HAPPY TO **TRANSLATE**

Promoting equal access by overcoming language barriers.

HAPPY TO **TRANSLATE**

- **Developed and managed by**

Trust
Housing Association Ltd

HANOVER
SCOTLAND

BIELD
INDEPENDENCE FOR OLDER PEOPLE

- **Funded by**

SCOTTISH EXECUTIVE

Communities
Scotland
Working for housing
and regeneration

HAPPY TO **TRANSLATE**

Participating Organisations

- Bield Housing Association
- City of Edinburgh Council
- Crown Office Procurator Fiscal Service
- Glasgow Housing Association
- Govanhill Housing Association
- Hanover (Scotland) Housing Association
- Lothian & Borders Police
- Moray Council
- NHS Lothian
- Scottish Refugee Council
- Scottish Prison Service
- Southside Housing Association
- Tayside Fire & Rescue Services
- Trust Housing Association

Development and Selection of the Logo

- Survey winner (56%)

- Final design

HAPPY TO **TRANSLATE**

HAPPY TO **TRANSLATE**

HAPPY TO **TRANSLATE**

'Happy to Translate' is NOT limited to translation. Includes:

- Translation

- Interpretation

- Alternative means of communication assistance

- Good/best practice guidelines.

- Tools for staff to put guidance into practice.

- Toolkit and intranet website.

- Training.

- Ongoing support and periodic evaluation.
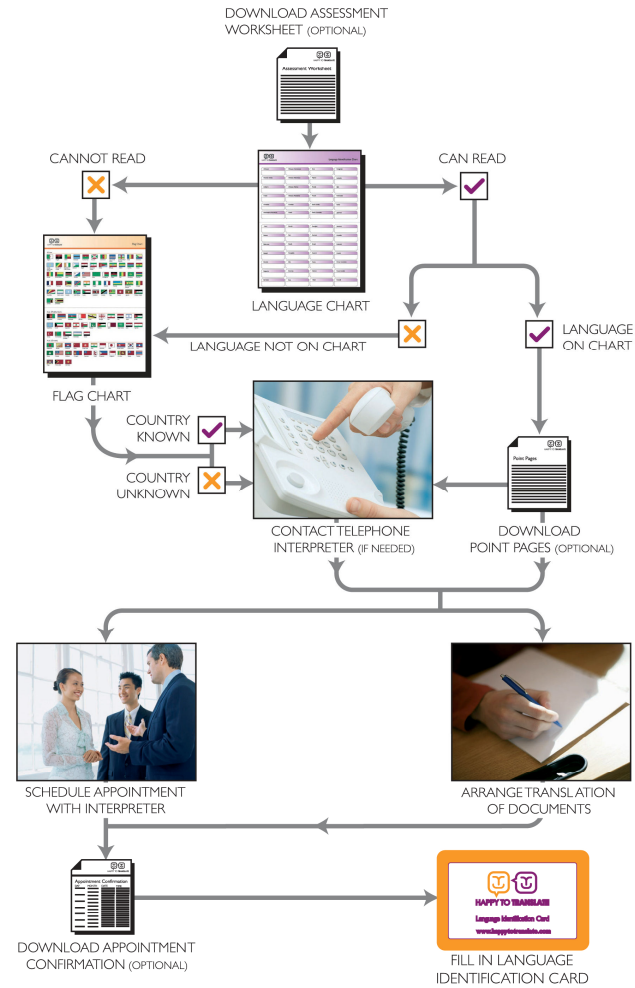
- Do NOT provide translation and interpretation services.

HAPPY TO TRANSLATE

"Happy to Translate" First Contact Flow Chart

The sequence of tools and actions below are the suggested order of steps to take when assisting someone who requires language assistance. However as the needs of each individual you assist will be unique, it is important to respond and adapt to each situation on a case-by-case basis.

DOWNLOAD ASSESSMENT WORKSHEET (OPTIONAL)

CANNOT READ

CAN READ

LANGUAGE CHART

LANGUAGE NOT ON CHART

LANGUAGE ON CHART

FLAG CHART

COUNTRY KNOWN

COUNTRY UNKNOWN

CONTACT TELEPHONE INTERPRETER (IF NEEDED)

DOWNLOAD POINT PAGES (OPTIONAL)

SCHEDULE APPOINTMENT WITH INTERPRETER

ARRANGE TRANSLATION OF DOCUMENTS

DOWNLOAD APPOINTMENT CONFIRMATION (OPTIONAL)

FILL IN LANGUAGE IDENTIFICATION CARD

Language Identification Chart

- "My language is _____"
- 102 languages / dialects

Flag Chart

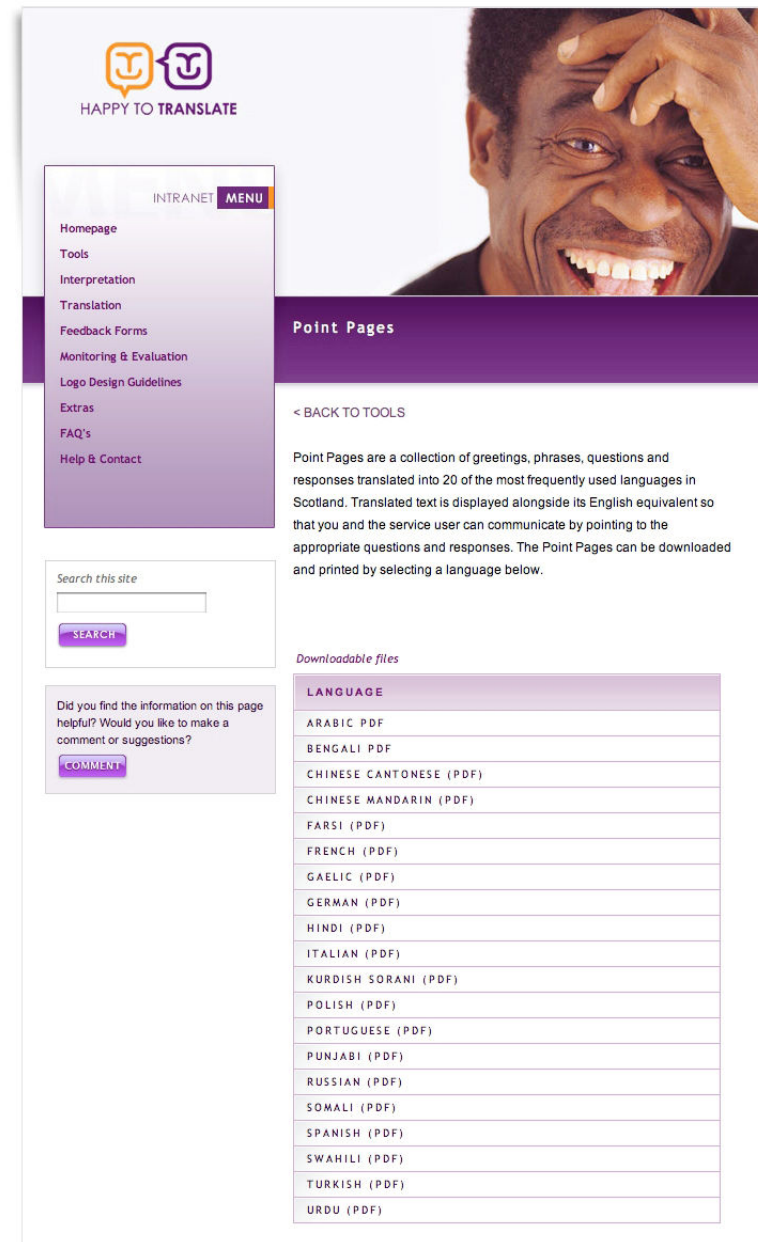Cross-referenced with Languages by Country listing on intranet website.

Language I.D. Card

- Name
- Language / Dialect
- Alternative Format
- Translated Text

Intranet website

- User Name and Password protected

- Additional Tools and Guidance

- Download Tools in 20 languages: Point Pages
  Appointment Confirmation Sheet
  Feedback Forms
  Information Booklet
  etc.

- Glossary of Terms, Festival Calendar

- Links to related websites, organisations, literature, etc.

- Opportunity to feedback and make queries.

HAPPY TO **TRANSLATE**

'Happy to Translate' – 7 Key Commitments

- Promote equal access to information and services for all people and communities by overcoming communication barriers.

- Implement and maintain a high standard of customer service to improve access to information and services.

- Provide high quality communication support to service users according to the 'HTT' best practice guidance.

- Establish and maintain staff training and support on the use of 'HTT.'

- Actively display and promote the 'HTT' Logo amongst the communities it serves and according to the Logo Design Guidelines.

- Monitor and evaluate the use of 'HTT' and actively share and implement ideas for improvement.

- When possible, participate in a joined-up approach with other organisations to promote communication support.

HAPPY TO **TRANSLATE**

www.happytotranslate.com

CONTACT:
Logo Support Staff

Trust, Hanover (Scotland) & Bield Housing Associations
"Equal Opportunities Programme"

Info@trustha.org.uk
0131 444 4950/4951/4942

c/o Trust Housing Association
12 New Mart Road
Edinburgh
EH14 1RL