

Policy for Meeting the Needs of People with Limited Proficiency in English

1. Introduction

Manchester Care and Repair aims to provide its services equally to all people who qualify. We recognise the diversity of the communities we serve and understand that some people within our client groups have Limited English Proficient. This may be because they may speak or read languages other than English language, because they may sign or because they have other communications difficulties relating to, for example, their health conditions.

As an organisation we understand that those with limited proficiency in English may face the following barriers;

- ♣ they may not be able to give informed consent
- ♣ they may not be able to ask questions or seek assistance
- ♣ they may not be aware of what services are available to them

We recognise that our ethical responsibilities lie in ensuring that clients are treated equally, are fully informed, and can give informed consent.

We recognise that where there are communication difficulties clients and staff have a right to relevant and appropriate communication support.

2. Definitions

Within this policy the term Limited English Proficient is used. This is defined as being unable to speak, read, write or understand English at a level that permits an individual to interact effectively with Manchester Care and Repair Staff. The term also describes people who speak and write other languages than English, and people who sign.

3. Purpose

The purpose of this policy is to ensure that people who have limited ability to communicate in English are nonetheless able to access Manchester Care and Repair Services and that our staff and stakeholders are aware of the steps they should take to ensure those with limited proficiency in English are properly supported with communication.

4. Scope

This policy applies to all Manchester Care and Repair staff.

5. The Policy

It is the responsibility of all staff within Manchester Care and Repair to satisfy themselves that they are able to communicate at an appropriate level with clients that have limited proficiency or capacity in the English language.

Formal and Informal Interpretation and Translation

The vast majority of our interventions are practical, low-level interventions. We do not provide any clinical or legal support to clients and, with the exception of a very small number of loan clients, do not engage in any legally binding agreements with clients.

This being the case it is not a formal requirement to use an approved interpreter to proceed for any of our services. The following guidelines apply:

Interpretation Guidelines

- In most cases adult family and friend interpreters are appropriate and most frequently desired by our clients.
- If an adult family or friend is not available for the client or if the client requests independent interpretation, we will endeavour in the first instance to obtain access to an approved interpreter from the referring organisation (Generally a health or care organisation). If this is not possible we will use telephone (or face to face for people who sign) interpreting.
- Our approved provider is Language Line and staff must obtain authorisation from their line manager to make a booking.
- Bilingual staff may work with clients in the relevant language in these cases.
- Young people, under the age of 18 should not act as family and friend interpreters for our clients.
- If we are aware of a more appropriate organisation that can provide the equivalent service in the clients preferred language, we will refer the client to that service.
- If an interaction with a client involves an interpreter (either formal or informal) this should be recorded in the client notes.

Translation Guidelines

As with spoken communication Manchester Care and Repair staff must satisfy themselves that the client understands any written documentation provided as part of any Manchester Care and Repair Service.

Where written documentation is legally binding, and the client requests a translation – then this should be provided (this only applies to loans and the approved translation will be supplied by the loan backer i.e., the Local Authority).

Elsewhere, should a client request a translated version of any of our materials or documentation we will endeavour to organise a professional translation from Language Line – again a line manager approval is required for this.

Date	By Whom	Date to be approved by Board	Implementation date	Review date
<u>January 2022</u> <u>June 2023</u>	<u>AJM</u> <u>AJM</u>	<u>January 22 - virtual</u> <u>31.7.23</u>	<u>Jan 2022</u> <u>July 2023</u>	<u>Jan 2024</u> <u>July 2025</u>