



Interpreting and translation services for **early years providers** in Somerset (from April 2017 onwards) Information last updated 11 May 2017



These **FREE** services are for all early years providers in Somerset and can help you communicate more effectively with children and families. The services will operate **until 31 March 2018** and possibly beyond subject to funding.

Face to face interpreting, telephone interpreting and written translations are all available – with the emphasis on face to face work. Ways of accessing support in different languages are described below.

Polish bilingual early years support workers

For **Polish**, the service is provided through several Polish Bilingual Support Workers managed by **Diversity Voice** – to arrange support, email earlyyears@diversityvoice.org.uk or for urgent cases the DV office on 03000 750 105.

The term 'bilingual early years support worker' is being used for these staff, as they will be able to give sustained support, provide advice on meeting children's needs and will have received training related to the Early Years Foundation Stage and effective multi-agency working. In addition to the types of support listed below in the section on interpreting and translation, they could be involved with:

- Working bilingually with individuals and groups of children and parents to support learning and integration (one-off or short term support)
- Helping providers assess children's Polish language and levels of conceptual understanding
- Working with providers to identify activities and approaches that may support children's learning, by building on family and cultural experiences
- Sharing cultural experiences with staff, as part of providers' CPD
- Advising on transition / aspects of the Polish education system
- Helping parents/carers initiate communication with settings, about things they would like to discuss (eg problems, worries, special circumstances, absences)
- Making telephone calls to parents/carers on behalf of settings
- Advising on immigration issues

Interpreting and translation in other languages

For **all languages other than Polish**, the service is managed by DA Language Services – to arrange support, contact DA's booking co-ordinator for the SCC contract Geraldine Ferrari somerset@dalanguages.co.uk 0161 928 2533 ext **230**. You will also be able to use DA's on-line client booking portal DA Link – if you are not already set up on the DA Link system you can access it here and click the 'Request Invite' button' to obtain full access <https://link.dalanguages.co.uk/>

Please note that when you are making a booking request for language services via the DA Link portal – you will be required to complete a booking form and will need to input the details of your organisation. DA Languages can take requests via email/phone but encourage the use of the portal to increase efficiency.

Please refer to the booking form breakdown information that you can download from the same web page as this guidance www.somerset.gov.uk/eyproviderinfo . This details the information you need to enter on each box on the booking form

There is never any need for you to raise a Purchase Order – SCC deals with this centrally to avoid the need for numerous separate POs. Section 19 in the booking form gives the current POs which need to be stated – choose the number for **Early Years**. This number will change periodically, when a new PO is raised and the DA booking form information will be updated accordingly.

DA Language Services have produced a helpful general guidance document on booking telephone interpreting also available to download from www.somerset.gov.uk/eyproviderinfo

Examples of how the new service could support you include:

- Talking with parents and key workers about a child's learning and development, eg finding out about previous learning in their country of origin and experiences in the home
- Helping settings communicate important information to families or organise interpreters when they know parents want to tell them something
- Producing written translations of letters or other short documents
- Interpreting at meetings for parents organised by your own setting or in conjunction with other settings or run by children's centres

Please ensure that Polish bookings are made through Diversity Voice, not DA Language Services

General guidance

Working with interpreters:

- When working with bilingual workers / interpreters, remember to still address yourself directly to the parent/carer rather than just the interpreter
- Allow extra time for meetings

Levels of support available:

- There is no set limit on the amount of support available. However, the overall budget for this work is fixed and therefore if overall usage starts to exceed budget, it may be necessary to reduce support in EYs settings making the most extensive use in order to ensure that support is shared fairly.
- It is important for settings to prioritise the children and families for whom bilingual support will be really beneficial and plan use of services accordingly.
- Translations should not be lengthy, unless they would be of benefit to a large number or families or other settings. It may be more cost-effective and productive, for a small number of families, to arrange a meeting to provide information verbally.

Monitoring:

Service

- As indicated above, usage by different settings will be monitored and if some settings are making disproportionately high use, this may need to be rebalanced at some point in the year
- Service quality will be monitored by use of feedback forms

Children's progress

- Impact of support on children's well-being, learning and development will be monitored by use of feedback forms (which will include children's and parents'/carers' input)

Sharing translations:

Please note that for translations made through these services, all documents which could be of general value may be shared with other providers (with any references to individual children removed) unless there is agreement not to do this prior to translation taking place

Contacts:

If you have any questions about how this service operates please contact Peter Newman, Commissioner for Vulnerable Groups: pnewman@somerset.gov.uk

Note on booking translations and interpreting sessions:

As a general principle, it is recommended that after you have requested a particular piece of interpreting or translating, if you do not hear back that the work is in place, or an interpreter booked to come to the meeting, e-mail or phone the appropriate organisation again to make sure that an interpreter/translator is arranged. Try to do this a few days before the actual deadline, to make sure that if an earlier e-mail from you didn't get through or get picked up, there is still time to book someone in.

Notice from DA Languages regarding difficulties providing interpreters

Given the range of languages that may be requested, and the possibility that there may not be an interpreter for a given language available to work in all areas of Somerset or able to attend a specific meeting, it is possible that DA will not be able to provide an interpreter as requested.

In order to allow Somerset staff to cancel meetings if necessary, DA will follow these guidelines:

- for all interpreting bookings made at least 5 working days ahead, there will be a minimum 3 working days' notice given that an interpreter has not been sourced
- for all interpreting bookings made 2-4 working days ahead, there will be a minimum of 1 working day's notice
- for bookings made at shorter notice, timescales for notice that an interpreter cannot be found will be agreed at the time the booking is made, eg 'we would need to know if an interpreter is available for this meeting by X o'clock today/tomorrow, so that it can be cancelled if necessary'

When DA contacts the person making the request, to say that an interpreter has not been sourced, they will ask the requester if they wish to cancel the meeting (and request for an

interpreter) at that point or agree a final shorter notice period whilst DA continue to try to secure an interpreter.

Concerns/complaints about services:

If you have concerns/complaints about either DA Languages or Diversity Voice, please try to address these directly with the service. However, it is important that the LA has knowledge of the level and type of concerns being raised, so please also email a summary of your concerns to: pnewman@somerset.gov.uk . You should also use this email address if you feel that the service has not addressed any concern raised.

When raising a concern/complaint, please use the template titled 'Language Issues' (which will ensure the relevant language service has sufficient information to pursue your concern). This can be downloaded from www.somerset.gov.uk/eyproviderinfo