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Interpretation and Translation

A copy of the full Interpretation and Translation Policy is available on the council's website at: www.leics.gov.uk/interpretation

If you require this leaflet in Braille, large print, tape or other format please call 0116 305 6029 or Minicom 0116 305 6048.

If you would like some help in understanding this leaflet in your language please call 0116 305 6242.

જો આપ આ માહિતી આપની ભાષામાં સમજવામાં થોડી મદદ ઈચ્છતાં હો તો 0116 305 6242 નંબર પર ફોન કરશો અને અમે આપને મદદ કરવા વ્યવસ્થા કરીશું.

ਜੇਕਰ ਤੁਹਾਨੂੰ ਇਸ ਜਾਣਕਾਰੀ ਨੂੰ ਸਮਝਣ ਵਿਚ ਕੁਝ ਮਦਦ ਚਾਹੀਦੀ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ 0116 305 6242 ਨੰਬਰ ਤੇ ਫ਼ੋਨ ਕਰੋ ਅਤੇ ਅਸੀਂ ਤੁਹਾਡੀ ਮਦਦ ਲਈ ਕਿਸੇ ਦਾ ਪ੍ਰਬੰਧ ਕਰ ਦਵਾਂਗੇ।

এই তথ্য নিজের ভাষায় বুঝার জন্য আপনার যদি কোন সাহায্যের প্রয়োজন হয়, তবে 0116 305 6242 এই নম্বরে ফোন করলে আমরা উপযুক্ত ব্যক্তির ব্যবস্থা করবো।

假如閣下需要幫助，用你的語言去明白這些資訊，請致電 0116 305 6242，我們會安排有關人員為你提供幫助。

Jeżeli potrzebujesz pomocy w zrozumieniu tej informacji w Twoim języku, zadzwoń pod numer 0116 305 6242, a my Ci dopomożemy.

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Interpretation and Translation

Leicestershire County Council

Information about our Interpretation and Translation Services

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These services are for people whose first language is not English and for people who have a disability.

This leaflet provides a summary of the council's Interpretation and Translation Policy. It sets out what Interpretation and Translation services the council will provide.

Why offer Interpretation and Translation?

The council wants everyone to be able to access the information and services they need.

We recognise that some people need the information we provide in different ways.

We want to make sure that there are no barriers stopping people from accessing our information and services.

English language courses

One way we will do this is by offering English language courses. Another way is by offering Interpretation and Translation services.

The council believes that it is important for people to learn to speak English.

Understanding and speaking English will mean greater success when applying for jobs and make it easier to get services and information.

Courses for adults to learn English are provided by the council.

For more information about adult learning courses, please contact the Adult Learning Service on 0800 988 0308

Services to support the English language development of school age children are provided through the Ethnic Minority Achievement Support Service.

Interpretation and Translation

The council also believes that Interpretation and Translation services should be available to the most vulnerable people whose life we have the greatest impact upon.

Please contact the council or ask at your local library, service shop or social services office if you need help in this way.

The council uses:

- Language Line - a telephone Interpretation service to communicate with customers over the phone
- Interpreters who speak languages other than English, British Sign Language interpreters and Lip speakers to communicate with customers face-to-face

The council will also translate important documents into other languages and formats such as Braille, large print, tape, easy to read, DVD with subtitles and BSL.

Our commitment to you

To ensure that everyone has equal access to services, we will:

- find out whether Interpretation and/or Translation would best meet your needs and provide this service as appropriate, and
- publish on the council's website (www.leics.gov.uk) information translated into the main languages spoken in Leicestershire.

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