



One minute guide



Translation and interpretation

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Interpretation

The council's provider for interpretation services is [The Language Shop](#). This includes face to face, telephone and video interpretation. To order services you need to register with The Language Shop to access an on-line customer portal. To create a new account, go to the [The Language Shop portal](#). Once registered, you will have full access to book interpreters, make changes prior to submission, see a summary of your bookings (including total estimated cost) and book the same interpreter for continuity. You can contact the Language shop at bookingsnls@newham.gov.uk or by calling 0203 376 8185.

Deaf and Deafblind Interpretation Offer

[Nottinghamshire Deaf Society](#) provide interpreting services for staff working with D/deaf people in Nottinghamshire. [Read the guidance on how to book an interpreter](#).

Translation

The Council's provider for translation and transcription services is [AA Global Language Services Ltd](#). You need to register with AA Global to access an on-line customer portal. To register a new account, visit [AA Global Language Service's new account page](#). Once registered, you will have full access to book translation and transcription work, make changes prior to submission, see a summary of your bookings and view any requested quotes. You can contact the AA Global at translations@aaglobal.co.uk or by calling 01482 308 777, selecting Option 2.

Invoicing and payments

When booking each service you will need to supply your team's cost centre code. This will enable the Finance Team to charge the correct part of the service for the work when the Council is invoiced each month.

Good practice for interpretation

Before the session

- Using a trauma-informed lens, consider the needs of the family for the meeting, such as the location and timing of the session, and who will be present
- Confirm the interpreter is qualified for the meeting and speaks the language and/or dialect needed
- Allocate 10 minutes to brief the interpreter about your role and the purpose and aims of the meeting
- Ask the interpreter about any cultural behaviours which could impact communication and the relationships during the session (e.g. shaking hands, eye contact, etc.)
- Discuss key terminology for your service that the interpreter may not know
- Discuss relevant information about the child, young person or family, adhering to principles of confidentiality
- Show the interpreter how to use any materials/resources that you plan to use during the session
- Ask the interpreter if they have any questions

During the session

- Introduce yourself and the interpreter to everyone in the room, ask the child, young person or family if they have any additional needs that need to be considered
- Be aware of time, as when using an interpreter this may require a longer session
- Check with the child, young person or family that they can understand the interpreter
- Use strengths-based language, and short sentences with more pauses than usual to allow the interpreter to capture the verbal interaction. Use simple vocabulary, avoiding euphemisms and abbreviations, and speak directly to the child, young person or family
- Inform the interpreter to translate as closely as possible what is being said. Ask them not to engage in a conversation with, or answer the question for the child, young person or family. Reinforce this if they appear to continue to hold conversations or answer questions
- Record any non-verbal information that you consider important
- The session can be rearranged if we are unhappy with the service provided by the interpreter, and we do not have to continue if the child, young person or family is not happy with the interpreter

After the session

- Discuss the information gathered during the session
- Discuss with the interpreter any important information that came to light during the session. Discuss anything noticed during the session that could be improved when working with the family in the future
- Record an interpreter was present during the session, including their full name and language/dialect used

Key contact/s

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Based on Cultural and Language Considerations for Working with Interpreters, E. Kester & P. L. Palafox and Langdon, H., Cheng, L. (2002). Collaborating with interpreters and translators. Eau Claire, WI: Thinking Publications