

## How to Access Interpreting / Translation Services

### For languages other than English

- If you have text or literature which needs to be translated into another language AND/OR
- If the client can speak enough English to explain what they need AND/OR
- If the matter is not urgent and the client can wait until you make an appointment with an interpreter (which may take around 2 weeks to arrange)

Contact Forth Valley Community Interpreting on **01324 610950** or [FVCI@centralscotlandrec.org.uk](mailto:FVCI@centralscotlandrec.org.uk) to arrange interpretation or translation support.

If they can not provide an interpreter for the language you require contact Dundee City Council on **01382 435825** or Glasgow City Council on **0141 276 6850**.

- If the matter is urgent AND/OR
- If the client is a limited English speaker and can't explain in English what they need AND
- You have used Point Pages but the client doesn't find a language they know or they can't read

Contact Language Line Services on **0800 169 2879** which provides interpretation or translation over the telephone

For the above services, you must advise which language is required, your name, Service and organisation and the cost code to be charged.

### For people with sensory impairments or transcription services

- If the client requires sign language interpreting, lip speaking or a deafblind communicator OR
- A note taker is required for deaf or hard of hearing people at meetings, lectures or conferences OR
- If information is required to be translated from speech to text eg at meetings, conferences or lectures where it is difficult to lip read OR
- For transcription services into braille, cassette tape or CD

Contact Forth Valley Sensory Centre on telephone/minicom: **01324 590888** or [sensory@falkirk.gov.uk](mailto:sensory@falkirk.gov.uk) with details of your requirements.

These services are provided free of charge for Falkirk Council Services.

For further information please refer to the Communication Guidelines which are available on the Underground [http://underground.falkirk.gov.uk/work/communications/interpretation\\_translation\\_support.aspx](http://underground.falkirk.gov.uk/work/communications/interpretation_translation_support.aspx) or contact the HR Policy Team on 01324 506012.