

Interpretation

This procedure will guide you through the process to follow when using the interpreting service, having identified the client is not able to understand the English language, and needs to communicate verbally in their native language. The process can be used for inbound or outbound calls.

Where written communication is the most appropriate means of contact translation services should be used. For more information refer to [Translation](#).

The interpreting service does not cover the Welsh language. If it is will be identified during a call that the client would like to speak in Welsh, interpretation will be provided by the Welsh Language Unit. To do this follow the Department For Work and Pensions (DWP) guidance found within the A-Z on the home page, under Welsh language.

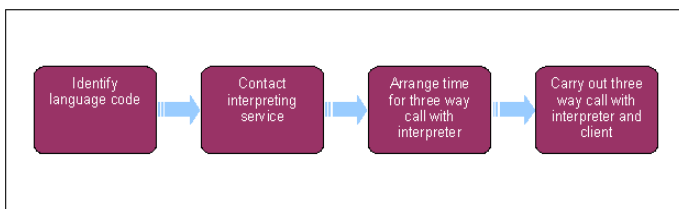
The interpreting service can be used by any caseworker in telephone contact with a client. If interpretation services are required at face to face meeting the Options consultant (Choices consultant in Northern Ireland) or the enforcement investigator will call the Interpreting Service to arrange for an employee to accompany them and act as a third party interpreter.

Use of the Interpreting Service is at the caseworker's discretion and will be offered only where regular communication has failed and it is necessary for effective communication to progress the case.

When used, a three way call takes place between the client, the caseworker and the third party interpreter.


The Big Word is the Child Maintenance Group (CMG) appointed supplier for interpreting services.

For more information please to the Policy, Law and Decision Making Guidance, [Interpreters and Translation Services](#) 



When speaking to clients always use the new terminology. For more information refer to [Terminology Changes](#).

Identify language code

1.  Check the Language Selection in the More Info view to see which language is needed before making an outbound call. Where the client has previously been in contact and the need for an interpreter was identified, the chosen language will have been recorded on the system.

During an inbound call check if a language is held on the system if the client can not communicate effectively in English or Welsh.




All Welsh interpretation will be dealt with by the Welsh Language Unit and you should follow the Department for Work and Pensions (DWP) guidance found within the A-Z on the home page, under Welsh language to arrange this service.

2. If no language is recorded and the client's chosen language is established select the Language field tab in the Language Selections screen. Select the appropriate language from the dropdown menu.

A full list of language codes is located within [The Big Word – Telephone Language Service](#) on the intranet, in the A-Z under B. Having the correct code will ensure a quicker service. This will alert future users that interpreter services may be required and allow future communication with the client to be more efficiently managed.

3. Where possible complete the security checks prior to calling the Interpretation Service i.e. client may speak enough English or Welsh to answer security questions but not to discuss the case in detail.

Contact interpreting service


4. Select the Conference button on the telephony toolbar . This automatically puts the client on hold and brings up the phone book.
5. Select the external tab Big Word Interpreting Service then type in The Big Word to activate the call button, select Call, this will automatically dial the interpreting service.
6. Input 99 followed by the cost centre code followed by the hash (#) key, once connected.
7. Input staff number followed by the # key.

8. Input the language code if known followed by the # key to connect to an interpreter for that language.
9. Language codes are located within [The Big Word - Telephone Language Service](#) on the intranet
10. Input 700 if the language code is unknown. You will be put through to a Language Identifier Section who will provide the caseworker with the correct code where possible, and transfer the call to the correct interpreter. If the code is still not identified the call must be ended.
11. The interpreter will provide their ID number, record this, the time of the call and the language required into the Outbound Call Activity Notes field.

Carry out three way call with interpreter and client


 If there is a requirement to have more than 3 participants on a call, at present this will have to be carried out off-line.

12. Check the interpreter speaks the correct language when connected and select the Conference button on the telephony toolbar again and the three way call is established.
13. Ask the interpreter to introduce themselves and to confirm the client wishes to progress the call.
14. Carry out security check once connection with the interpreter is complete if it has not already been done. Establish the reason for the call, create the Contact and Assign The Call Activity to the contact.
15. Carry out the conversation with the client (not the interpreter). If addressing the interpreter, make this clear by beginning the sentence with 'interpreter'.

 If you are unable to resolve the issue because it needs to be dealt with by another case officer or team, arrange a call back as the interpreter cannot be transferred. For further information refer to [Call - Make](#). Update the Notes to advise which language the client requires.

16. Select Hang-Up Call button when finished.
17. Check the correct Language Code has been input in the Language Code field.

Arrange time for three way call with interpreter and client

18. Where the client's identity is confirmed but the Interpreting service can not carry out the call immediately a call back is scheduled.
19. Ask the Interpreting Service for a suitable time and date and confirm this before ending the call.
20. Set a reminder on the system, record in the Description field what the reminder is for i.e. telephone interpretation and contact client. For more information refer to [Call Backs](#).
Set an alarm for this reminder recording the time and date of the call back.
21.  Contact the Interpreting Service when the call back is due. When contact is made with the interpreter, contact the client and carry out steps 10 to 14 above.

In Northern Ireland a Choices consultant replaces an Options consultant in England.

In Northern Ireland if a client wishes to communicate in Ulster/Scots caseworkers should seek further advice from the Northern Ireland Civil Service (NCIS) Central Translation Service, telephone Linguistic Operations Branch (02890 258979).

After selecting the automatic dial to the interpreter service colleagues should enter 99 followed by 456456.

[Call Backs](#)

[Call - Overview](#)

[Translation](#)

[Terminology Changes](#)