

What to do in an emergency or Out of Hours?

If you require an interpreter in an emergency during office hours, please use the above contact details. For out of hours, please use the telephone interpreting service (details shown overleaf).

How do I get a telephone interpreter during out of hours?

This service is only available to Coventry City Council professionals. We use an external provider to access this service which requires a pin code and a set of instructions. To get your pin please contact the CITU office on the telephone number provided during office hours.

How do I get a sign language interpreter?

Again, this service is only available to Coventry City Council professionals. We use an external provider to access this service which requires an access code. To get your access code please contact the CITU office on the telephone number provided during office hours.

What if I need written translation?

CITU provides a high-quality written translation from and into various community languages. If you require this service, please send your document in word format with the total number of words (if you require a quote before commencing, we are happy to do this for you).

For further information, please ring **024 7697 5506**

Providing a quality service

- All CITU interpreters are DBS cleared
- Provide a high quality, professional and confidential service
- Interpreters are experienced and are native language speakers
- Interpreters adhere to CITU's Code of Practice
- Supported by Coventry City Council's policies and procedures

We have produced our own Code of Practice which includes **Guidelines for Working with Interpreters.**

We also provide training on, **How to work effectively with Interpreters.**

Please contact us for further information.



CITU

Coventry Interpretation and Translation Unit (CITU)

ONE FRIARGATE | FLOOR 9 | COVENTRY CV1 2GN

Information for Practitioners

How to use the Interpretation and Translation Service

Office hours
Monday – Thursday
9am to 5pm
Friday 9am to 4.30pm
Call
024 7697 5506
Email
citu@coventry.gov.uk



CITU



Coventry Interpretation and Translation Unit (CITU) delivers a cost-effective interpreting and translation service to all Coventry-based statutory, voluntary, private sector and other organisations.

CITU provides an accessible, confidential, equitable, quality service to people whose first language is not English or have a sensory impairment. The provision includes face-to-face interpreting, sign language, telephone interpreting and written translations

Who can book an interpreter?

✓ **Coventry City Council**

✓ **Public, private or voluntary sector** (price list is available on request)

Why do I need an interpreter?

People whose first language is not English can find it difficult to access services and to discuss their needs with practitioners.

Without a trained professional Interpreter people may rely on a member of family or a friend which means 'confidentiality can be breached' and to gatekeeping of information.

What will the interpreter do?

Qualified and experienced interpreters working for CITU will endeavour to provide reliable interpreting between service users and practitioners. They are committed to CITU's Code of Practice, which includes maintaining the service user's confidentiality at all times.

What languages can we provide?

CITU provides interpreting and translation services in a wide range of languages. We undertake to add more languages based on local needs.

How do I book an interpreter for a face-to-face appointment, telephone and MT (Microsoft Team) meetings?

- Help us by booking as far in advance as possible.
- It is good practice to book at least 48 hours in advance of the appointment but short notice and emergency appointments can be booked, and we will try our best to arrange one.
- When you book an interpreter, you will need to provide the following information, preferably via **CITU@coventry.gov.uk** or call **024 7697 5506**.

- Purchase order number, if you don't work for Coventry City Council
- The name, organisation and contact telephone number for the person booking the interpreter
- The name of the professional who will be undertaking the appointment
- The language you require and country of origin (if known)
- The name of the service user
- The time, date and estimated duration of the appointment
- Purpose/description of the appointment
- The venue with the postcode (only for face to face appointments) and where the interpreter should report to.
- The service user's phone number, if you would like the interpreter to call them to confirm the appointment
- Any additional information you think is required.

CITU will take the booking details and provide you with a unique job reference number. The interpreter's name will only be confirmed, if requested to do so; otherwise, it should be assumed that the interpreter will attend the booked session. However, if there is any problem sourcing the Interpreter, then the CITU staff will get back to you.

For Team meetings and telephone interpreting, the name of the interpreter, their telephone number and email address will duly be forwarded. Thereafter, it is the practitioner's responsibility to ring the interpreter for telephone interpreting at the agreed time. For MT teams meetings, please send the meeting invitation/link to the interpreter prior to the meeting start time.

Should the interpreter fail to arrive, to join the MT on time or is not available over the phone for telephone interpreting at the agreed date and time, please call us as soon as possible on **024 7697 5506**.

PS: for all face-to-face appointments, interpreters will wait outside the house for up to 30 minutes. Interpreters are not allowed to be on their own in a service user's house.

At the end of the face-to-face appointment, please complete and sign the interpreter's referral form, including the end time.

Cancellation of appointments

We will always inform you if we are unable to fulfil the booking. If you have a problem, or you need to cancel the appointment, please call during office hours on **024 7697 5506**.

Comments, compliments and complaints

Your feedback is important to us. We welcome comments, compliments and complaints about our service and will investigate any complaints fairly and promptly.

To make a comment, compliment, or complaint, please write to: **CITU Manager** (see address on front of leaflet) or via **CITU@coventry.gov.uk**