

## **Title: Obtaining Translations and Documents in a range of formats**

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**Service area applies to: Corporate**

**Risk: Low**

**Approved by:**

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<b>1.</b>	<b>Purpose</b>
	To ensure that St Vincent's staff communicate effectively with all customers, communities and other stakeholders (people). This procedure will ensure staff are able to offer a comprehensive translations service, produce documents in a variety of formats and engage an interpreter when required.
<b>2.</b>	<b>Scope</b>
	<p>The Marketing &amp; Communications Manager/PA is responsible for reviewing the translations procedure and for assisting staff in obtaining documents in other languages and formats.</p> <p>All staff across the organisation have a responsibility to ensure the procedure is followed, and Managers have a responsibility to monitor their team's performance in this area.</p> <p>The procedure applies to everyone who comes into contact with St Vincent's.</p>
<b>3.</b>	<b>References</b>
	<p>Communications Strategy <a href="#">Communications Plan 2009.xls</a></p> <p>Need help with our literature leaflet  <a href="http://www.svha.co.uk/downloads/contact_downloads/Need%20Help%20With%20Translations.pdf">http://www.svha.co.uk/downloads/contact_downloads/Need%20Help%20With%20Translations.pdf</a></p> <p>List of staff with second languages – available in the staff list in Noah or as a pdf document. <a href="#">Staff with 2nd languages at May 09.pdf</a></p> <p>Customer Service Statement – Our Promise to You  <a href="http://www.svha.co.uk/downloads/Our%20Promise%20to%20You.pdf">http://www.svha.co.uk/downloads/Our%20Promise%20to%20You.pdf</a></p> <p>Languageline leaflet <a href="#">Languageline Leaflet.pdf</a></p>
<b>4.</b>	<b>Key Objectives</b>
	<ul style="list-style-type: none"> <li>▪ Communicate with people in a language or format suitable to meet their needs.</li> <li>▪ Provide relevant information, literature and advice in a variety of formats.</li> <li>▪ Communicate well with people, in a way that engenders understanding between parties</li> </ul>
<b>5.</b>	<b>Customer Involvement</b>
	Key publications are review by the Approved By Our Customers panel. One member of the panel speaks English as a second language.
<b>6.</b>	<b>Monitoring against the Customer Top 10</b>
	The Association will respond to requests for information in other formats with 10 working days.

	<p>Staff will respect diversity and offer a translation service when requested, within 5 working days.</p> <p>This will be monitored quarterly by Managers against the Customer Service statement.</p>
<b>7.</b>	<b>Risk</b>
	<p>Low – information not being supplied in an appropriate format can lead to misunderstandings between St Vincent’s staff and customers, and could potentially lead to:-</p> <ul style="list-style-type: none"> <li>- a loss of income</li> <li>- breach of tenancy</li> </ul> <p>By communicating poorly, St Vincent’s would be at risk of excluding vulnerable members of the community.</p>
<b>8.</b>	<b>The Process</b>
<b>8.1</b>	<p><b>Translation of St Vincent’s Literature</b></p> <p>Most of St Vincent’s literature, with a few exceptions, is printed 11 point Arial in English. However, all our literature is available in other formats should a customer request it. Other formats are:-</p> <ul style="list-style-type: none"> <li>• Translations in other languages</li> <li>• Large print</li> <li>• Braille</li> <li>• Audio cassette</li> </ul> <p>If a customer requests a leaflet or printed document in any of the above formats, contact the Marketing &amp; Communications Manager, who will arrange to have the work done.</p> <p>A translation leaflet offering general advice to customers on translation services, is available in 12 different languages, and should be sent out with the following correspondence (as a minimum):-</p> <ul style="list-style-type: none"> <li>• Applications for Housing</li> <li>• Application for Employment</li> <li>• Tenancy Agreement</li> </ul> <p>Staff who require correspondence translating (eg a letter), should either contact the Marketing &amp; Communications Manager, or M4 Communications direct (details below). M4 are able to translate letters and other documents with 24 hours (this timescale must be made clear when obtaining a quote). M4 charge at £15 per 100 English words.</p>

8.2

### Helping Customers Communicate with Staff

If a customer is having difficulty communicating directly with a member of staff (or vice versa), the following services are available:-

- M4 Translations – 0161 234 3206 or email [m.nizami@notes.manchester.gov.uk](mailto:m.nizami@notes.manchester.gov.uk)
- LanguageLine 0845 310 9900 – **please quote L54624**
- Loop hearing system – all offices/schemes
- Minicom 18002 0161 909 6022

#### *Written Translations*

**M4 Translations** are able to offer a full translation service in many different languages. A mutually convenient appointment would need to be made between the M4 Translator, the SVHA staff member and the customer. M4 Translations charge by the hour for each appointment. **The member of staff should contact M4 Translations direct on 0161 234 3081** stating the language required, date, time and venue for the appointment. You must quote reference number L54624. Urgent translation appointments can be arranged immediately. All other translation appointments will be arranged within 1 week.

#### *Telephone Interpreters*

**LanguageLine** offer an interpreter service over the telephone. Staff can access this service either:-

- When a customer is with the staff member
- Making outgoing calls to customers
- When customers call a member of staff

In each case staff should ring 0845 3109900 and give the ID code L54624 .

Posters are displayed in each office/scheme with detailed instructions for using this service. Alternatively contact a member of Link of the Metropolitan House Reception staff for more assistance.

<b>9.</b>	<b>Appendices</b>
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<b>9.1</b>	<b>Appendix 1 – Equality Impact Assessment</b>
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Policy/Procedure being assessed:	Obtaining Translations and Documents in a Range of Formats Procedure
Section:	Chief Executive's Department
Date of assessment:	18 May 2009
Person (S) Responsible for assessment:	Sarah Hodgkinson
Is this a new or existing policy?	New

1. Briefly describe the function being assessed	Communication within St Vincent's and its stakeholders			
2. Who are the main stakeholders in relation to the function?	<p><i>Customers</i></p> <ul style="list-style-type: none"> <li>- Tenants</li> <li>- residents</li> <li>- social investment customers</li> <li>- service users</li> </ul> <p><i>Internal</i></p> <ul style="list-style-type: none"> <li>- Staff</li> <li>- Volunteers</li> <li>- Board Members</li> </ul> <p><i>External</i></p> <ul style="list-style-type: none"> <li>- Communities</li> </ul>			
3. Who will be consulted as part of this EIA? What types of consultation will be carried out?	<p>Internally - Directors and Managers</p> <p>Externally – Customers through the Approved by our Customers Panel</p> <p>The policy will be circulated electronically, and discussed by a panel in a special meeting.</p>			
4. <u>Could</u> the function have a differential impact on <b><u>racial groups</u></b> ?	<table border="1" style="width: 100%;"> <tr> <td style="width: 33%;">Yes✓</td> <td style="width: 33%;">No</td> <td style="width: 33%;"></td> </tr> </table>	Yes✓	No	
Yes✓	No			
What evidence exists to support your analysis?	Our staff must ensure they can communicate effectively with many people from a variety of cultures and nationalities, for many of whom English is not their first language.			

5. <u>Could</u> the function have a differential impact due to <b>gender</b> ?	Yes	No✓	
What evidence exists to support your analysis?			
6. <u>Could</u> the function have a differential impact on <b>disabled people</b> ?	Yes✓	No	
What evidence exists to support your analysis?	<p>People with a disability, such as blindness, may find it difficult to read correspondence from St Vincent's.</p> <p>Additionally, people with a disability such as deafness, may find it difficult to communicate directly with staff.</p>		
7. <u>Could</u> the function have a differential impact due to <b>age</b> ?	Yes✓	No	
What evidence exists to support your analysis?	Older people may find it difficult to read St Vincent's standard size print – 11 point arial		
8. <u>Could</u> the function have a differential impact due to <b>sexuality</b> ?	Yes	No✓	
What evidence exists to support your analysis?			
9. <u>Could</u> the function have a differential impact due to <b>religion or belief</b> ?	Yes	No✓	
What evidence exists to support your analysis?			
<p>If the answer is NO to <u>all</u> questions 4-9 and no differential treatment has been found there is no requirement for a full Equality Impact Assessment. Please go back regularly and review the cycle.</p> <p>If the answer is YES to any of the questions 4-9 please continue to question 10</p>			

10. In what areas could the differential impact identified in 4-9 be considered to be an adverse impact in this function? (Please tick if yes)	Race ✓	Gender	Disability ✓	Age ✓	Sexuality	Religion /belief
11. What solutions will be introduced to overcome these adverse impacts?	<p>A translation procedure has been implemented as part of the communications policy.</p> <p>Key documents have been translated into other languages, and all documents have a translation strapline.</p> <p>A list of staff with second languages is available and can be called upon to provide translations.</p> <p>A translation service is also available through LanguageLine and M4 Translations.</p> <p>Large print and Braille versions of all our literature is available on request, and the Customer Magazine is circulated in A3 format to our Independent Living schemes.</p> <p>The Association has the use of a mini-com, the number is printed on letterheads and other key documents</p> <p>St Vincent's website is accredited to the W3C standard for accessibility and offers the Google web translator.</p> <p>A hearing loop is available at all St Vincent's offices.</p> <p>An interpreter service is available for anyone who requires it at key meetings/events (on request).</p>					
12. In what areas could the differential impact identified in 4-9 be considered to be a positive impact in this function? (please tick if yes)	Race	Gender	Disability	Age	Sexuality	Religion/b elief
14. What strategies will be introduced to safeguard and spread these positive impacts?						

<p>15. Which Action Plans have these solutions/strategies been transferred into?</p>	<p>Communications Strategy  Communications Policy  Translations procedure</p>
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**Signed off by (Director):** .....

**Date:**.....

<b>9.2</b>	<b>Appendix 2 – Instruction on the Use of Language Line</b>
	<a href="#"><u>Language Line Leaflet.pdf</u></a>