



Technical Fire Safety

Technical Bulletin No 026

Subject	Professional Translating Services
Date	05/10/2009
Originator	TFS Procedures Manager
Review Date	04/10/2012

Telephone Translating: The Language line translation service is available to all Community Safety Inspectors for use whenever instant telephone translation is required. All CSI's should have a Language Line contact card with instructions for use including the Wiltshire FRS identification code (L9483) that will be required when utilising this service.

Contact Corporate Services for further details if required.

This service is an aid to communication with persons who may not speak English as a first language or may have difficulty grasping technical instructions or other issues but cannot at this time provide Wiltshire FRS with the professional service that will be required for supporting enforcement proceedings or conducting face-to-face interviews under the Police and Criminal Evidence Act (PACE).

Professional Interpreting: The National Register of Public Service Interpreters Ltd (NRPSI) currently provide a register of highly trained interpreters that have the necessary skills to offer translation and interpreting support to public services to a standard required by PACE.

The register is at this time subscription based and requires that the service user contacts the registered interpreter and engages their services by an individual contractual agreement with them. The process is similar to engaging a solicitor or other professional and the costs would reflect this standard. Every event would need to be independently organised.

Wiltshire FRS can now access this register through a translation service based in Devizes. The company is a subscriber to NRPSI and can arrange for translation and interpretation to suit any requirement. Written documents can be translated normally within a few days and are guaranteed to be accurately translated to ensure no degradation of the meaning of technical phrasing etc.

Face-to-face or interview support services will require a specific arrangement to be made with reasonable notice given as a specialist language interpreter may need to travel some distance. Requirements such as accommodation, meals, transport etc. would also have to be considered when assessing potential costs. The professional standard of interpretation required should also be made clear at the time of the request to ensure the correct service level is provided.

Interpretation services for many common languages are more readily available and are more easily arranged. This would be reflected in the costs.

This is not a 24 hour service as it not anticipated that professional interpretation services would be required without pre-planning. The costs of the service will vary depending on any speciality or rare language requirements and the professional standard of interpretation required.

For guidance, the following indication costs were current at the time of writing:

- Document translation .06p per word or a minimum of £15.00 per page
- Provision of face-to-face interpreting £50.00 per hour plus expenses.
- Purchase orders will need to be placed for any service requirement

The service is available from:

JK Translating Services
Unit2, Roundway Business Park
Devizes
SN10 2HU

Tel: 07540925240 (Kate Zielinska) or 07592524717 (Jide Ihenacho)

Website: www.jktranslatingsolutions.co.uk

or contact the TFS Procedures Manager.

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