Translation & Interpretation Services

Protocol for accessing translation and interpretation including British Sign Language (BSL) and Braille
1. Introduction

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3. Contact Numbers & helpline

4. Accessing Language Support
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1 INTRODUCTION

This document provides details of the procedures to be used for accessing interpreter services, translation and transcription of documents in other formats.

All translation and interpretation services will be provided through Alpha Translating and Interpretation Services Ltd only. Sign Language interpretation will be provided internally through the Social Work Service in the first instance.

Alpha Translating and Interpretation Services Ltd have over 10 years of experience in providing translating and interpreting services to clients with differing needs, and with the support of a comprehensive network of linguists, are able to manage all translating and interpreting requirements for East Ayrshire Council.

It will be the responsibility of individual Services/Schools to pay for their translation and interpretation work undertaken by Alpha Translation and Interpretation Services Ltd on their behalf.

This document details the process for accessing:

- Face to Face Interpreting
- Telephone interpreting
- Written translation
- Any other setting or format as required

To access British Sign Language (BSL) Interpretation and Documents in Different Formats please refer to Section 6 of the document.
Alpha Translation and Interpretation Services Ltd operates 24 hours a day/365 days a year and can be accessed to obtain language support in any language for any form of communication as required. Some of the most commonly used areas of support are:

**Face to face interpreting**
- General meetings
- Interviews
- One to one assistance
- Formal and informal group meetings
- Formal and informal presentations
- Assisting visitors and tourists
- General assistance in all other circumstances

**Telephone interpreting**
- Obtaining basic information
- Assistance with incoming calls
- Arranging meeting times/booking appointments
- General assistance

**Written translation of**
- Letters - general or specific
- Leaflets
- Forms
- Information updates
- Complaint/notice letters

**Any other setting or format as required**
A basic step by step guide and information on how to access language support is listed at section 4 “Accessing language Support”.

For telephone interpreting services call:

For assistance with basic enquiries (24 hours a day):
Telephone 0131 622 3221 quote account number 967789

For other requirements (9am – 5pm, Monday to Friday)
Telephone 0131 558 9003

For face to face interpreting, written translation or general help call:

- Monday 9am to Saturday 11am (24 hrs)
  Tel: 0131 558 9003

- Saturday 11am to Sunday 9am (24 hrs)
  Tel: 07779 654443 / 0141 332 4975

- Sunday 9am to Monday 9am (24 hrs)
  Tel: 07947 473442 / 0131 476 0483
4 ACCESSING LANGUAGE SUPPORT

4.1 Accessing telephone interpreting services

To access language support over telephone for basic enquiries:

Phone 0131 622 3221, quote account number 967789 and the operator will manage the request. This is operational 24 hours a day.

For invoicing records the operator will require:
- Caller name
- Department name
- Service Area/School

To access language support via the telephone for any other enquiries for example to book appointments:

Telephone interpreting will be charged at £1.10 plus VAT per minute.

Phone 0131 558 9003 (9am – 5pm Mon to Friday)

4.2 Accessing Face to face interpreting services

Once the need for a face to face interpreter has been identified you should contact Alpha (anytime) to discuss your requirements. The following procedure is a general guideline and Alpha’s staff will assist you throughout from the point of enquiry to actual interpreting and beyond as required.

You should contact Alpha with information, such as:
- venue to attend
- language/ dialects/ nationality of the subject
- nature of discussion
- gender/ culture
- any other instructions related to the request

Please see “Language Support Request Form” for further information.

For requests with less than 72 hour notice, you should contact Alpha staff by telephone only, followed by faxing “Language Support Request Form”. Alpha’s staff will contact you within 20 minutes with an update.

For requests with more than 72 hour notice, you can email/ fax the “Language Support Request Form”. Alpha’s staff will contact you to acknowledge receipt of request and will also provide details of the linguist within 24 hours maximum.

Upon receipt of a request, verbally or by fax, Alpha’s staff will immediately log the request, issue a reference number and shortly thereafter contact you with details of a professional interpreter based in the local vicinity to ensure minimal time of turn around from the actual request time.

Users of interpreting services are requested to complete a feedback form for each request (where possible).

**Interpreting time is charged at £25 per hour plus VAT**

**Travel time is charged at £15 per hour plus VAT**

**Travel expenses are based on public transport and 26 pence per mile if a car is used.**

In the case of interpreting services, the rate for assignments completed out of office hours will be £30 per hour. Assignments completed in the following times are considered out of office hours:
- Between 6pm – 8am any day
- Any time on Saturday/Sunday/public holidays
4.3 Accessing Written Translation Services

Once the document/material which is to be translated has been identified, you should contact Alpha to discuss the actual procedure. These procedures are general guidelines and Alpha’s staff will assist you throughout from the point of enquiry to actual delivery of the translation and beyond as required.

Once a need is established, you should contact Alpha with relevant information, including:

- a target and source language(s) of the document
- format of delivery/output
- completion timescale

For face to face interpreting, written translation or general help call:

- Monday 9am to Saturday 11am (24 hrs)
  Tel: 0131 558 9003

- Saturday 11am to Sunday 9am (24 hrs)
  Tel: 07779 654443 / 0141 332 4975

- Sunday 9am to Monday 9am (24 hrs)
  Tel: 07947 473442 / 0131 476 0483

Please see “Language Support Request Form” in Section 5 - Documentation, for further information.

For requests with less than 72 hour notice, you should contact Alpha staff by telephone only. Alpha’s staff will contact you within 20 minutes to agree a delivery procedure accordingly.

For requests with more than 72 hour notice, you can email/fax the document to be translated with the “Language Support Request Form”. Alpha’s staff will contact you to acknowledge receipt of request and will also agree a delivery procedure accordingly.

Upon receipt of a request, verbally, by fax, by email, Alpha’s staff will immediately log the request, issue a reference number and will determine the exact needs as per your instructions to mutually agree the schedule and the completion plan accordingly. A named contact/ Project Manager will manage each project.

The cost for translation of written materials per 1,000 words is £95 plus VAT.
The minimum charge is £30 plus VAT

It should be noted that in the case of repeat translations there will only be charges for additional new text of the same/similar document(s). This function is extremely cost effective for the translation of standard letters/reminders and provided comprehensive savings in over all.

Additional charges of up to 25% will be applicable for extreme urgent translation and for complex formatting requirements, with the exact costs being advised to you at the time of request taking into account the urgency period, language involved, material to be translated and complexity of formatting. In practice this increase would only be applied in extreme and rare cases.
Language Support Request Form

The information entered in this form is required for record purposes and is confidential under the Data Protection Act 1998.

### Requesting Officer Details – Staff

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<th>Name</th>
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<th>Location &amp; Department</th>
<th>Date</th>
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### Subject Details

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<th>Surname</th>
<th>Title</th>
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<th>First Name</th>
<th>Initials</th>
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### Requests Details

Languages involved:  
Interpretation (select one only)  
face to face □  phone □

<table>
<thead>
<tr>
<th>Language / Dialect / Country</th>
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### Interpretation Request Details

<table>
<thead>
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<th>Day and Date</th>
<th>Time (24hr Clock)</th>
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<th>Venue</th>
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<th>Specific Requirements</th>
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<th>Alpha Contact</th>
<th>Alpha</th>
<th>Phone</th>
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### Translation Request Details

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<th>Date when translation required</th>
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<table>
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<tr>
<th>Specific Requirements</th>
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### Approval and invoice related

**Translation / Interpretation Company Name** Alpha Translating and Interpreting Services Ltd. 18 Haddington Place Edinburgh EH7 4AF

<table>
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<th>Approval info:</th>
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<tbody>
<tr>
<td>Date:</td>
<td>Purchase Order Number:</td>
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Customer information

Name: _____________________________________________________________________________________
Event Location: ______________________________________________________________________________
Event Description: ____________________________________________________________________________
Event Date: _________________________________________________________________________________
Name of interpreter: _____________________________________________
If reference number, please mention here:_____________________________________

Interpreter service

Did the interpreter arrive on time? ☐ ☐ ☐ ☐
Did the interpreter dress appropriately? ☐ ☐ ☐ ☐
Did the interpreter conduct themselves in a professional manner? ☐ ☐ ☐ ☐
Did the interpreter sit or stand in the best place for the person needing interpretation? ☐ ☐ ☐ ☐
Did the interpreter use the appropriate language for the person needing interpretation? ☐ ☐ ☐ ☐
Did the interpreter communicate with you before the event? ☐ ☐ ☐ ☐
Did the interpreter introduce him/herself to everyone? ☐ ☐ ☐ ☐
Did the interpreter introduce his/her role to everyone? ☐ ☐ ☐ ☐
Did the interpreter ask for clarification when needed? ☐ ☐ ☐ ☐
Did it seem as if the interpreter interpreted everything that was said in the encounter? ☐ ☐ ☐ ☐
Did you find the communication through the interpreter comfortable and effortless? ☐ ☐ ☐ ☐
Would you request this interpreter again? ☐ ☐ ☐ ☐

Interpreting rating: 4 = Excellent 3 = Very good 2 = Average 1 = below average

1 2 3 4

English Grammar ☐ ☐ ☐ ☐
Interpreted information ☐ ☐ ☐ ☐
Smoothness of speech flow ☐ ☐ ☐ ☐
Did you find the Alpha staff helpful?

YES  NO

Additional information

How can we improve our service?

Any other comments:
SERVICE FEEDBACK FORM - TRANSLATING

Customer information
Name: ____________________________________________________________________________________
Company: _________________________________________________________________________________
Date: _____________________________________________________________________________________
Language of document: ______________________________________________________________________
Name of document: __________________________________________________________________________
If reference number, please mention here: ________________________________________________

Translation service
Were you satisfied with the quality of the translation? YES ☐ NO ☐
Were you satisfied with the proposed timeframe for delivery? YES ☐ NO ☐
Has the completion date been met? YES ☐ NO ☐
Was the presentation satisfactory? YES ☐ NO ☐

Alpha Translating and Interpreting Services
Did you find the Alpha staff helpful? YES ☐ NO ☐
Overall service delivery
Rating: 4 = Excellent 3 = Very good 2 = Average 1 = below average
☐ ☐ ☐ ☐

Additional information
How can we improve our service?

Any other Comments?

Please return this form to the office above
BSL Interpretation can be accessed internally through the Council’s Social Work Department. A cost code will be required upon booking.

Please contact:

Anne Bennett  
*Sign Language Interpreter*  
Educational and Social Services  
Community Care  
Social Work

Telephone: 01563 576923  
Fax: 01563 576924  
Mobile: 07919 625963  
Email: anne.bennett@east-ayrshire.gov.uk

Or alternatively Sandra Lavery 01563 554281  
Morag Waddell 01563 554202

There is no cost for colleagues based within the Department of Educational and Social Work. The 2011/2012 cost for other departments are £37.04 an hour.

Alternatively, if the service from Social Work is not available, the following companies can provide BSL Interpretation. The following companies should only be used only if the service is required urgently and colleagues in Social Work are unable to meet your request. Contact:

**BSLISS Scotland:**  
BSLISScotland Ltd  
Suite 2/17–2/18  
Park Lane House  
47 Broad Street  
GLASGOW  
G40 2QW  
Textphone: 0141 554 6644  
Voice: 0141 554 6611  
Fax: 0141 554 6655  
Email: enquiries@bsliss.com  
Website: www.bsliss.com

**Sign Language Interactions:**  
National enquiries & booking:  
Telephone: 01292 269542  
Mobile: 07970 848868  
Fax: 01292 269542  
Email: admin@signlanguageinteractions.com
Documents in Different Formats

Braille

Libraries offer a Braille Printing Service, to arrange to have a document typed in Braille please contact:

Malcolm Paterson  
Service Development Officer (IT)  
The Dick Institute  
Elmbank Avenue  
Kilmarnock  
KA1 3BU

Telephone: 01563 554322  
Fax: 01563 554311  
Email: malcolm.paterson@east-ayrshire.gov.uk

Registered Blind customers get 1 copy of a document free of charge. Additional copies to be charged as below.

Costs are as follows:

- 50 pages printed from electronic format: £0.10 per sheet
- 50 pages printed from electronic format: £0.10 per sheet + £5 per hour
- Scanning/retyping documents: £0.10 per sheet + £5 per hour

Alternatively, if the service from Libraries is not available, RNIB can provide Braille. RNIB should only be used if the service is required urgently and colleagues in Libraries are unable to meet your request.

RNIB

RNIB Scotland Transcription Centre  
17 Gullane Street  
Glasgow G11 6AH

Telephone: 0141 337 2955  
Fax: 0141 357 4025  
Email: glasgowtrans@rnib.org.uk  
Contact: kim.walker@rnib.org.uk

Costings are approximately: Blocks of 400 words in Braille £26.20 for PDF format and £24.25 for Text or Word format. Extra copies are 35p.

Audio Tapes

The Tape Service based in Kilmarnock provides free transcription onto audio tape and from Mid August 2011, this service will also available on MP3 format. To arrange to use this service please contact:

Lesley Cowan  
The Cabin  
20 Glebe Road  
Kilmarnock  
Telephone: 01563 530880