



Interpreter Booking Form

Interpreter Request

1. Interpreting language from * English x v

2. Interpreting language to (Unable to provide Polish for Children and Young Adult Services) * Select an Option v

3. Appointment date and time * [Calendar icon]

4. Estimated duration * [Dropdown] : [Dropdown] ASAP

5. Appointment venue * use existing create new Select an Option v

6. Contact number [Text]

7. Customer name and case reference * [Text]

8. Customer gender [Text]

9. Preferred interpreter gender * N/A v

10. Dept to attend (N/A if not applicable) * [Text]

11. Staff name * [Text]

12. Preferred interpreter [Text]

13. Preferred interpreter nationality N/A [Text]

14. Requested by: * use existing user create new Angela Comley (acomley@educ.somerset.gov.uk) [Active] x

15. Alternate notification email(s) [Text]
Can be left blank if not required

16. Additional requirements [Text]

Billing information

17. Directorate(Please select Children and Young People's Services- for Peter Newman) * [Text]

18. Services * [Text]

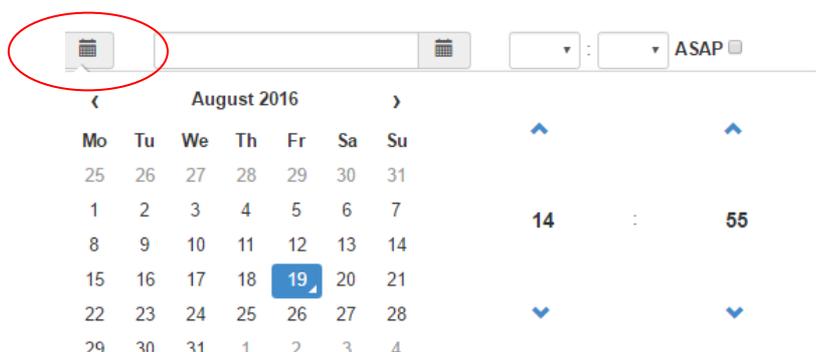
19. Must provide PO(All start with an 8 and have 10 digits) * [Text]

20. Please confirm School/Service responsible for paying for this booking. [Text]

21. Please state EYFS in this box if this work is for children in the early years foundation stage (if so, this job will be charged to Local Authority Early Years - the individual setting will not be charged.) [Text]



1. **Interpreting Language From:** This will always be English.
2. **Interpreting Language To:** This is the language you will require the interpreter to speak. Please note: DA Languages does not provide Polish interpreters for Somerset Council or settings/services within Somerset.
3. **Appointment Date and Time:** Date and time in which you require the interpreter. By clicking on the calendar, you'll be shown dates and times to choose from and select:



4. **Estimated Duration:** How long you estimate the appointment to take. Face to face bookings will always be charged at a minimum of 1 hour unless you require a British Sign Language interpreter.
5. **Appointment Venue:** Where the appointment is due to take place. This will provide a drop down list of venues; you can start typing the address to search the list. Alternatively if the address is not on the list you can create a new venue by clicking the “Create New”:

Appointment venue • use existing • create new

Name •
Top Line of the Address eg. DA Languages, 22- 24 Greenwood Street

Address line 1 •
Top Line of the Address eg. DA Languages, 22- 24 Greenwood Street

Address line 2
2nd Line of Address: If Required

Address line 3
Cheshire

City •
Altrincham x v

Postal code •
WA14 1RZ

Address country •
United Kingdom x v

Confidential

If the client's address needs to be kept confidential, please add the address as above and tick the confidential box. This will then only be show on the Job Sheet for the Interpreter and will be marked as confidential on our DA Link system.

6. **Contact Number:** This is the contact number for the venue.



7. **Customer Name and Case Reference:** This is the customer's name and case reference number if applicable/known - the more information we receive the more information our interpreter has when attending and locating the end user.
8. **Customer Gender:** The gender of the end user. This can be left blank.
9. **Preferred Interpreter Gender:** If your client or yourself would feel more comfortable with a specific gender this can be requested – your booking coordinator will always try to obtain your specified gender, if there is any problem with this they will obtain authorisation before booking an interpreter of the opposite gender.
10. **Department to Attend:** This allows for description to be given for the exact location as to where the interpreter will meet the professional and the customer, for example H/V (home visit) or Department 62, 2nd Floor Purple Zone (giving more direction for a larger venue) – the more detail given here the better if the location is specific.
11. **Staff Name:** This is the name of the professional attending and their telephone number (if necessary) – interpreters are asked if they are unable to find the professional to call the office but by providing a contact number gives the option for the interpreter to call the professional directly – this is more time effective and very helpful in terms of finding the correct location for example.
12. **Preferred Interpreter:** You are able to request a specific interpreter by their name. If you have had previous contact which went well you may want the same interpreter to return to continue further contact with the customer. If this is not necessary you are able to continue and leave this field blank.
13. **Preferred Interpreter Nationality:** Within certain languages there are different nationalities, for example your customer may speak Pashtu but this is only relevant to Afghan Pashtu. If this is not necessary you can leave this field blank.
14. **Requested By:** This should already be completed as your email address, as you are the person putting the request on.
15. **Alternate Notification Email(s):** If you need someone else to be aware of the booking you are making, you can add their email and they will receive live updates, such as the Job ID



(meaning it has been processed) and the booking confirmation (this shows the appointment has now been assigned to a linguist, showing their name and photograph).

16. Additional Requirements: This box is if there is any further information you would need the booking coordinator to know, this will not be seen by the interpreter but is also a way to pass on information to the interpreter if needed, for example: 'Meeting at family home to go onto a doctors appointment and then back to the family home'/'child with special needs, please do not wear bright colours...'

17. Directorate (Please select Children and Young Adult Services - for Peter Newman): This is a prepopulated list, please select *Children and Young Adult Services - Peter Newman* unless it has been confirmed that the work is being charged elsewhere.

18. Services: This is a drop down list and will appear once you have selected your Directorate.

You can choose from:

- CSC (Mendip)
- CSC (Sedgemoor)
- CSC (South Somerset)
- CSC (Taunton)
- Early Years Service
- GetSet
- Schools and Services for Schools
- Somerset SENDIAS

Please ensure you select the service which will be responsible for paying for this service.

If you are from a Primary school which has a Nursery, Please select 'Services for Schools' if the work is for the school and 'Early Years' if the work is for children in the early years foundation stage.



19. **PO:** Please quote one of the two following POs.

- If the work is for Early Years, please quote **8000354248**
- If the work is for anything else within Children and young adult services, please quote **8000354247**

20. **Please confirm setting/Service responsible for paying for this booking.**

21. **Please state EYFS in this box if this work is for children in the early years foundation stage (if so, this job will be charged to Local Authority Early Years).**

Once booking form completed click “**Save**”. This will alert your booking coordinator that you have processed a new booking; a job ID number will appear on the page after you hit “**Save**”. It will be highlighted in a Green Bar and look similar to the following code: SOMCC_000000. You will receive an email to confirm when an interpreter has been booked, showing you their name and their photo and the details of the assignment. If there are any problems with this process please call your booking coordinator directly.

If you need to create block bookings, please do the above steps and save. Once this booking has been created, please use the Booking Tab at the top – select ‘Interpretings’ and find the first booking you have just made – next select “**Edit**”. This will open the booking request form – here you should find the “**Duplicate**” button on the left hand side – once selected this will bring up a duplicate of that booking and allow you to makes the changes you need. You can then click “**Save**”. This feature allows block bookings to be made easily and quickly.