



Fife Housing Association Ltd

Scottish Charity No. SC025647

TRANSLATION AND INTERPRETATION POLICY

Issue No: 1
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Review Requirement: Every Two Years

This document can also be made available on tape, in Braille, large print and community languages. For information, please contact Corporate Services Department on 01383 606162 or email info@fifeha.org.uk

這份文件亦可以以錄音帶、盲人凸點字、大字體印刷及各種社區語言等型式提供。如需要有關資料請致電 01383 606162 或透過電郵 info@fifeha.org.uk 與“團體服務部門” Corporate Service Department 聯絡。

يمكن توفير هذه الوثيقة مسجلة على أشرطة صوتية و مدونة بلغة بريل للعمي و بطباعة كبيرة الحجم و بلغات مختلفة. للحصول على المزيد من المعلومات نرجو الإتصال بقسم خدمات البلدية على رقم الهاتف:

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یہ دستاویز ٹیپ، بریل (ناہینا افراد کیلئے پڑھنے کا طریقہ) بڑی لکھائی اور کیوٹی میں بولی جانے والی زبانوں میں بھی مہیا کی جاسکتی ہے۔
برائے مہربانی مزید معلومات کے لئے کارپوریٹ سروسز ڈیپارٹمنٹ سے اس نمبر 01383 606 162 یا ای میل info@fifeha.org.uk کے ذریعے رابطہ کریں۔

1.0 Introduction

1.1 Fife Housing Association aims to provide a first class service to all our customers. We want to make sure that all our customers can access our services. This includes those whose first language is not English and users who are deaf, blind or partially sighted.

2.0 Policy

2.1 The Association will:

- Provide our customers with information in their first language and make every effort to remove any communication barriers.
- Provide a prompt and efficient service, which is equitable and accessible to all.
- Communicate our policy widely to our customers and staff.

3.0 Interpreting Services

3.1 The Association is a member of Language Line Services. Staff have been trained on the use of this service which is used for telephone or face to face interpreting.

3.2 Language Identification Posters are displayed in our reception area to make it easy for our customers to identify their first language.

3.3 We will arrange for a suitable interpreter who can speak a customer's language as soon as we can and within three working days.

4.0 Translation Services

4.1 We will make every effort to provide all customers with written information in their first language when requested.

4.2 A statement will be attached to all our tenant facing policies and documents in community languages (Chinese, Polish, Arabic and Urdu) which will explain who to contact within our organisation for assistance with translations.

4.3 Once translated we will place tenant facing policies on our website for general use by our customers.

4.4 It is the responsibility of our Corporate Services Department to arrange the translation of documents through the Fife Community Interpreting Service.

5.0 Communication Support

5.1 We will provide an interpreter for deaf customers who use British Sign Language. When requested, we will also arrange for written

information to be made available in Braille or on tape for our visually impaired customers.

- 5.2 Copies of documents can also be provided in large print on request.
- 5.3 The Association use Fife Sensory Impairment Centre for the provision of communication support.
- 5.4 Portable induction loops for hearing impaired customers are available for use in interviews at the Association's office and also in customer homes.

6.0 Publicity

- 6.1 The Association will aim to publicise this Policy as widely as possible. The Policy will be:
 - publicised on our website
 - the subject of newsletter articles
 - included in sign-up packs for new tenants
 - summarised in the Tenants Handbook
 - displayed at reception
 - available on request

7.0 Training

- 7.1 We will ensure that all our staff providing front line services know how to arrange for an interpreter or to get translations done.
- 7.2 A Procedure Note to accompany this policy will be produced to give clear guidance to staff.

8.0 Recording and monitoring requests

- 8.1 All requests for translation or interpreting services will be logged by the Corporate Services Department.
- 8.2 We will review this policy every three years or earlier if problems or necessary amendments are identified.
- 8.3 We will welcome feedback from our staff or customers on this policy.