযোগ করতে <input type="checkbox"/></li> </ul> <p>পরেতে চান তাহলে দয়া করে 0300 303 8060 নম্বরে ফোন কলন করুন। <a href="mailto:bics.enquiries@nhs.net">bics.enquiries@nhs.net</a> ইমেইলে ই-মেইল করুন। অন্যথায় উপরে দেওয়া প্রশ্নগুলোর উপযুক্ত বক্সে চিহ্ন দিন, আপনার নাম এবং ঠিকানা (ইংরেজিতে) নিম্নোক্ত খালি জায়গায় লিখুন এবং ফর্মটি পূর্তাধীন পত্রকে লেফা ত্রিকালক পাঠিয়ে যান। আমরা যতদ্রুত সম্ভব আপনাকে অনুবাদ করে দিচ্ছি।</p> <p>BENGALI</p>	<p>如果你需要「布萊頓及豪富市皮膚護理」 Brighton and Hove Skin Care:</p> <ul style="list-style-type: none"> <li>翻譯預約信件 <input type="checkbox"/></li> <li>翻譯單張 <input type="checkbox"/></li> <li>傳譯員出席你的預約 <input type="checkbox"/></li> </ul> <p>請致電 0300 303 8060，或電郵 <a href="mailto:bics.enquiries@nhs.net">bics.enquiries@nhs.net</a> 或者，在下列合適的方格內加劃，在下面的空位（以英文）寫上你的姓名和地址，並把這表格寄回本頁底部的地址。我們會把翻譯本儘快寄給你。</p> <p>CANTONESE</p>
<p>در صورت نیاز به Brighton and Hove Skin Care:</p> <ul style="list-style-type: none"> <li>ترجمة نامه وقت ملاقات <input type="checkbox"/></li> <li>ترجمة برگه <input type="checkbox"/></li> <li>حضور مترجم در وقت ملاقات شما <input type="checkbox"/></li> </ul> <p>لطفاً با شماره تلفن 0300 303 8060 تماس حاصل نموده یا با پست الکترونیکی <a href="mailto:bics.enquiries@nhs.net">bics.enquiries@nhs.net</a> مکاتبه کنید. شما همچنین می توانید مربع های مربوطه فوق را علامتگذاری نموده، نام و نشانی خود را (به انگلیسی) در بخش ذیل درج نموده و این فرم را به آدرس مندرج در پایین این صفحه ارسال نمایید. ما در اسرع وقت ترجمه ای را به شما ارسال خواهیم نمود.</p> <p>FARSI</p>	<p>如果您需要 Brighton and Hove Skin Care:</p> <ul style="list-style-type: none"> <li>得預約信翻譯 <input type="checkbox"/></li> <li>得傳單翻譯 <input type="checkbox"/></li> <li>譯員出席您的預約 <input type="checkbox"/></li> </ul> <p>請致電 0300 303 8060 或發電郵到 <a href="mailto:bics.enquiries@nhs.net">bics.enquiries@nhs.net</a> 或者，勾選上面相關的方格，在下面的空格中寫下您的名字和地址（用英文），然後將此表格寄到本頁末尾所列的地址。我們將盡快寄一份翻譯件給您。</p> <p>MANDARIN</p>
<p>Jeżeli chcesz, żeby Brighton and Hove Skin Care zamówiła:</p> <ul style="list-style-type: none"> <li>Przetłumaczenie listu z terminem wizyty <input type="checkbox"/></li> <li>Przetłumaczenie ulotki <input type="checkbox"/></li> <li>Tłumacza na umówioną wizytę <input type="checkbox"/></li> </ul> <p>Proszę zadzwonić pod numer 0300 303 8060 lub wysłać email na adres <a href="mailto:bics.enquiries@nhs.net">bics.enquiries@nhs.net</a>. Można też zaznaczyć odpowiednie okienko powyżej, wpisać swoje imię i nazwisko oraz adres na dole strony i wysłać ten formularz na podany poniżej adres. Tłumaczenie wyślemy w najbliższym możliwym terminie.</p> <p>POLISH</p>	<p>Brighton and Hove Skin Care pode providenciar o seguinte:</p> <ul style="list-style-type: none"> <li>tradução de carta sobre consulta <input type="checkbox"/></li> <li>tradução de folheto <input type="checkbox"/></li> <li>intérprete para consulta médica <input type="checkbox"/></li> </ul> <p>Por favor telefone para 0300 303 8060 ou envie um e-mail para: <a href="mailto:bics.enquiries@nhs.net">bics.enquiries@nhs.net</a>. Também pode assinalar as caixas relevantes acima, escrever o seu nome e endereço (em inglês) no espaço abaixo e enviar este formulário para o endereço na parte de baixo desta página. A tradução será enviada o mais depressa possível.</p> <p>PORTUGUESE</p>
<p>Şayet Brighton and Hove Skin Care den sunlara ihtiyacınız olursa:</p> <ul style="list-style-type: none"> <li>Randevu mektubu çevirisi <input type="checkbox"/></li> <li>Broşür çevirisi <input type="checkbox"/></li> <li>Randevunuzda tercüman bulunması <input type="checkbox"/></li> </ul> <p>Lütfen 0300 303 8060'ı arayınız veya <a href="mailto:bics.enquiries@nhs.net">bics.enquiries@nhs.net</a> adresine email yollayınız. Alternatif olarak yukarıdaki uygun kutuyu işaretleyip, adınızı, soyadınızı ve adresinizi (İngilizce olarak) alttaki boşluğa yazıp, formu bu sayfanın alt kısmında belirtilen adrese yollayınız. En kısa zamanda size bir çeviri yollanır.</p> <p>TURKISH</p>	<p>OTHER LANGUAGE (please state) <input type="checkbox"/></p> <p>.....</p>
<p>The Brighton and Hove Skin Care leaflet can also be made available in:</p> <p>Large print <input type="checkbox"/> Braille <input type="checkbox"/> on Audio tape <input type="checkbox"/></p> <p>Please call 0300 303 8060 or email <a href="mailto:bics.enquiries@nhs.net">bics.enquiries@nhs.net</a> to request your chosen version. Alternatively, tick the appropriate box above; write your name and address in the section below and post to the address at the bottom of this page. We will send the format to you as soon as possible.</p>	
<p>Post to: Brighton &amp; Hove Integrated Care Service FREEPOST RSKS-RHUR-TTRU 4<sup>th</sup> floor, 177 Preston Road BRIGHTON BN1 6AG</p>	<p>NAME:..... ADDRESS:..... EMAIL: .....</p>

Brighton and Hove Integrated Care Services Limited (Company Number 6528491) registered in England and Wales. Registered offices at Fourth Floor, 177 Preston Road, Brighton, BN1 6AG

## 13 Appendix iv – Interpreting Service Contact Details

### Sussex Interpreting Service

Community Base  
113 Queens Road  
Brighton, BN1 3XG  
East Sussex  
Telephone: 01273 234 802 (24 hour emergency no. 07811 459 315)  
Email: [info@sussexinterpreting.org.uk](mailto:info@sussexinterpreting.org.uk)  
Web: [www.sussexinterpreting.org.uk](http://www.sussexinterpreting.org.uk)

### Language Line Services

Telephone: 0845 310 99 00 or 0800 169 2879  
Email: [enquiries@languageline.co.uk](mailto:enquiries@languageline.co.uk)  
Caller ID. 286002 – Brighton & Hove Integrated Care Services  
Web: [www.languageline.co.uk](http://www.languageline.co.uk)

### Vandu Language Services

Telephone: 01273 473 986 (out of hours 0800 008 7650)  
Fax: 01273 488 701  
Email: [info@vlslanguages.com](mailto:info@vlslanguages.com)  
Web: [www.vlslanguages.com](http://www.vlslanguages.com)

### Prime Productions

Contact: Mahsum Khan  
Telephone: 0844 482 0471  
Fax: 0844 482 0475  
Email: [mahsum@primeproductions.org.uk](mailto:mahsum@primeproductions.org.uk) or should this be  
[info@primeproductions.org.uk](mailto:info@primeproductions.org.uk)  
Web: [www.primereproductions.org.uk](http://www.primereproductions.org.uk)

### Action Deafness

Contact: Deputy Manager and Bookings Coordinator:  
Telephone: ~~0844 593 8443~~ 0844 593 8440  
Fax: ~~0844 593 8444~~ 0844 593 8441  
SMS: 07947714040  
Email: [enquiries@actiondeafness.org.uk](mailto:enquiries@actiondeafness.org.uk)  
Website: [www.actionfordeafness.org.uk](http://www.actionfordeafness.org.uk)

### Remark!

Telephone: 020 7269 2626  
Fax: 020 7269 2629  
Email: [frankie@remark.uk.com](mailto:frankie@remark.uk.com) or [michelle.barclay@remark.uk.com](mailto:michelle.barclay@remark.uk.com) or  
[info@remark.uk.com](mailto:info@remark.uk.com)  
Web: [www.remark.uk.com](http://www.remark.uk.com)  
If you need to contact interpreting urgently please text 07540048015 or email  
[jessica@remark.uk.com](mailto:jessica@remark.uk.com)

### Action on Hearing Loss

Telephone: 0845 685 8000

Fax: 0845 685 8002  
Email: [communication.services@hearingloss.org.uk](mailto:communication.services@hearingloss.org.uk)  
Web: [www.actiononhearingloss.org.uk](http://www.actiononhearingloss.org.uk)

## 14 Appendix v – Language Line Instructions



### Accessing a Telephone Interpreter

#### When your client is with you

If you have a Language Line Dual Handset Phone please skip step 1.

1. Phone **0845 310 9900**
2. The operator will ask you for:
  - Your ID Code  
(L\_\_\_\_\_)  
(Please note: this code is **confidential** to your organisation or dept.)
  - Your organisation name (and department where appropriate)
  - Your initial and surname
  - The language you require (say if you need a specific interpreter\*)
  - Your client's 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 and brief the interpreter saying what phone you are using, e.g. single/ dual handset, speaker phone or mobile.
5. Ask the interpreter to introduce you and themselves to your client and give the interpreter the 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.

\*whenever possible we meet specific requests, e.g. for a female Interpreter  
© LLS/ LL Ltd 2011

#### Making outgoing client calls

The operator will connect you to an interpreter, then conference your client into the call.

1. Have your client's name and telephone number ready.
2. Follow steps 1 and 2 for 'When your client is with you', but advise the operator your client is **NOT with you**.
3. Give the operator your client's name and telephone number.
4. Stay on line while the operator connects you to a trained interpreter (about 30 seconds).
5. Note the interpreter's ID code. Introduce yourself and 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 the first question or statement.
6. The operator introduces your client into the call. The interpreter proceeds as you directed above.
7. 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.

#### Handling incoming client calls

##### If you have conferencing facilities

1. Put your client on hold using your organisation's conference call facilities (try to obtain your client's telephone number in case they hang up while on hold).
2. Follow steps 1 and 2 for 'When your client is with you', but advise the operator your client is **ON HOLD**.
3. Brief the interpreter, then conference your client into the call.

##### If you do not have conferencing facilities

1. Note your client's telephone number, language and, ideally, name.
2. Assure your client that you will call back shortly with an interpreter.
3. Follow the procedures for 'making outgoing client calls'.

#### Useful Numbers

##### 1. General enquiries, feedback and materials

Tel: 0800 169 2879  
 Fax: 0800 783 2443  
 Email: [enquiries@languageline.co.uk](mailto:enquiries@languageline.co.uk)  
 Website: [www.languageline.co.uk](http://www.languageline.co.uk)  
 Post: 25<sup>th</sup> Floor  
 40 Bank Street, Canary Wharf,  
 London, E14 5NR

##### 2. Document Translations

Tel: 0800 917 6564  
 Fax: 0800 783 2443  
 Email: [translations@languageline.co.uk](mailto:translations@languageline.co.uk)

**15 Appendix vi – Equality Assessment**

<b>1. Name of Policy</b>	Providing Interpreting and Sign Language Procedure
--------------------------	--

<b>2. Clinical/Governance/HR</b>	Governance
----------------------------------	------------

<b>2. Assessment completed by (Author/Owner/Other)</b>	<b>a) Name</b>	<b>b) Title</b>
Owner	Helen Curr	Director of Clinical Services
<b>Date assessment completed:</b>	<b>02.03.2017</b>	

<b>4. Does the policy benefit or have an impact on staff and/or the public? (please ✓)</b>						
<b>Staff</b>	Yes	✓	No		Not Sure	
<b>Public</b>	Yes	✓	No		Not Sure	

5. Is there a Differential Impact?					6. Is there concern?		7. Total Scores	
	<b>5a)</b> Is there any information or reason to believe that the operation of this policy would or does affect groups differently?  Answer: No Yes/No/NA/Not Sure		<b>5b)</b> How much information or evidence is there?  Answer: None NA/ None/Little/Some/Major		Has there been any concern expressed by the public or staff about the operation of this function or policy?  Answer: None NA/None/Little/Some/Major		Staff	Public
	Staff	Public	Staff	Public	Staff	Public		
Age	0	0	0	0	0	0	0	0
Disability	0	0	0	0	0	0	0	0
Gender reassignment	0	0	0	0	0	0	0	0
Marriage and civil partnership	0	0	0	0	0	0	0	0
Pregnancy and maternity	0	0	0	0	0	0	0	0
Race	0	0	0	0	0	0	0	0
Religion and belief	0	0	0	0	0	0	0	0
Sex	0	0	0	0	0	0	0	0
Sexual orientation	0	0	0	0	0	0	0	0
<b>Sub Total</b>							0	0
<b>Grand Total</b>							0	
8. Priority								
Grand Total Score			0		Priority (low, medium, high)		Low	

Priority Scoring	
Low	0 – 9
Medium	10 – 29
High	30+

**Low** = A full Equality Analysis is not required, but details of non-applicability must be detailed in 9. below.

**Medium** = A full Equality Analysis must now be completed, ensuring engagement with appropriate internal stakeholders

**High** = A full Equality Analysis must now be completed ensuring engagement with appropriate internal and external stakeholders

9. Reasons for non-applicability	
Equality strand	Reasons
Age	This procedure does not have any negative impact on this characteristic.
Disability	This procedure does not have any negative impact on this characteristic.
Gender reassignment	This procedure does not have any negative impact on this characteristic.
Marriage and civil partnership	This procedure does not have any negative impact on this characteristic.
Pregnancy and maternity	This procedure does not have any negative impact on this characteristic.
Race	This procedure does not have any negative impact on this characteristic.
Religion and belief	This procedure does not have any negative impact on this characteristic.
Sex	This procedure does not have any negative impact on this characteristic.
Sexual Orientation	This procedure does not have any negative impact on this characteristic.

10. Manager Approval	
Signed	Helen Curr
Date	02.3.2017