

Young People's Supported Accommodation Service

Guidance for YPSA staff on using Interpretation Services

Oxfordshire Interpretation Service has in place contracts¹ to provide:

- Face to face language Interpreting – where an interpreter is physically present in the meeting to provide the interpretation.
- Telephone interpreting – where interpretation is provided directly via a phone.

It is expected for the YPSA that telephone interpreting will be the most common interpretation service that is required. Where this service is required, it is expected that it will only be used for unaccompanied young people in the service that have little/ no English.

If other services are required for supporting young people, then it is expected that this will be discussed and agreed with the unaccompanied children's team manager and then can be booked as per the instructions below.

Telephone interpreting (provided by Language Line)

The costs for telephone interpreting will come from the unaccompanied children's team budget and usage and costs related to usage will be carefully monitored. There is a code which should be used for u18 young people in the YPSA and a code to be used for over 18 year olds. Managers in the YPSA have access to these codes. Please note that calls cost 50p per minute so a 30 minute call would equate to £15.00. Therefore, please only use this service when you absolutely have to, and please monitor the time that you are on the call as we would not expect calls to exceed 30 minutes.

Telephone: 0845 310 9900 or 0800 169 2879 and give your Language Line team access code.

See guidance links under this document on the web page.

- [Guidance 1 - Guide to the Service](#)

- [Guidance 2 - Telephone User Guide](#)

¹ There is also a service for Deaf or Deaf Blind Interpreting – where a British Sign Language/English interpreter is physically present to provide the interpretation. Please contact the unaccompanied children's team for further information or see the intranet interpretation service guidance for OCC staff.

- [Guidance 3 - Telephone call agent assisted process](#)

- [Guidance 4 - Language Identification Card](#)

Face to face interpreting

This service needs to be booked in advance via the unaccompanied Children's team administrator via email: uasc@oxfordshire.gov.uk and the administrator will need to know the booking request details including time, address, name of young person, language and the name of the contact professional. Please note the contact professional given needs to attend the booked session to be able to meet and liaise with the interpreter and sign the relevant paperwork.

Due to the rarity of the languages often requested, please allow a minimum of one week advance notice where possible and note that the first hour is £28 and then additional 15 minute slots are £7, with a half day at £108 and a full day at £220. Where there is less than 24 hours' notice given, then £28 will still be charged as the cancellation fee. All bookings will need to be approved by the Unaccompanied Children's team manager due to the high cost of this service and the booking administrator will seek this approval on the professional's behalf, following the request.