

Title: Obtaining Translations and Documents in a range of formats

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Service area applies to: Corporate

Risk: Low

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1.	Purpose
	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.
2.	Scope
	<p>The Marketing & Communications Manager 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>
3.	References
	<p>Communications Strategy ..\..\Communication\Marketing Plans and Budget\PR and Comms Plan and Budget 2012.xls</p> <p>Need help with our literature leaflet http://www.svha.co.uk/downloads/svha_downloads/Need%20Help%20With%20Translations.pdf</p> <p>List of staff with second languages – available in the staff list in Noah – please request the latest version from HR</p> <p>Customer Service Statement http://www.svha.co.uk/downloads/tenant_downloads/Our%20Offer%20to%20You%202011.pdf</p> <p>Languageline leaflet Languageline Leaflet.pdf</p>
4.	Key Objectives
	<ul style="list-style-type: none"> ▪ Communicate with people in a language or format suitable to meet their needs. ▪ Provide relevant information, literature and advice in a variety of formats. ▪ Communicate well with people, in a way that engenders understanding between parties
5.	Customer Involvement
	Key publications are review by the Approved By Our Customers panel. One member of the panel speaks English as a second language.
6.	Monitoring against the Customer Top 10
	The Association will respond to requests for information in other formats within 10 working days.

	This will be monitored quarterly by Managers against the Customer Service statement.
7.	Risk
	<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"> - a loss of income - breach of tenancy <p>By communicating poorly, St Vincent’s would be at risk of excluding vulnerable members of the community.</p>
8.	The Process
8.1	What is available
	<p>Most of St Vincent’s literature, with a few exceptions, is printed in 11 point Arial (as recommended by the RNIB) 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"> • Translations using interpreters (staff or LanguageLine) • other languages • Large print • Braille • MP3 or DVD • Browsealoud – via the St Vincent’s website (www.svha.co.uk) <p>A translations leaflet offering general advice to customers on translation services, is available in a number of key languages chosen using the profiling data, and should be sent out with the following correspondence (as a minimum):-</p> <ul style="list-style-type: none"> • Application for Housing • Application for Employment • Tenancy Agreement / Welcome File

The Process**Written communication**

Customer contacts a member of staff to request document translation

Step 1
Check Noah for staff with the language skills required

Step 2
If no staff with the required language are available, use Browsealoud at svha.co.uk – (this can only be downloaded onto a laptop)

Step 3
If the above steps have not provided a solution, contact the Marketing Manager, or Receptionist, who will contact the Association's translations agency

Face to face or over the phone communication

Customer communicating with a member of staff is having difficulty because of a language barrier or hearing disability

Step 1
Check if there is a member of staff in-house with other language skills (check Noah)

Step 2
If no staff with the required language skills are available, contact LanguageLine and request an interpreter

Step 3
If the above steps have not provided a solution, contact the Association's Translations Agency (see 8.5).

Step 1
If the customer has a hearing disability, firstly check if there is a member of staff in-house with British Sign Language skills (check Noah).

Step 2
If no staff with the required British Sign language skills are available, use either the minicom line or the loop (located in all reception areas)

8.3	<p>Staff accessing Translations</p>
	<p>Staff who require correspondence translating (eg a letter), should either contact the Marketing Manager, the Receptionist at Metropolitan House, M4 Communications, or NW Interpreters (see 8.5). 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> <p><i>One to One Translations</i></p> <p>Languageline 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. Languageline charge by the hour for each appointment. The member of staff should contact Languageline direct on 0845 310 9900 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.</p> <p><i>Telephone Interpreters</i></p> <p>Languageline also offer an interpreter service over the telephone. Staff can access this service either:-</p> <ul style="list-style-type: none"> • When a customer is with the staff member • Making outgoing calls to customers • When customers call a member of staff <p>In each case staff should ring 0845 3109900 and give the ID code L54624 .</p> <p>Posters are displayed in each office/scheme with detailed instructions for using this service and a training DVD is available through the HR for training purposes. Alternatively contact a member of Link of the Metropolitan House Reception staff for more assistance.</p>
8.4	<p>Occasions where it may be necessary to obtain translations / translators</p>
	<ul style="list-style-type: none"> • For specific important documents, eg the Customer Handbook • Where a customer does not speak English, but it is important to write to them about a specific tenancy related matter, eg a recharge, anti-social behaviour, or arrears • For a court hearing
8.5	<p>Translation Agencies and Tools</p> <ul style="list-style-type: none"> • M4 Translations – 0161 234 3206 or email m.nizami@manchester.gov.uk • North West Interpreters – email caroline.england@hotmail.co.uk • Languageline 0845 310 9900 – please quote L54624 • Loop hearing system – all offices/schemes • Minicom 18002 0161 909 6022

9.	Appendices
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9.1	Appendix 1 – Equality Impact Assessment
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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:	17 January 2012		
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"> - Tenants - residents - social investment customers - service users <p><i>Internal</i></p> <ul style="list-style-type: none"> - Staff - Volunteers - Board Members <p><i>External</i></p> <ul style="list-style-type: none"> - Communities 		
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 racial groups ?	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 gender ?	Yes	No✓	
What evidence exists to support your analysis?			
6. <u>Could</u> the function have a differential impact on disabled people ?	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 age ?	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 aerial		
8. <u>Could</u> the function have a differential impact due to sexuality ?	Yes	No✓	
What evidence exists to support your analysis?			
9. <u>Could</u> the function have a differential impact due to religion or belief ?	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/belief
14. What strategies will be introduced to safeguard and spread these positive impacts?	Publicise access to translations on all communications channels.					
15. Which Action Plans have these solutions/strategies been transferred into	<p>Communications Strategy</p> <p>Communications Policy</p> <p>Translations procedure</p>					

Signed off by (Director):

Date:.....

9.2	Appendix 2 – Instruction on the Use of LanguageLine
	<u>LanguageLine Leaflet.pdf</u>