



When to use telephone interpreting

- Short Interviews
- Emergencies
- First contact situations
- Enquiries/referrals
- Making and confirming appointments
- Contacting people abroad
- Rare languages

When to use a face to face interpreter

- Lengthy Interviews
- Interviews of a complex nature
- Consultations
- Visits
- Appointments to sign binding agreements
- Medical procedures

What languages do we cover?

There are more than 100 languages spoken in Eastern Region, including British Sign Language. **INTRAN** helps to provide access to all locally spoken languages requested by staff.

The **INTRAN** symbol is designed to be universally understood by people in the Eastern Region who need help with communication. It is important to display it, where possible, in public areas and on your documents.



Interpreters' Code of Practice

Interpreters who help staff do their job are trained professionals.

All our interpreters follow a strict code of ethics covering their professional conduct including:

- A complete commitment to impartiality and confidentiality.
- A commitment to interpreting only what is said. Interpreters are not advocates nor counsellors.

There is a legal need to use fully qualified interpreters where life or liberty are at risk.

All public services have a duty to provide equal access to their services. Under no circumstances should children ever be used as interpreters.

INTRAN provides free training in using the service to staff, contact your representative for details.

For comments, complaints or further information about INTRAN, contact www.intran.org

INTRAN,
15 Hooper Lane
Norwich
NR3 4ED
INTRAN@norfolk.gov.uk

My INTRAN representative is:

Their phone number is:

Interpretation and Translation Partnership

Information for staff

Telephone interpreting

- Language Line **0800 169 2694**

Face to face interpreter in a foreign language

- HITS **01442 867212**
email interpreting@communityactiondacorum.org.uk

British Sign Language interpreter/lipspeaker

- CLARION
Tel **01763 209001**
Fax **01763 209014**
SMS & Mobile **0771 3082716**
email office@clarioncall.net

Written and audio translations

- PEARL LINGUISTICS
If not an ORBIT™ user, call **020 7253 7700** or email intran@pearllinguistics.com & register



What is INTRAN?

INTRAN is the biggest interpreting and translation multi-agency partnership in the UK.

INTRAN commissions various service providers to assist people who are deaf or hard-of-hearing, or whose first language is not English.

INTRAN helps to improve community awareness and contributes to community cohesion through breaking down language barriers.

Services are available 24 hours a day, 7 days a week, including in emergency situations.

Through **INTRAN**, partners are able to access the best quality, value-for-money services.

How to use INTRAN ?

If you need an interpreter you will need to phone one of the numbers on the front cover to book. You need to give;

- Your I.D. code - available from your INTRAN champion.
- Your organisation/department name.
- The language you need.
- Information about whether you need a male or female interpreter.

1. Telephone Interpreting

- Ring the number on the front cover and give the operator your details.
- You will be connected to an interpreter within 90 seconds.
- Note the interpreter's ID number.
- Brief the interpreter, and then ask them to introduce themselves.
- Speak directly to your client – not to the interpreter. Your lead question could be *“How can I help?”*

2. Face to face interpreting for the deaf community

- Ring the number on the front of this leaflet to make an appointment.
- Give your details, and make a booking for the date/time you need.
- Tell the operator whether you need a British Sign Language interpreter or a lipspeaker.
- Give location details and background information.
- Your booking will be confirmed immediately.

3. Face to face interpreting for foreign language speakers

- Ring the number on the front of this leaflet to make an appointment.
- Give your details and time/date/location/topic of the appointment.
- You will be given a reference number as confirmation – please allow time for this – and a map may be requested.