

Telephone or Face-to-Face interpreting?

Telephone interpreters are charged per minute of interpreting, and face-to-face interpreters for a minimum of one hour, followed by blocks of 15 minutes.



Telephone interpreters are best for:

- ◆ Short interviews, including unplanned or emergencies
- ◆ Routine or non-complex appointments
- ◆ Reminders of pre-booked appointments
- ◆ Contacting your service users at home
- ◆ Cancelling appointments
- ◆ Accessing languages that are difficult to source



Face-to-face interpreters are best for:

- ◆ Clients who rely on British Sign Language interpreting or lipspeaking
- ◆ Lengthy, complex interviews or sensitive cases
- ◆ Situations when consent is required
- ◆ Contexts where non-verbal cues are vital for effective communication
- ◆ Simultaneous interpreting
- ◆ Safeguarding interviews
- ◆ Clients with learning disabilities
- ◆ Mental health assessments
- ◆ Interviews under PACE
- ◆ Conflict resolution
- ◆ Breaking bad news

Please book in advance, if you need a face-to-face interpreter, and your booking is not an emergency.

Why you need professional interpreters



Failure to provide, or failure to provide the right standards of interpretation, could lead to worse outcomes and much higher costs for both service users and your organisation.

Research shows that using friends, family members (it is always inappropriate to use children) or untrained/unqualified interpreters often causes misinterpretations, omissions, additions and breaches of confidentiality.

With INTRAN, you make sure that users clearly communicate their needs and get help when and where they really need it.

INTRAN will give you access to qualified/trained who follow a strict **Code of Conduct** covering:



Accuracy: everything that is said will be interpreted fully. Extensive training is required to meet this level of accuracy.



Impartiality: interpreters will not offer opinions or advice. They are present to facilitate effective communication only.



Confidentiality: what was said during the appointment will never be discussed externally.

For more information about INTRAN, please visit:
www.intran.org



Interpretation and Translation Partnership

How to use INTRAN

For specific guidelines on how to make bookings, please consult your organisation's internal policy or contact your INTRAN champion.

Telephone interpreting



0800 169 2694

Face-to-face interpreting



<https://hits.elangserv.com/>



Interpreting@communityactiondacorum.org.uk



01442 867212 Fax 01442 867214

If you cannot book an interpreter, please contact:



0800 085 4955 Fax 01223 309923

BSL interpreting & lipspeaking



01603 660889 Minicom: 01603 661 113



Out of hours: 07957 255086



mail@deafconnexions.org.uk

If you cannot book an interpreter, please contact:



01763 207906

Translation & Braille



<https://iplus.translateplus.com>



INTRAN@translateplus.com



020 7324 0950 Fax 020 3642 9032

About INTRAN

INTRAN is a public sector partnership of health providers, local authorities, police forces, probation services, voluntary agencies and housing associations.

On behalf of its members, INTRAN provides and manages access to seamless, quality-assured interpreting and translation services for people who are deaf or hard of hearing, or whose first language is not English and are unable to communicate effectively.

Through INTRAN, you can access easy-to-use communication services 24-hours a day, 365 days a year, even in emergencies.

How to use INTRAN

Before making a booking make sure you know your **INTRAN ID code**. If you don't know your ID code, contact the **INTRAN champion** within your organisation or visit the INTRAN website at:
<http://www.intran.org/for-members/champions-directory/>

My INTRAN champion is:

Name	
Email	
Telephone	

Depending upon context, you will be required to provide the following details:

Telephone interpreting



- ◆ ID code, name of your organisation
- ◆ Your name and language needed
- ◆ Your client's telephone number, if the client is not with you
- ◆ Type of telephone you are using (speakerphone, mobile, single handset)
- ◆ Context of conversation

Face-to-face interpreting (BSL, lipspeaking, foreign language)



- ◆ ID code
- ◆ Name of your organisation and department
- ◆ Your name and language needed
- ◆ Date, time, duration and location of your appointment
- ◆ Contact details that can be used on the day
- ◆ Purpose of the interview
- ◆ Any specific requirement

Translations

- ◆ ID code
- ◆ Name of your organisation and department
- ◆ Your name
- ◆ Original language of the document or recording
- ◆ Language to be translated into
- ◆ Type of document and audience
- ◆ Preferred format or method of delivery for the translated text
- ◆ Deadline for the return of the document



For more information on how to book a service, please visit our website at:

<http://www.intran.org/for-members/services-for-staff-users/>