

## **4.INTERPRETING AND TRANSLATION**

### **4.1. Community Supporters/Interpreters**

There will be a number of instances when the school/setting will need to access members of the community who are able to speak the language of the child and his/her family or who are familiar with their culture and life style. The EMAS Service may be able to put you in contact with a community supporter who, through training, has knowledge and/or experience of the British Education system. This volunteer will be able to assist you in helping to inform parents of procedures within the setting and general information which is necessary if the child is to fully access activities and feel included in their new environment. Examples of how a volunteer could support include:

- Talking to parents about the school/setting day e.g. timetable, lunch, snack time, PE.
- Explaining how learning takes place in the Foundation Stage.
- Establishing ways for parents to communicate if a community supporter is not available e.g. in emergencies.
- Helping child and family to get to know their local community including groups or families who share the same language and culture. e.g. community language schools, Women's International Meetings, English language classes.

**It may be necessary to use a member of the community who speaks the child's language in the classroom/during the session. This is not the role of the community supporter however, the individual may be happy to help you either as a volunteer or paid worker. (See section on Emergency support from EMAS)**

Some of the community supporters are also trained and have agreed to be community interpreters. A community interpreter would be used when the service provider i.e. school/setting needs to communicate specific information to parents related to the child. This is usually in circumstances that are more serious than general support and signposting i.e. in relation to a child's progress, behaviour, Special Educational Needs or a racist incident. In these situations the community interpreter should be paid.

**The EMAS Service has agreed to support schools and pre-school settings by offering to provide an interpreter at the initial meeting with parents and the school. To do this, the Service will use local community interpreters or members of the EMAS team who have the required languages and therefore there may be restrictions on languages available.**

Everyone has the right to access information and services and therefore schools and pre-school settings must provide provision to enable all parents to be fully informed

#### **4.2.TalkBack**



Lincolnshire County Council has taken a big step towards realising one of its key priorities with the launch of an innovative new telephone service for local residents.

To help provide a better service to the public the council has teamed up with the interpreting and translation company EITI, who are based just across the county border in Howden, East Yorkshire.

Together, they will provide a groundbreaking telephone service for Lincolnshire residents who speak little or no English. Special 'hotlines' now connect callers directly to an LCC member of staff and an EITI interpreter who speaks one of eight languages.

The eight languages, together with the telephone numbers for each, are as follows:

Arabic	01430 457373
Albanian	01430 457374
Cantonese	01430 457375
Mandarin	01430 457375
French	01430 457376
Polish	01430 457377
Portuguese	01430 457378
Turkish	01430 457379
Czech	01430 457380
Kurdish-Sorani	01430 457386
Lithuanian	01430 457387
Romanian	01430 457388
Russian	01430 457389

## **How does it work?**

By telephoning a number unique to each language listed above, a caller will be connected directly with an interpreter who will establish the nature of the call, take contact details and refer the call back to the council so it can be dealt with. It is then the responsibility of the relevant department/ establishment to find an interpreter, if necessary (see section of Community Supporters/Interpreters) to support the family with further communication.

If the call is an emergency, a relevant person from the council will also be conferenced into the call at the same time.

Information on Talk Back is available in many community establishments e.g. libraries schools and also from the EMAS Service and Lincolnshire County Council Offices

### **4.3. Professional Interpreters or Translations**

As stated in the section **Community Supporters/Interpreters**, the EMAS Service will endeavour to find a local interpreter to support a new family who does not have a good command of English. However, if a community interpreter is not available who speaks the required language or you feel an independent interpreter is needed, you may need to contact an interpreting service. Interpreters can be used in 3 way telephone conversations or face to face interpreting.

The council provides a standardised interpreting and translation service, delivered by and in association with the communications company EITI. Information on the use of EITI can be obtained from The EMAS Service or by contacting them directly on 0870 7012020.

### **4.4. A Few Words need Translating?**

Try some of the online translation services. While useful for single words or short phrases, they may not be reliable for longer pieces of text. Babel Fish Translation is one of the most popular online translation services