

Policy Guidance Note (No.23)

Providing Information in Other Languages and Formats

Responsible Officer	A Christie, June 2007
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1.0 Introduction

- 1.1 This policy guidance note provides information for staff wishing to convert existing information in to other formats and languages other than English.
- 1.2 All of the information leaflets and posters that we produce in-house state that we can provide information in a range of alternative languages and formats on request.
- 1.3 The information provided in this guidance note will enable staff to make arrangements to convert information quickly and easily.

2.0 Corporate Communication and Quality Standards

- 2.1 The SIC's corporate communication standards should be referred to, and these are available online at <http://www.sic.gov.uk/services/org-dev/communication/>
- 2.2 The SIC's Quality Standards for Equality, Diversity and Human Rights should also be referred to, and these are available online at <http://www.shetland.gov.uk/equalopportunities/documents/QualityStandardforEqualityandDiversity.pdf>
- 2.3 A range of further relevant information on equal opportunities is available online at <http://www.shetland.gov.uk/equalopportunities/documents.asp>

3.0 New Residents Guide to Shetland

- 3.1 The SIC has produced an online information leaflet that provides information and contact details for a wide range of services. This is available to read in 15 different languages. The leaflet can be viewed at <http://www.shetland.gov.uk/newresidents/>.

4.0 English as a Second Language Classes

- 4.1 The SIC provides free access to English as a Second Language classes. These classes promote learning English in a multi-lingual setting and promote integration within our communities. Further information is available online at www.sic.gov.uk/services/org-dev/communication/documents/ProtocolreEnglishclass.pdf

Further information is also available from the SIC's Policy Unit on 01595 744537 or by email at policy@shetland.gov.uk.

5.0 Verbal assistance for those who use English as a second language

- 5.1 For service users who use English as a second language, there will be a wide variety of ability to communicate in English.
- 5.2 Service users who can speak sufficient English to advise of their needs should be offered assistance as required to understand any particular issues or complex matters.
- 5.3 **Where Officer is unsure of the required language**
A poster is displayed in the reception area at Fort Road and this displays text in a range of different languages. This should be used by staff to identify the language where translation is required.
- 5.4 **Where service user can advise of the relevant language**
If the service user can identify their language without the aid of the poster, it may still be best to show them the phrase in their language to inform them that we will contact an interpreter to assist.
- 5.5 **Accessing assistance with translations**
Any staff who require assistance with accessing verbal translations should contact the SIC's Policy Unit by telephone on 01595 744537 or by email at policy@shetland.gov.uk.

6.0 Written assistance for those who use English as a second language

- 6.1 The same procedure as outlined in 3.0 above should be followed to identify the language where translation is required.
- 6.2 **Accessing assistance with translations**
Any staff who require assistance with accessing written translations should contact the SIC's Policy Unit by telephone on 01595 744537 or by email at policy@shetland.gov.uk.
- 6.3 Staff should also refer to the SIC's corporate standards which are available online at <http://www.sic.gov.uk/services/org-dev/communication/>

7.0 Hearing Impaired

- 7.1 Where someone is hearing impaired their needs may vary from assistance to make their own hearing clearer to interpretation (signing) services.
- 7.2 The Housing Service has an induction loop system at Reception in Fort Road to assist those with hearing aids. The loop systems are portable, easy to use and can be set up in any of the interview rooms.
- 7.3 Interpretation services for the hearing impaired can be organised through the SIC's Sensory and Communication Service by telephone on 01595 694488.

8.0 Visually Impaired

- 8.1 For those who are visually impaired their needs may vary from assistance with enlarging print, to the provision of spoken information in tape form or written information in Braille or Moon.
- 8.2 Where large print is required we will aim to produce this in-house to minimise costs.
- 8.3 The SIC's Sensory and Communication Service can convert text to Braille and are available by telephone on 01595 694488. There is a charge for this, and the relevant budget authorisation procedures should be followed.
- 8.4 Audio Tape is provided by the Shetland Library and they can be contacted by telephone on 01595 693868 or online at www.shetland-library.gov.uk.

9.0 Further Information

- 9.1 The Policy Unit can provide further information on the range of services that are available to assist those who need to access information in alternative formats or languages on 01595 744537 or by email at policy@shetland.gov.uk.