

## **Interpreting services guidance**

### **Interpreting services policy**

1. Under the Equality Act 2010, DWP must make suitable provision to communicate with claimants and customers who do not speak English or Welsh (for people residing in Wales), or who are deaf, hard of hearing or speech impaired.
2. It is DWP policy to use an interpreter when we need to communicate with a claimant or customer who:
  - cannot communicate adequately in English (or, in Wales, Welsh);
  - is an individual in a vulnerable situation; and
  - cannot provide their own interpreter.
3. The DWP's provision of the Interpreting service should not be offered as a matter of routine to new Jobseeker's Allowance (JSA) claimants from April 2014. There is an expectation that all new JSA claimants will have a level of English which enables them to compete and be successful in the UK labour market. New JSA claimants should be able to fulfil their obligations under the Claimant Commitment/ Jobseekers Agreement and the requirement to be available for and actively seeking work, this means being able to speak some English.
4. You should arrange for an interpreter if it is clear that the person's command of English, or Welsh, is not good enough for you to deal with them properly and it is in the Department's interest to do so, for example as part of the process for accurately assessing JSA benefit entitlement or for explaining to a claimant their responsibilities under the Jobseeker's Allowance conditionality rules. This is an important prerequisite the claimant must understand and the requirement to comply with these responsibilities
5. Where an individual asks for an interpreter you should discuss the request with them. If it becomes apparent that you can conduct business with them without the need for an interpreter, you may proceed without an interpreter
6. Claimants on benefits other than JSA, and any persons considered to be in vulnerable situations will not be affected by the lack of automatic access to interpreting services.

Examples of individuals in vulnerable situations:

- People with mental health conditions
- People with learning disabilities and/or hidden impairments
- Domestic violence victims, trafficking victims
- Homeless people

This list is not exhaustive.

7. Access to Interpreting Services are still available for:
  - Any existing DWP claimants currently using the service, including existing JSA claimants.
  - Pension service users
  - Services for people on sickness & disability benefits
  - Any UK or non-UK claimants who are deaf, hard of hearing or speech-impaired – British Sign Language is unaffected by these changes.

- Fraud investigation purposes and interviews under caution the interpretation service will be available and must be used when required.

## Interpreting services procedures

- Where you need to communicate with a claimant or customer who does not speak English or Welsh (for claimants or customers residing in Wales) or is deaf, hard of hearing or speech impaired, you should first ask if the claimant/customer has someone who can support them.
  - **Claimant or customer's own interpreter** – where this resource is immediately available and does not delay or prevent a transaction or conversation from taking place this should be used. This includes friends or relatives. This option must not involve the use of children under 16. This option should **not** be used for fraud interviews. There is additional guidance for fraud interviews. Also do not use a friend or family member as an interpreter in cases of domestic violence, or a forced marriage. Despite reassurances, we need to ensure that there is no possibility that any information may reach the community or family.
  - **Local community based interpreting services** – where this resource meets the quality standard required and is from the no-charge voluntary sector.
- Where the client/customer has no-one who can support them (or for new JSA claimants considered to be in a vulnerable situation or where it is the Department's best interest, i.e. to accurately assess JSA entitlement) then you may use the contracted Interpreting Services:
  - **Telephone interpretation** – use the DWP's contracted supplier, thebigword. Telephone interpreters provided by thebigword are available immediately.
  - **Contracted Face to face interpretation** – use the DWP's contracted supplier, Prestige (or if not able to fulfil the request, use thebigword face to face provision). The face to face option should only be used in a limited number of circumstances – primarily fraud interviews and interviews that require BSL or non-spoken languages. You should contact the provider to book the interpreter promptly as it may take time to secure an available interpreter (3 working days for spoken languages and 2-3 weeks for British Sign Language). This also applies to a claimant or customer who is deaf, hard of hearing or speech impaired and who may need to communicate through an interpreter using British Sign Language.
  - If you doubt that an interpreter is acting in the best interests of DWP or the claimant or customer, stop the interview immediately, and arrange a different interpreter.

## Customer records - ensuring colleagues are aware of the need for an interpreter for a particular claimant

- Always note the claimant or customer's records with their need for an interpreter, including language(s) or dialect spoken. For example, Kurdish has three dialects, which are not mutually understood. This should be

noted on for example the Labour Market System or other systems as appropriate.

### **Management information on thebigword and Prestige**

11. If you require management information on usage or costs of thebigword or Prestige in your area of business please contact your local budget holder. For national management information please refer to the Interpreting Services Feedback.

### **Interpreting & Translation**

12. Interpreting is verbal communication.
13. Translation is written communication.
14. There may be occasions when a claimant or customer asks for written information to be provided in an alternative language or you need to translate correspondence to English.
15. **Note:** The DWP has separate arrangements in place for claimant or customers who want to conduct their business in Welsh. Please contact your Welsh Language Unit for information and advice.

### **Identifying a claimant or customer's language**

16. Where it is difficult to identify the claimant or customer's language, help is available by using the Language Identification Point Card or the services of thebigword.

### **Google translate or any other online translation service – do not use**

17. DWP staff must not use online translation services when communicating with claimants or customers.
18. Under the Equality Act 2010, DWP must ensure that our services are available to all who are eligible to receive them, including those for who English is not the first language. We must do this in line with DWP policy guidance, using contracted provision as required.
19. Online translation services do not comply with DWP policies, in particular on security and data protection. DWP has legal and policy obligations to safeguard claimant and customer information and the use of these services places that information at risk.
20. Using our contracted provision protects both staff, claimants and customers and helps to ensure that we receive and provide consistent and accurate information.
21. Using non-contracted provision is in breach of the DWP's contract with the provider and may result in disciplinary action being taken.

**Note:** The DWP has separate arrangements in place for claimant or customers who want to conduct their business in Welsh. Please contact your Welsh Language Unit for information and advice.

### **British Sign Language (BSL) or non-spoken language interpreting**

22. DWP has a responsibility to provide interpreters for claimants or customers who are deaf, hard of hearing or speech impaired.
23. Non-spoken languages includes Sign Supported English, British Sign Language, Finger Spelling, Notetaking and Speech to Text Operators, Lip Speaking, Deafblind Communicators, and other sign languages.

24. BSL or non spoken interpreters are booked from the face to face suppliers using the same procedure as booking a foreign language face to face interpreter.
25. Staff should obtain a BSL or non spoken face to face interpreter from the face to face suppliers list, unless cost-free community interpreters are normally used and available.
26. In the case of BSL or non spoken interpreters, local arrangements with off contract suppliers can continue where this offers value for money and/or the claimant or customer has an established or trusted relationship with the interpreter.
27. For BSL, Prestige requires a minimum of 2 weeks notice to book an interpreter because demand exceeds supply.
28. For further information see the communication support guidance for people who are deaf, hard of hearing or speech impaired.
29. When working solo for more than 1 hours the interpreter would need a complete break every 30 minutes. Without such breaks, the interpreting service can deteriorate. We would advise staff to plan activities to take this into account.

### **Conducting an interview using an interpreter**

30. When you are conducting interviews and using an interpreter, remember to:
  - Give enough notice to allow the interpreter to prepare.
  - If possible, brief the interpreter about the interview.
  - Know the interpreter's role and explain this to the claimant or customer.
  - Tell the claimant or customer about the interpreter's role at the start of the interview. The recommended form of words to be used is: *"This person is here to interpret for us" or "I have an interpreter on the line to help us." "I have asked them to interpret everything I say to you and everything you say to me. I have asked that they do not add their own comments, or miss anything out. It is important for us not to say too much at once, to give them a chance to interpret. They will tell us if they are concerned that we do not understand each other. If you have any problems with what the interpreter is saying, please tell me."*
  - Speak directly to the claimant or customer as if the interpreter was not there, and don't make any comment which is not for interpretation.
  - Speak in short sentences, allowing the interpreter time to understand and speak to the claimant or customer.
  - Ask questions to check that the claimant or customer has understood.
  - Do not discuss the claimant or customer with the interpreter, unless it is in the claimant or customer's interests and both the interpreter and claimant or customer agree. In this case, the interpreter will tell the claimant or customer what was said.
  - Keep simple records of interpreting work. This should include the name of the claimant or customer, language, method of interpreting, time of interview and cost if appropriate.

### **Claimant or customer using their own interpreter**

31. Except for fraud interviews, claimants or customers should be asked to provide their own interpreter (for example friends or relatives but not a child under age 16). However you should not send someone away or ask

that they find an interpreter themselves if they cannot provide one or if this may put them in a vulnerable situation. The claimant or customer should be offered an interpreter arranged for by the DWP.

32. Whoever the claimant or customer uses to interpret for them they must:

- be competent;
- be sufficiently fluent in both languages;
- relay information and questions properly; and
- not answer questions themselves.

33. If you doubt that an interpreter is acting in the best interests of DWP or the claimant or customer, stop the interview immediately, and arrange a different interpreter.

### **Circumstances when a claimant or customer must not use their own interpreter**

34. Do not use a friend or family member as an interpreter in cases of domestic violence, forced marriage or for fraud interviews. Despite reassurances, we need to ensure that there is no possibility that any information may reach the community or family.

### **Friends or relatives paid for providing their services**

35. Friends and relatives should **not** be paid for interpreting, although you may pay travelling expenses.

### **Using local community based interpreting services**

36. Local community based interpreting services can be used providing they can give assurances about quality, data and information security; and are from the no-charge voluntary sector. Your business unit should keep a list of local community-based interpreting services. This should be publicised to staff and should include the interpreters name, language spoken and their contact details.

37. You should not use other commercial suppliers as these are ultimately more costly, less secure and non-compliant.

38. Refer to guidance on conducting an interview using an interpreter.

### **Staff expertise - using colleagues to provide interpreting services**

39. Each business unit that provides claimant or customer facing services should maintain a list locally of those staff qualified to provide interpreting services. This should be publicised to staff and should include the interpreters name, language spoken and their contact details.

40. The interviews, and what happens before and after them, are confidential. If when acting as an interpreter you know a claimant or customer personally, DWP should find another interpreter.

41. Interpret everything the claimant or customer and the staff member say, including explanations.

42. As an interpreter you should tell the claimant or customer what you are there for, but, other than when there is a need to make something clear, there should be no separate discussion involving you as the interpreter.

43. As the interpreter you should not act on behalf of the claimant or customer, but there are some situations where you may need to speak up, for example to:

- ask for an explanation if you have not fully understood what you are being asked to interpret;

- point out if a claimant or customer has not understood the message although the interpretation was correct;
  - tell a claimant or customer if you think they missed something important that the interviewer said; and
  - challenge assumptions based on stereotyped images, incidents of racism and other discrimination.
44. You will tell the claimant or customer and the interviewer the reason for any intervention.
45. In the unlikely event of a serious incident of racial or other abuse, as the interpreter you have the right to end an interview. You should make it clear why you are doing so but you should not interpret abuse unless the claimant or customer specifically asks what was said.
46. At the end of the interview, you should check that the claimant or customer's needs have been reasonably met, and make note of any follow up appointments where their services will be needed.

### **How to use thebigword telephone interpreting service**

47. To use thebigword telephone service
- Call thebigword primary line
  - Enter '99', your 6 digit cost centre code and then the hash (#) key. (If the recorded voice tells you that your cost centre code is invalid, you will need to register the code with thebigword. Simply e-mail your request to thebigword)
  - Enter your 8 digit staff number, followed by the hash (#) key.
  - Enter the language code you need, followed by the hash (#) key. The language code can be identified from this table or follow the procedure below.
  - You will be put through to an interpreter for that language wait on the line and outline the nature of your call(the average connection time is under 30 seconds).
  - To introduce a third person to the call press the '3 way call' button on your telephone handset, dial the third person, wait for them to answer and introduce yourself etc. When you are ready to create the 3 way call, press the '3 way call' button again. This should connect all three callers.
48. thebigword have provided an online training product explaining the use of their telephone interpreting service.

### **thebigword good practice for telephone interpreting**

Once you are connected to an interpreter:

49. Say clearly who you are and why you are calling. Due to regional accents and dialects, it helps if you speak slightly slower than usual to allow the interpreter to get used to your voice.
50. Give the interpreter a brief outline of the information you want them to give to or get from the claimant or customer.
51. Direct your questions to the claimant or customer, not to the interpreter (but see para. 45 below).
52. Allow the interpreter time to introduce themselves and to explain to your claimant or customer that they will interpret the questions you ask, and will explain information if required.

53. Be prepared to hear accented English from some interpreters. Feel free to ask the interpreter to repeat themselves if you didn't understand.
54. Recognise that there may be some delay before the interpreter can draw out the information you need from the claimant or customer. This could be because of cultural differences, or the claimant or customer's need to establish trust.
55. Be aware that different languages often require a different number of words.
56. Expect occasional short periods of what might appear as unnecessary conversation between the interpreter and the claimant or customer as they build a relationship, however, interrupt if you think the conversation is longer than it needs to be.
57. If you want to ask the interpreter a question, refer to them as 'interpreter'. This will avoid any confusion, as your question won't be interpreted to your claimant or customer.
58. You may want to print out thebigword desk aide (PDF) for using this service.
59. The interactive version of the above guidance provides further advice on using thebigword service
60. You can also use thebigword automated telephone training (specifically for DWP staff).

#### **Unable to identify a language**

61. If you are unable to identify a language Dial xxx as your language code and an operator will help you.
62. If you know the language but are not sure of the code Dial x as your language code and an operator will help you.

#### **Ordering an additional handset from thebigword for telephone interpreting**

63. To order a handset for use with a thebigword interpreter
  - Complete the order form (Word).
  - E-mail the order form .
  - thebigword will acknowledge the order within 48 hours.
  - The order will be dispatched within 7 working days.
  - When the invoice is received it should be paid by Government Procurement Card (GPC).
  - Please contact thebigword on telephone: xxxx xxx xxxx if you have any questions about the order.

#### **Telephone interpreting issues raised by user**

64. In most sites there are local arrangements in place where a single point of contact (SPOC) acts as a liaison with thebigword policy team. Please direct your issues to this person.
65. Issues are to be e-mailed
66. If you are not aware of a local contact please contact your manager. If your site does not have one please raise this with your manager.
67. If you do not have a local arrangement in place, please e-mail DWP Interpreting Services.
68. If issues are experienced when using the service staff should contact their local SPOC. The SPOC should complete the issues log template and e-mailed. The issues will be investigated by thebigword.

69. If your issue is urgent, contact DWP Interpreting Services.
70. Feedback is provided via the Interpreting Services Feedback page which highlights resolutions and updates on issues raised.

### **Telephone interpreting payment & refunds**

71. The DWP has an exclusive call package with thebigword.
72. All calls to the xxxx xxx xxxx number are charged at the following rates:
- Polish – 47p per minute;
  - Slovak – 49p per minute;
  - Czech – 49p per minute;
  - all other languages – 54p per minute.
73. All calls are charged by the second from the time you are connected to the interpreter and do not incur a minimum usage charge.
74. If you require local management information on the use of thebigword telephone interpreting service contact your local budget holder.
75. DWP receive financial credits if the connection time and/or fulfilment rate targets are not achieved. The value is credited to a site's cost centre number via the electronic invoice.

### **Invoicing Arrangements**

76. The supplier submits an electronic monthly-consolidated invoice. Charges will be debited from the office cost centre. Cost centre managers will be able to view transactions on the RM reporting option.
77. Offices should keep a record of calls made to the service so that a post payment validation check can be performed with the transaction listings. The cost centre manager should initially investigate any discrepancies. If they cannot be resolved they should be escalated to the DWP contract manager who will contact the appropriate member of staff at the bigword.

### **Service Delivery**

78. The average connect time to an interpreter is within 60 seconds.

### **thebigword language codes**

**Unable to identify a language? Dial xxx** as your language code and someone will help you.

**Not sure of the code you need? Dial x** as your language code and someone will help you.

Most commonly used languages

Language	Code		Language	Code		Language	Code
Arabic	92		Italian	995		Slovak	755
Bengali	706		Korean	3		Somali	757
Czech	710		Lithuanian	735		Spanish	1
Farsi (Afghan)	712		Mandarin	97		Tamil	729
Farsi (Persian)	94		Polish	5		Tigrinia	773
French	95		Portuguese	996		Turkish	764
Gujarati	738		Punjabi	749		Urdu	999



Hindi	994		Romanian	750		
Hungarian	724		Russian	997		

### Other languages

Language	Code		Language	Code		Language	Code
Afar	535		Georgian	784		Nuer	795
Afrikaans	701		German	4		Oromo	796
Akan	723		Greek	993		Pahari	524
Albanian	702		Guak	774		Pangasinan	514
Alcholi	728		Hakka	513		Papiamento	743
Amharic	91		Hausa	721		Pashto	98
Armenian	772		Hebrew	722		Pidgin Nigerian	522
Ashanti	510		Hmong	744		Pothwari	523
Assamese	504		Ibo	759		Pulaar	746
Assyrian	502		Icelandic	725		Rwandan	519
Azerbaijani	778		Ilocano	726		Serbo-Croatian	752
Bahasa Indonesia	727		Indonesian	727		Shanghainese	515
Basque	705		Japanese	96		Shona	753
Belarussian	779		Jula	517		Sinhala	754
Berber	530		Kachchi	534		Slovene	756
Bosnian	752		Kashmiri	508		Sudanese	542
Bulgarian	707		Kazakh	786		Swahili	998
Burmese	708		Kirghiz	787		Swati	525
Cambodian	991		Kongo	518		Swedish	761
Cantonese	93		Krio	720		Sylheti	526
Catalan	506		Kurdish Bandinani	731		Tagalog	762
Cebuano	768		Kurdish Kurmanji	520		Taiwanese	763
Chaldean	503		Kurdish Sorani	730		Tajik	788
Creole	780		Laotian	732		Telugu	532

(Haitian)						
Croatian	752		Latvian	733	Thai	992
Danish	711		Lingala	734	Thmne	527
Dari	712		Lugandan	718	Tibetan	798
Dinka	748		Macedonian	775	Tongan	792
Dutch	713		Malagasy	736	Trukese	740
Esperanto	529		Malay	737	Tshiluba	760
Estonian	783		Malayalam	507	Turkmen	791
Ewe	771		Maltese	512	Twi	709
Fanti	509		Mandinka	739	Ukranian	765
Finnish	716		Marathi	714	Uzbek	793
Flemish	501		Mirpuri	517	Vietnamese	2
French (Canada)	511		Mongolian	790	Wolof	747
Fukienese	715		Mwini	516	Xhosa	769
Fulani	745		Ndebele	521	Yoruba	794
Fuzhou	546		Nepali	741	Zulu	770
Ga	505		Norwegian	742		

### **How to use face to face interpretation service (including British Sign Language)**

79. Having considered the other options of Claimant or customer's own interpreter, Local community based interpreting services and Staff expertise, Prestige is the preferred supplier and must always be contacted in the first instance to book an interpreter. If they can't supply an interpreter please contact thebigword.
80. If neither supplier is able to provide an interpreter you may be able to source a local interpreter. Permission to go off contract should be sought from DWP Interpreting Services. You must email confirmation from both suppliers that an interpreter cannot be provided on the required date to DWP Interpreting Services.
81. Requests for the service are made by completing the supplier's booking form and e-mailing it to the supplier. Please note Sending claimant/employee, etc personal data by e-mail from 2 April 2014 shows the exception for e-mailing booking requests for interpreters to DWP approved suppliers.
82. For face to face interpreting Prestige will confirm receipt of the booking within 1 hour (where booked by e-mail) and confirm within 5 days of receiving the booking whether or not an interpreter can be provided.

83. On arrival the interpreter should report to a member of DWP staff and provide their ID number.
84. Suppliers require a minimum of 2 weeks notice for a British Sign Language (BSL) booking (more if possible) because demand exceeds supply. The suppliers will confirm within 5 working days of receiving the booking whether or not an interpreter can be provided.
85. If an office has not **previously** used thebigword for face to face interpreting, they will be asked by thebigword to complete a template (supplied by thebigword) so that an account can be set up for invoicing purposes.
86. Face to face interpreter services should only be used in a limited number of circumstances as determined by each business.
87. Where a face to face interpreter is considered to be appropriate we should use the contracted suppliers.
88. Staff should obtain a face to face interpreter from the suppliers, unless cost-free community interpreters or suitable staff are normally used and available.
89. In the case of BSL interpreters local arrangements with off contract suppliers can continue where the claimant or customer has an established / trusted relationship with the interpreter.
90. Interpreters will be suitably qualified and competent for the service they are to provide and have agreed to abide by the terms within the Interpreters Code of Conduct.

#### **Circumstances when face to face interpreting must be used**

91. Face to face interpreting must be used for:

- fraud interviews;
- where a claimant or customer is deaf, hard of hearing or speech impaired and who needs to communicate using British Sign Language (BSL) or similar communicator support;
- any claimant or customer we identify as being vulnerable, or who would be disadvantaged by not providing a face to face interpreter.
- where a claimant or customer cannot communicate adequately in English (or, in Wales, Welsh);
- where a reasonable adjustment is required for a claimant or customer who has a disability which prevents them using the telephone; or for example, if they have mental health issues or learning difficulties; and
- others at the discretion of managers.

#### **Face to face interpreting services method**

92. The service is delivered face to face by the interpreter to the DWP claimant or customer requesting the service.
93. When a visit is made to a claimant or customers home, arrangements can be made to provide a face to face interpreter.

#### **Face to face issues raised by user**

94. If issues are experienced when using the service staff should complete the issues log template and e-mail it.
95. The issues will be investigated by Prestige or thebigword.
96. If your issue is urgent, contact DWP Interpreting Services.

### **Cancelling face to face appointments**

97. As soon as you become aware that an interpreter is no longer required, you will need to contact the suppliers by email to cancel the booking. This action must be taken promptly to ensure the department does not incur any unnecessary costs.
98. To cancel an appointment you should use the supplier's email address and provide the following details:
- Language
  - Date
  - Time
  - Location Address

### **Making face to face payments & refunds**

99. DWP is charged at the following rates
- Prestige - £28 per hour
  - Prestige additional time (after first hour) - £7 per 15 minute bands
  - thebigword - £36 per hour
  - thebigword additional time (after first hour) - £9 per 15 minute bands
100. See "Face to face costs" for prices including cancellation fees.
101. See "British Sign Language costs" for BSL prices including cancellation fees.
102. Payment to Prestige is by a central electronic invoice.
103. Charges will be debited from the office cost centre. Cost centre managers will be able to view transactions on the RM reporting option. This is called Transaction Listings Report.
104. Staff must sign the interpreters time sheet to verify the length of the interpretation and keep a copy so that a post payment validation check can be performed with the transaction listings to ensure that the cost debited reflects the time sheet value.
105. The cost centre manager should investigate any discrepancies. thebigword and all other suppliers should be paid by GPC (Government Procurement Card) where the cost is £600 or under including VAT. Suppliers should send invoices directly to the local office for payment by the GPC holder. If the interpreter has been sourced locally and does not accept payment by GPC raise a non catalogue requisition as described in para 102 onwards.
106. Where possible, when raising the The Non-Catalogue Requisition (NCR) input the supplier details.
107. Follow the RM On-line Help for guidance on how to complete Non-Catalogue Requisitions.
108. The NCR will go to the Requisition Approver for that cost centre, and once approved will then go to the relevant Purchasing team or Category team to raise a Purchase Order that will be sent to the supplier. A Purchase Order is a formal request to a Supplier to supply the goods and services required.
109. The Requisitioner can see the status of the requisition by clicking in RM iProcurement and under the section 'Requisitions at a Glance', this will list the requisition. Click on the requisition and this will give the details, including the Purchase Order number.

110. At the end of each month (or when agreed), the supplier should send their invoice direct to Shared Services, (as given on the purchase order), 3<sup>rd</sup> Floor, Companies House, Crown Way, Maindy, Cardiff CF14 3UW
111. The invoice should contain the Purchase Order number. Business Units must not instruct suppliers to send their invoices elsewhere.
112. Each month the requisitioner should access the requisition and receipt against it the monthly amount. This information should be taken from local records or a statement or copy invoice obtained from the supplier. The amount left on the Purchase Order will show in the 'Complete Receipt Quantity' field. The requisitioner will overwrite this amount with the value of the monthly receipt. Each time an amount is receipted, the amount shown as a default reduces. Therefore the requisitioner can track what is left on the Purchase Order.
113. If the amount left in the Purchase Order is running low, the requisitioner can ask the Category team for that commodity to close it or add an additional line. If a further Purchase Order was required, then the requisitioner would raise a requisition for another long-term period as above.
114. It is vital that the **receipting** action is done promptly. If Shared Services try to action the invoice before the requisitioner has done the receipting action, then this will result in a 'mismatch' and will mean the supplier won't get paid. This then ends up with the Shared Services Purchase to Pay team taking manual action to get the payment through.

#### **Allocation of face to face interpreter to claimant or customer**

115. Within the delivery arrangements outlined above, the supplier will ensure that the allocation of the interpreter to deliver the service fully takes account of the nationality, ethnic/religious background, gender orientation and health considerations of both the interpreter and the DWP claimant or customer so as to avoid a possibility of conflict.
116. Non attendance and cancellation fees are shown in the costs table.

#### **Interpreters code of conduct**

117. thebigword and Prestige is responsible for ensuring that:
  - Interpreters interpret and translate truly, faithfully and accurately, to the best of their ability between the parties, without adding to, omitting from or otherwise altering claimant or customer's responses. The interpreter must explain their role and status to the claimant or customer's including that they are contracted to but **NOT** employed by DWP.
118. Interpreters undertake only those assignments they are competent to perform.
119. Interpreters should:
  - at all times observe strict impartiality whilst interpreting.
  - treat any information received during the course of their work as confidential and not to be divulged to any other party.
  - promote and safeguard the well being of claimant or customer and ensure that no actions or omissions by an interpreter puts a claimant or customers's safety at risk.
  - observe, have regard for and respect the customs, values and spiritual beliefs of the client, at the same time observing existing legislation and the procedures and practices of DWP.

- observe a standard dress code in face to face bookings.
  - be aware of DWP's role and its Equal Opportunity policy.
120. Exceptionally, an interpreter may be required by law to divulge confidential information received from a claimant or customer. In this case they should obtain legal advice from professionals and the DWP before responding.
- 121. INTERPRETERS MUST NOT:**
- take personal advantage of any information obtained in the course of their work.
  - receive or accept any form of reward or gift for interpreting or translating, other than the agreed fee from the Interpretation Contractor.
  - sub-contract or delegate any assignment or part of any assignment to another interpreter/translator or agency.
  - market or advertise their own services whilst under contract to the DWP, nor should they endorse or sell commercial products or services.
  - thebigword's guidelines state that the use of mobile telephones or any other non-landline telephones for service calls by their telephone interpreters is strictly prohibited.
  - thebigword advise telephone interpreters not to log into the service unless they have a minimum of 45 minutes to complete a call. They are not permitted to terminate a call before the full duration required, except under exceptional circumstances.
  - thebigword's guidelines state that telephone interpreters should use a suitable working environment.
122. Failure to observe the Code of Conduct may result in formal warning(s) or termination of the Service. In some cases, criminal procedures may be appropriate.

### **Unsuitable interpreter**

123. If you have good reason to believe that the interpreter is not doing the job properly, suspend the interview and arrange for another interpreter, whether provided by DWP or the claimant or customer.
124. Inform the DWP Interpreting Services.

### **Fraud and interpreting**

125. For fraud cases special qualification criteria are required and other requirements around recording, arrest and no-arrest cases need to be considered. For full instructions please refer to Fraud guidance.
126. Forms
- Prestige face to face booking form
  - thebigword face to face booking form
  - Handset order form
  - Issues log template
  - Language Code table
  - Language Identification point card
  - 3 page language identification point card
  - thebigword desk aide