

Translation

This procedure will guide you through the process to follow when using the translation service, having identified the client is not able to understand the English or Welsh language, and needs to communicate in writing in their preferred language. The process can be used for inbound or outbound written contact.

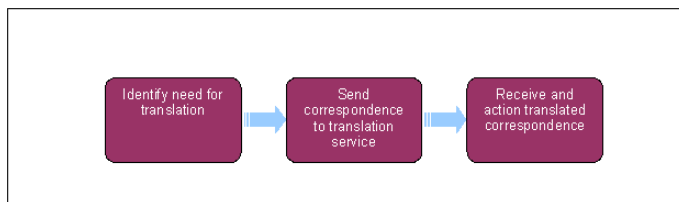
Where verbal communication is the most appropriate means of contact, interpretation should be used. For more information refer to [Interpretation](#).

The translation service does not cover the Welsh language as Welsh speakers will be identified at the application stage and their case dealt with by the Welsh Language Unit.

The translation service can be used by any caseworker sending or receiving written correspondence to or from a client. Use of the service is at the caseworker's discretion and will be offered only where regular communication has failed and it is necessary for effective communication to progress the case.

The short messaging service (SMS), whereby clients can opt to receive certain information by text message, will use English or Welsh only, and will not be translated.

For further information refer to the Policy, Law and Decision Making Guidance 



Identify need for translation

Inbound correspondence will be scanned and uploaded by a third party contractor. This will then be viewable on the system. A service request (SR) is created and the caseworker receives notification that inbound correspondence has been received. Notifications are viewed in **My Activities**, anything that has come in that day will be highlighted by an asterisk to show that it is new.

For more information refer to [Correspondence \(Inbound\) - Summary](#).

1. Open the SR and change the **Status** to **In Progress**.
2. Review the inbound written correspondence received. If the correspondence is in a foreign language and requires translation print off a copy of the item to be translated as follows :
 - Open the relevant correspondence record – this may be attached to the inbound activity in the SR, or in the contact history
 - Open the document – the document opens in Adobe Reader
 - Print using **Print** button in Adobe Reader

Send correspondence to translation service

The actual translation process for inbound and outbound translation is carried out by the Department for Work and Pensions (DWP) translation provider. Full details and instructions on the process are contained on the DWP intranet site.

3. Access the [DWP Communications Support Services - Guidance](#) intranet site.
4. Read the guidance for using translation services. You can also select either [thebigword](#) or [K International](#) for further information on the individual services.
5. Select the relevant order form from the [PASS Forms Page](#) on the DWP Intranet site.
6. Input all details requested on the form including the **CMG GB PO Box Number Address**. This will ensure the completed translation will be sent to the third party contractor for scanning and uploading onto the system.
7. Complete the DWP sections with Child Maintenance Group (CMG) details. Where the form requests **DWP Cost Centre**, input the normal cost centre assigned to your team or department (Northern Ireland (NI) colleagues should enter 99 followed by 456456). There is no central cost centre code to be used specifically for translation purposes.
8. Make a note of the Scheme Client Identification Number (SCIN), displayed in the **Summary Case Details** screen, and the SR number, displayed in the SR Information section of SR. Enter these in the top right hand corner of the **Foreign Language Translation Order Form**, outside the marked boxes. This will allow the third party contractor to quickly trace and return the scanned form.

9. Pass the completed form to your manager to authorise and sign off.
10. Send the completed form and the item to be translated, which you earlier printed off by courier to the translation provider. Full details of the process and the courier to use are included on the form.
11. Select the **Calendar** icon in the **Due Date** field and set for **12 days** from today for response. The translation process should take 12 days.
12. Change the **Sub Status** to **Wait**.

Receive and action translated correspondence

13. The translation provider will send the translated correspondence to the contractor who will scan and upload it onto the system in the normal way, as detailed above. Again the caseworker will be notified when received.



The completed translation should be received within 12 calendar days.

In Northern Ireland a Choices consultant replaces an Options consultant in England.

In Northern Ireland if a client wishes to communicate in Ulster/Scots caseworkers should seek further advice from the Northern Ireland Civil Service (NCIS) Central Translation Service, telephone Linguistic Operations Branch (02890 258979).

[Foreign language translation order form](#)

Please use DWP hyperlink on the details page to access this form

[Correspondence \(Inbound\) - Summary](#)

[Interpretation](#)

[What is the process for replying to a letter that needs translating from English/Welsh into a foreign language?](#)

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