

A step by step guide to using translation services

It is the responsibility of the service provider, to arrange a translation, It is not the customer's responsibility

1. you can request translation services through the team:

Phone the team and give the following details:

- Your name
- Your directorate/service
- Your telephone number
- Required language
- When the translation is needed
- What field the document covers
- Other requirements: translation on disc, etc.

Keep a copy of the document and send one copy to the team preferably via email in word format. You can also send via fax or post. When the document(s) has been translated, the team will return the original translation to you and will keep a copy on file. You should inform the team whether you also require the original (source English) documents to be returned to you.

Translation Checklist

Is it essential that this material be translated?

- What is your evidence of a need of demand for this translation?
- What is your evidence that people will be disadvantaged without this translation?
- Who is the target audience? – for example is it young mothers, pensioners, workers etc and do those target audiences include people who do not speak English?
- Are speakers of particular languages being targeted?
- Are you using the right data to select the languages to translate the material into?
- Have you got information about who cannot speak English locally, and is being updated as intelligence comes in about local changes?

Does the document need to be translated in full?

- Are you confident that people across all communities will have the literacy skills to understand this document?
- Should it first be simplified into a plain English version?
- Would a short summary do with signposting to further information? – or could it be translated on request rather than proactively?
- Could this message be better delivered by engaging with community groups directly or through credible partners, or by using alternative media?
- Have you considered the cost/benefit analysis for this translation?
- Will these materials be used in full, or is it likely that this form of communication will sit on the shelf?
- What would be the cost of not translating these materials - would there be an additional burden on public services?
- Have you explored whether other local agencies might already have these materials available in translated form?
- Have you networked with other authorities to share leaflets?

- Are there practical ways you can support people to learn English even when producing this translation?
- Can you use pictures?
- Is there an English summary at some point in the document ?
- Could the whole document/leaflet be bilingual or multilingual?
- Are there practical ways you can keep up with changes within the community?
- have you considered whether other communities might feel disadvantaged by not having access to similar materials?

Braille and Audio

You can request translation services through the team:

Email a copy of the document to be translated to the team and give the following details:

- Your name
- Your directorate/service
- Your telephone number
- Source and target language
- When the translation is needed
- How many copies you require
- What field the document covers
- Other requirements: translation on disc, etc.

If you only have a hard copy, please contact the team who will advise the best way to deliver. This can be by scanning the document and emailing, fax or post. Keep a copy of the document. When the document(s) has been translated, the team will return the original translation to you via email and will keep a copy on file.

Large Print

If you require a document in large print, you can do this by selecting all text in the document and enlarging the font size to a minimum of 16 pitch. The team can provide advice if necessary.

Audio Translation

- The team carries out multi-lingual audio work to enable people who cannot read to access information. Information is digitally recorded using quality audio software. Formats include CD or MiniDisc.

Email a copy of the document to be translated to the team and give the following details:

- Your name
- Your directorate/service
- Your telephone number
- When the translation is needed
- How many copies you require
- What field the document covers
- Other requirements: translation on disc, cd etc.

Cancellations

If a translation is cancelled and the work has already started, you will be recharged for any work up to that time.