

Interpretation and Translation – Frequently Asked Questions

Q I am an Interpreter/Translator seeking employment. Which company does the council use for Interpretation and Translation and how can I contact them?

The council uses Capita Translation and Interpreting and you can contact them by telephoning 0800 004 2000, or their website address is <http://www.capitatrtranslationinterpreting.com> You can also access their website through the County Council's Equality website <http://www.cumbria.gov.uk/equalities/language/default.asp>

If you are an Interpreter and would like to register with Capita you can visit <http://www.capitalinguistportal.com/> and you can also get more information about the languages they are currently recruiting for by visiting <http://www.capitatrtranslationinterpreting.com/recruitment/>

If you are a Translator and would like to register with Capita you can email a copy of your CV and qualification details to suppliers@capita-ti.com

Q I am a member of the public and have a query about a particular County Council service. I speak little English and therefore I am reluctant to telephone the County Council. How will the County Council respond to my query if I was to telephone?

You should contact the Council Service you require. If the Customer Advisor cannot understand you, they will contact Capita Translation and Interpreting to initiate a translation. Once your relevant language is identified, a Translator will join the line and a three way conversation will then commence between the Customer Advisor, Translator and yourself.

Q I am a member of the public and need to visit a council building/service point. I have some questions to ask but speak very little English. How will the County Council deal with my enquiries?

If your enquiries are regarding a non-confidential service or piece of information, friends or family who speak English can help translation. This procedure is only recommended when:

- Information is public and not confidential
- When the person is not at risk or vulnerable
- Accuracy is desired rather than critical

If the Receptionist at the County Council building/service point cannot understand your language, a language selector card will be provided and you can then point to your particular language on the card. The Receptionist will then contact Capita to request a Translator who will then communicate between the Receptionist and yourself to deal with any questions.