

## Translation, Interpretation and Reasonable Adjustments Policy

### 1 Our approach to translation, interpretation and reasonable adjustments

Some of our service users have communication and disability-related needs, require us to communicate with them in different ways, or make reasonable adjustments to assist them in accessing our service. For example, they might speak a different language, have a hearing impairment and need a signer, have a visual impairment and need written communication in large font, or require assistance with transport in order to attend a meeting with us because of a physical disability.

To ensure service users can access our services, we provide a range of services to meet specific needs, in writing, over the phone, or in person. In deciding which support service to use we consider both the service user's needs and what is reasonable.

### 2 What will happen when we communicate with a service user who has a communication need or requires a reasonable adjustment

#### 2.1 Tailoring our service

When we contact residents, we check on our contact management system for a 'Comm' (communication) alert or 'Dis' (disability) alert. If there is an alert, we check the related note to see how we should contact the resident and act accordingly.

#### 2.2 Reasonable adjustments

To enable fair access to our services we will make reasonable adjustments when required. This includes how we contact service users, ensuring we consider any support needs they may have including that we communicate with their advocates providing this is with the service user's consent.

#### 2.3 Communicating in a different language

Where appropriate we work with interpreters (for example HFLS, thebigword, Language Line, and Translation Services 24) to provide translation services both over the telephone and in person at meetings or home visits.

These organisations are also able to translate written documents into other languages on our behalf. The time it takes to make the translation can vary depending on which language is required and the length of the document.

## 2.4 Communicating with service users with a hearing impairment

Where a service user has a hearing impairment, we can organise a signing interpreter. Sometimes a resident may have their own preferred interpreter, but generally we would work with Silent Sounds, HFLS or thebigword to provide this service.

The Relay UK service enables people with a hearing impairment to contact us by telephone. For information on this service visit <https://www.relayuk.bt.com/>

We also have an induction loop available for service users visiting us at our Emily House office.

## 2.5 Communicating with service users who are blind or partially sighted

For service users who are blind or partially sighted, we can reproduce documents (including letters, reports and leaflets) in large print, braille, or audio formats where reasonable. If documents are to be read using scan reading software, we can also produce them in a compatible format.

## 2.6 Communicating with service users with a learning disability

Some service users with a learning disability may benefit from written information presented in ways that aid understanding. This may be in an Easy Read format, pictorial format or a mixture of the two, depending on the needs of the individual.

## 3 What service users can expect from our service

We work to the following standards (providing the request is reasonable, for example in relation to the length of the document or the cost of providing particular communication support):

- We will return calls from service users within one working day.
- When a service user requires a home visit with an interpreter (the interpretation service may assist over a speaker phone), we will carry this out within five working days.
- When a service user requires a short letter to be translated, we will arrange this within 10 working days.

## 4 How to contact us

- 4.1 If you need to communicate with us in a different language or format, please get in touch via our Contact team on: **020 8354 5500** or **info@octavia.org.uk**