



HAPPY TO **TRANSLATE**



HAPPY TO TRANSLATE

Promoting equal access by
overcoming language barriers.



- **Developed and managed by**



- **Funded by**



SCOTTISH EXECUTIVE





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’ 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.



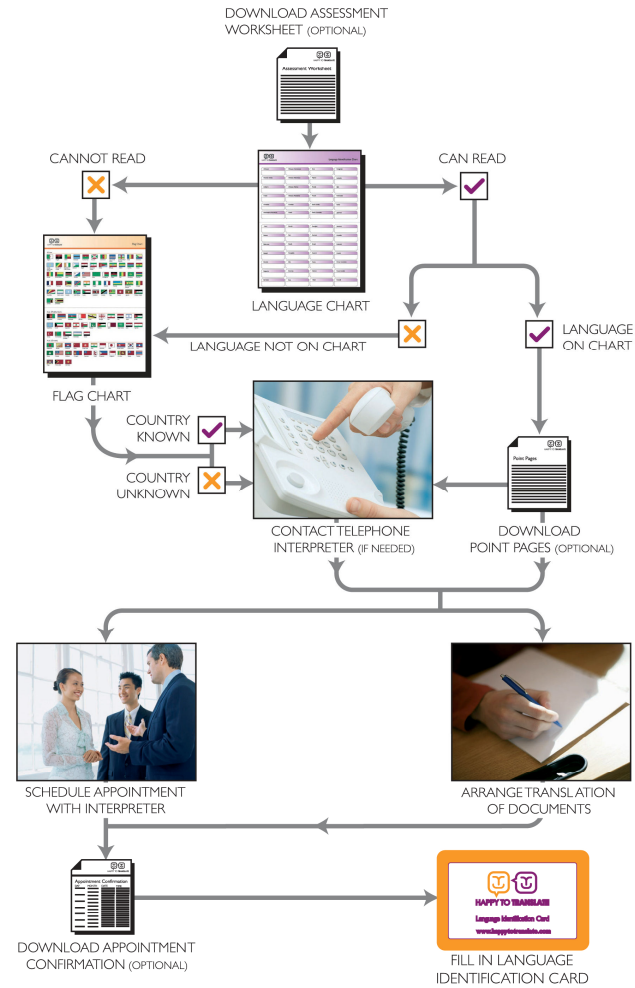


HAPPY TO TRANSLATE

“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.





HAPPY TO TRANSLATE

Language Identification Chart

- “My language is _____”
- 102 languages / dialects





HAPPY TO TRANSLATE

Flag Chart

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



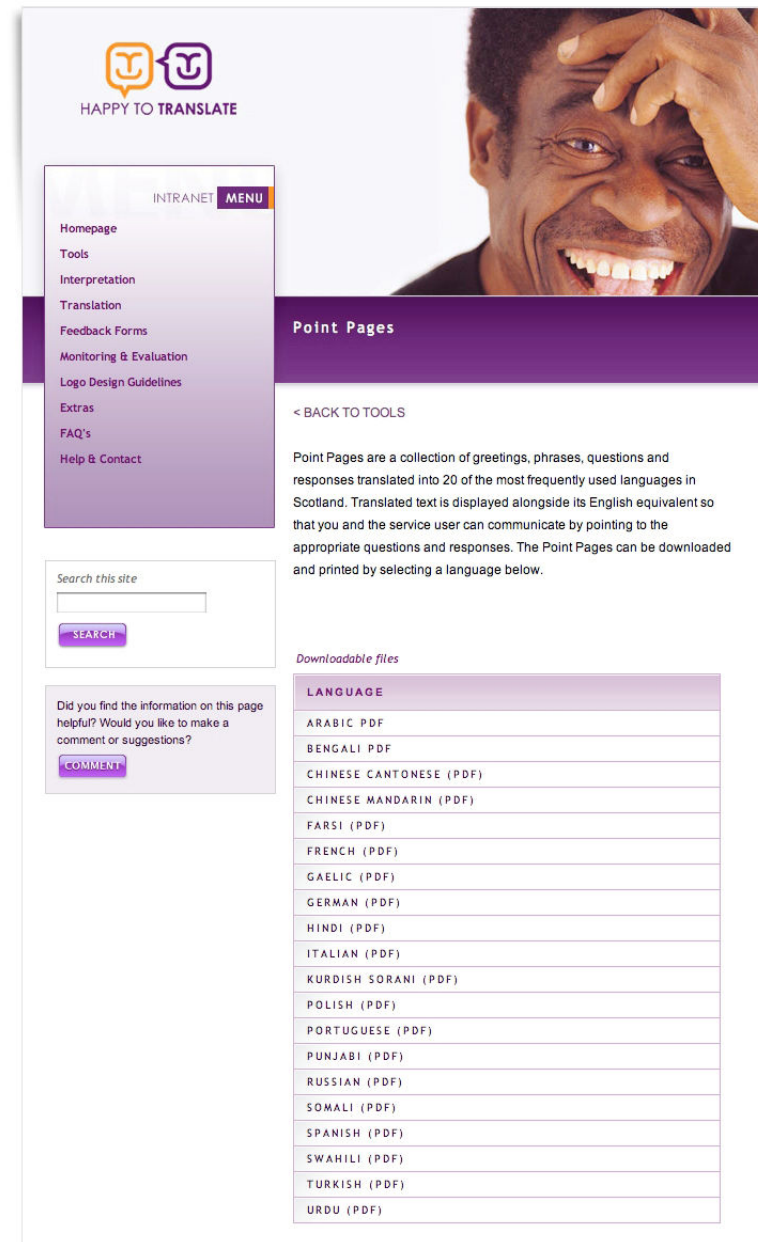
Language I.D. Card

- 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.



The screenshot displays the 'Happy to Translate' Intranet website. At the top left, there is a logo with two speech bubbles and the text 'HAPPY TO TRANSLATE'. Below the logo is a navigation menu with the following items: Homepage, Tools, Interpretation, Translation, Feedback Forms, Monitoring & Evaluation, Logo Design Guidelines, Extras, FAQ's, and Help & Contact. A search bar is located below the menu, with the text 'Search this site' and a 'SEARCH' button. Below the search bar is a feedback form with the text 'Did you find the information on this page helpful? Would you like to make a comment or suggestions?' and a 'COMMENT' button. On the right side of the page, there is a large image of a smiling man with his hand on his forehead. Below the image is a purple header with the text 'Point Pages'. Below the header is a link '< BACK TO TOOLS'. The main content area contains the text: 'Point Pages are a collection of greetings, phrases, questions and responses translated into 20 of the most frequently used languages in Scotland. Translated text is displayed alongside its English equivalent so that you and the service user can communicate by pointing to the appropriate questions and responses. The Point Pages can be downloaded and printed by selecting a language below.' Below this text is a section titled 'Downloadable files' with a table listing 20 languages and their corresponding PDF files.

LANGUAGE
ARABIC (PDF)
BENGALI (PDF)
CHINESE CANTONESE (PDF)
CHINESE MANDARIN (PDF)
FARSI (PDF)
FRENCH (PDF)
GAELIC (PDF)
GERMAN (PDF)
HINDI (PDF)
ITALIAN (PDF)
KURDISH SORANI (PDF)
POLISH (PDF)
PORTUGUESE (PDF)
PUNJABI (PDF)
RUSSIAN (PDF)
SOMALI (PDF)
SPANISH (PDF)
SWAHILI (PDF)
TURKISH (PDF)
URDU (PDF)



‘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@trusha.org.uk

0131 444 4950/4951/4942

c/o Trust Housing Association

12 New Mart Road

Edinburgh

EH14 1RL