

[DRAFT]

The Royal Borough of Kensington and Chelsea Translation and Interpretation Services Policy Summary

OUR COMMITMENT

The Royal Borough of Kensington and Chelsea is committed to providing fair and equal access to its services. Effective translation and interpretation services are an important part of fulfilling that commitment. From large print, BSL and Braille to the interpretation of a variety of languages spoken in the Royal Borough, we endeavour to cover all the communication needs of our customers.

INTERPRETING

This service is available upon request or where a member of staff feels that the delivery of a service to a customer or resident is being impaired by the lack of an interpreter. Members of staff will take into account individual requirements, such as gender, specific dialect or specialist knowledge when organising interpretation services. Two types of interpreting services are available:

Face to face interpreting involves a minimum of three people (the officer(s), service user(s) and the interpreter) meeting at a prearranged place and time. Face to face interpreting also includes BSL or other sign language interpreting (which may also be provided by video-conferencing link).

Telephone interpreting involves three or more people (the officer(s), service user(s) and the interpreter) having a telephone conversation.

TRANSLATION

Council documents can be translated into other languages as text, as well as being transcribed into alternative formats such as Braille, large print, audio, video or pictorial English. The availability of T and I services in its publications and public facing service areas in English and in the six most prevalent community languages in the Royal Borough (currently Arabic, Spanish, Portuguese, French, Farsi and Somali).

MORE INFORMATION?

For further information please visit the website: www.rbkc.gov.uk/equality or request a copy of the Translation and Interpretation Policy by contacting the Corporate Equalities Officer on 020 7598 4634.