

Telephone Language Interpreting Services

This guidance for staff is to ensure consistent use of interpretation services and to provide staff and individuals with services that are safe and of a good quality.

1. Minimum Standards

All interpreters commissioned through Language Line the Council's recommended minimum standards in relation to qualifications, insurance levels, safeguarding training, and barring checks. Interpreters will also have signed up to Language Line's professional code of conduct and confidentiality agreement.

2. Services available

On demand telephone interpreting – where interpretation is provided directly via the phone.

3. How do I use the service?

Tel: 0845 310 9900 and give your Language Line team access code.

Full user guide can be found on the intranet.

4. How much is it going to cost and who will pay?

| Telephone Interpreting | |
|-------------------------------|-------|
| Cost per minute | £0.50 |

There is no central budget, so all costs will be met from individual team budgets. Invoices will be centrally managed by the Oxfordshire Interpretation Service and monthly usage regarding team spend will be sent to the relevant teams and charges journaled monthly.

5. When can I access the services?

Language Line offer a 7 day a week / 24 hour a day service including weekends and bank holidays

6. How do I give feedback about the services received?

Language Line really appreciate feedback on their service and ideally as soon as possible after the call has taken place.

Feedback, comments or compliments can be sent to feedback@languageline.co.uk

If you wish to make a complaint about any aspect of the service, you have received then you can email Language Line - complaints@languageline.co.uk

The Oxfordshire Interpretation Service may also request feedback from teams regarding the services received.

7. Who I contact with any queries about interpretation services?

Please email any queries to interpretation@oxfordshire.gov.uk