



The Havebury Housing Partnership Translation and Interpretation Policy

Policy No. HS 033

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Relevant corresponding Policy <i>(procedures only)</i>	N/A		
Approved by (inc date)	<i>Leadership Team</i>		
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Author <i>(Document Owner)</i>	<i>Customer Experience and Insight Manager</i>		
Accountable Director <i>(Relevant ED)</i>	<i>Director of Operations</i>		
Consultation	Consultee	Y / N	Date
	Resident Voice	N/A	
	JNC	N/A	
	Other	N/A	
Equality & Diversity Impact Assessment Outcome	Complete		
Legal Advice (inc date)	Not sought		

1. Policy Statement

- 1.1 To provide our customers and residents with information in their first language where requested, or the appropriate format, and to make every effort to remove any communication barriers.
- 1.2 To provide an effective and efficient service, which is accessible to all Havebury customers.
- 1.3 To communicate our policy widely to our customers and employees, to ensure people are aware of the services we offer and how they can be accessed.
- 1.4 To provide responsive services based on consultation and involvement of Havebury's customers and employees.
- 1.5 We will use our data and information to ensure that we communicate with residents in the method they have told us they prefer.

2. Definitions and Scope

- 2.1 For the purposes of this document the following distinctions are made between 'translation' and 'interpretation'.
- 2.2 Translation refers to the transferring of ideas expressed in writing from one language to another.
- 2.3 Interpretation refers to the transferring of ideas orally or through use of gestures and signs (this includes Braille, Large Print and Sign Language).
- 2.4 The term 'customer' is used as a term to embrace any stakeholder or group who interacts with us. The routes through which a customer may interact are known as 'access channels' and can include but are not limited to:
 - Telephone
 - Electronic access
 - Face to face
 - Written correspondence
- 2.5 This policy and procedure refers to customers who:
 - Do not have English as their first language
 - Have a sensory impairment
 - Have a learning difficulty
 - May have low levels of literacy

3. Responsibilities

Leadership Team is responsible for approval and oversight and all operational teams are responsible for delivery and its effectiveness.. The assistant director of housing and customer services is responsible for any non-material updates to this policy referring to REC if required.

4. Policy

- 4.1 Through our service standards, we will aim to meet the needs and preferences of our customers ensuring that we are communicating in the most productive way.
- 4.2 This policy and our delivery of it will acknowledge and consider the diverse needs of each individual. This policy is designed to allow a flexible structure

to achieve our aim of productive communication with customers.

- 4.3 We will use plain English in all our communications. We aim to clearly explain any technical terms and we will avoid using jargon and abbreviations.
- 4.4 We will make every effort to provide all customers with information in their first language or chosen format when requested, either through an interpreter or by providing translated written information.
- 4.5 We will have Language Identification Cards available at our reception area, to make it easy for customers to identify their first language at the time of their visit.
- 4.6 Deaf customers who need British Sign Language translation can receive this via Skype, through the Language Line Service. An appointment will need to be arranged for this.
- 4.7 We will ensure that all our employees providing front line services know how to arrange for an interpreter, use our Language Line services and know how to arrange translations.
- 4.8 We aim to meet all requests for an interpreter within three working days and for translated information to be provided within eight working days. Larger documents such as tenancy agreements may take slightly longer. Where we are aware in advance of the tenancy agreement requiring translation, we will endeavour to have this document ready at the 'Tenancy Sign-Up Appointment'.
- 4.9 We will always inform customers of the timescales involved with their request.
- 4.10 Customers can request a male or female interpreter if they have a preference.
- 4.11 We will always offer to arrange for a professional interpreter where required. Customer's may have a preference to have a family member, friend or an advocate who is able to interpret on their behalf present, however we will provide a professional and neutral interpreter should this be necessary for the best interests of the business and the customer.
- 4.12 Anyone under the age of 18 will not be permitted to act as interpreters except for communication in an emergency. In no circumstances will we allow anyone under the age of 18 to interpret for any sensitive issues including domestic violence, rent arrears, anti-social behaviour or tenancy breaches.
- 4.13 All employees will consider the most effective way to communicate with our customers. In some instances, this may mean we will consider whether a visit to a customer would be more appropriate than providing Braille, audio or other formats.
- 4.14 We will aspire to signpost customers to 'English for Speakers of other Languages' (ESOL).
- 4.15 Our website includes options for 'browse aloud' for blind or partially sighted visitors. It offers the ability to increase the font size on screen if required and it is supported by a generic translation tool for visitors who need an alternative language.
- 4.16 We will monitor the profile of our customers with regular consultations to ensure that the main documents we provide are representative of our community.

5. References

Related External Documents	
Reference	Link to reference
The Race Relations Amendments Act 2000	https://www.legislation.gov.uk/ukpga/2000/34/contents
The Disability Discrimination Act 2005	https://www.legislation.gov.uk/ukpga/2005/13/contents
Related Internal Documents	
Equality and Diversity Policy	

6. Document Control

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