



HAPPY TO TRANSLATE

Welkom

أهلا بك

FOON YING

Merĥba

Welcome

Velkomin

Soo dhawoow

歡迎

Fāilte

Bienvenidos

خوش آمدید

Croeso

Bun venit

Isibingelelo

ਸੁਆਗਤ ਹੈ

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LEARNING OUTCOMES

- Appreciate the **challenges** created by language barriers
- Develop **skills** and **knowledge** to interact with people who require language assistance
- Work with the **HTT tools** and **processes**
- How to work with **interpreters** and **translators**

7 KEY COMMITMENTS

All HTT members agree to:

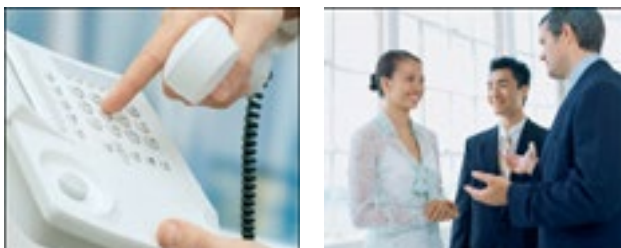
1. Promote **equal access** to information and services by overcoming language barriers.
2. Implement and maintain a **high standard** of customer service.
3. Provide **professional language and communication support** to service users in line with HTT processes.
4. Establish and maintain staff **training and support** on the use of HTT.
5. Actively **display and promote the HTT logo** according to the Logo Design Guidelines.
6. **Monitor and evaluate** the use of HTT and actively share and implement ideas for improvement.
7. Where possible, participate in a **joined-up approach** with other organisations to promote language and communication support.



INTERPRETATION OR TRANSLATION

WHAT'S THE DIFFERENCE..?

INTERPRETATION



- Spoken word
- Performed by an *Interpreter*
- Includes **BSL** and other sign languages

TRANSLATION



- Written text
- Performed by a *Translator*
- Includes Braille, audio tape, large print

WHY OFFER TRANSLATION AND INTERPRETATION?

It is a **legal right** for people whose first language is other than English:

- **Equality Act 2010**
- **Human Rights Act 1998 (Scotland Act)**

Widely accepted as good practice:

- **Regulatory Bodies**

Makes good business sense!

EXERCISE

Thinking about communication..

Talk to the person next to you. Can you give an example of a time you felt excluded because of:

Language

Accent

Unable to hear clearly

How did you feel?

How did you react?

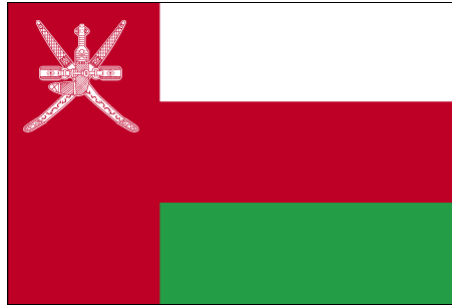
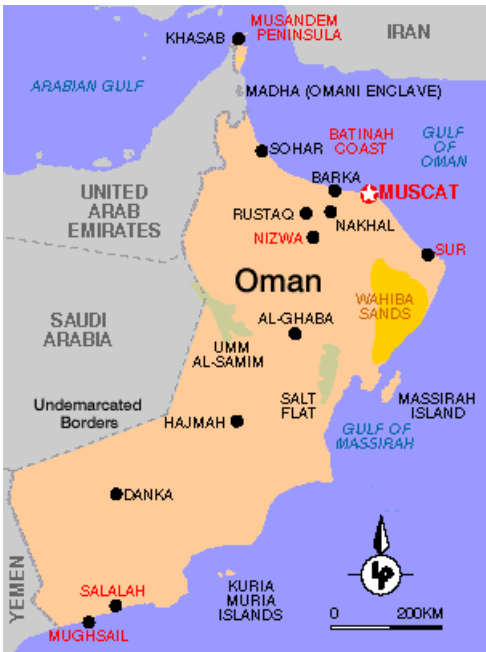


HAPPY TO TRANSLATE

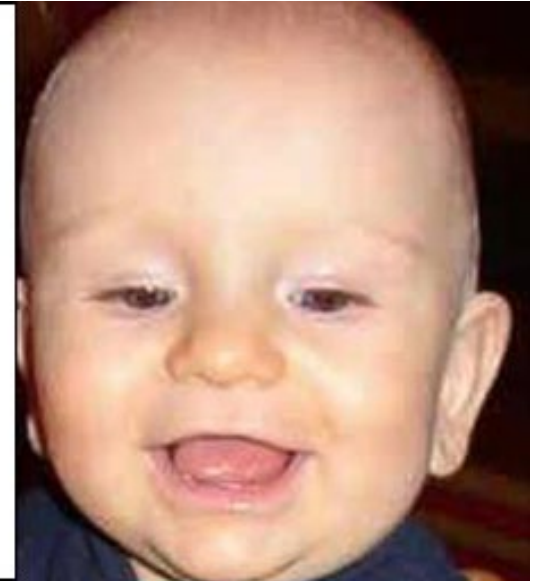
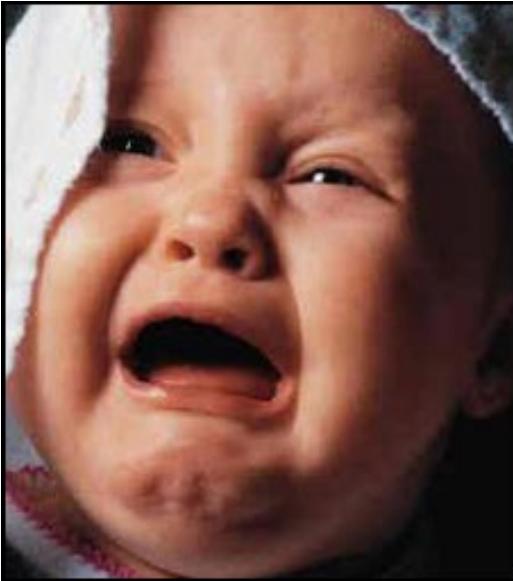
WHO SHOULD PROVIDE LANGUAGE SERVICES?

- Trained and accredited
- Fluent
- Neutral
- Accountable
- Confidential

Cultural awareness



Mock-up of *Baby Rusk* advert



REACTIONS TO A DOMINANT GROUP

Resist

Withdraw

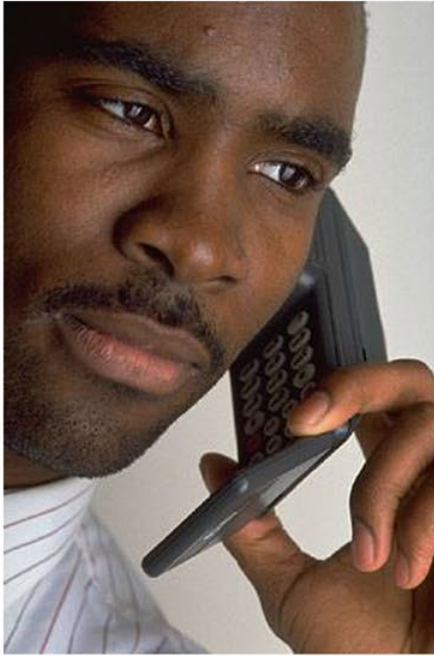
Agree

EXERCISE

Interacting with Service Users

In small groups:

What do you identify as the **essential attitudes and behaviours** for staff to demonstrate where there are barriers to communication?



SENDER
ENCODES
MESSAGE



**THE
MESSAGE**



RECEIVER
DECODES
MESSAGE



CROSS-CULTURAL COMMUNICATION

- Generalisations
- Emotion
- Affirmative gestures
- Eye contact
- Personal space
- Body language

CROSS-CULTURAL COMMUNICATION

- Accents/mispronunciation
- Confusing terms
- Volume
- Tone
- Pace and clarity
- Simplicity

SCOTLAND

Weans vs. bairns

Salt and sauce vs. salt and vinegar

Quines and loons

Aye right!

Clarty or Clatty?

A half loaf and a bottle of ginger

On the buroo

SHORT BREAK



OVERCOMING OBSTACLES



HAPPY TO TRANSLATE



THE LOGO



Lets your customers know that your organisation is 'happy to translate'.

USING THE LOGO

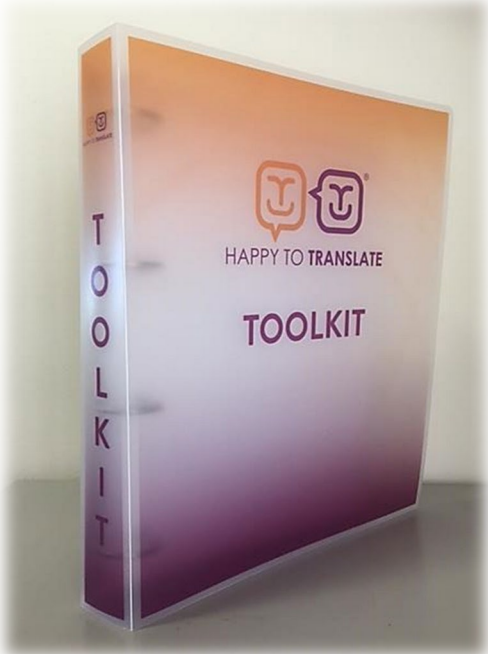
In print:

- Letterhead/stationery
- Applications
- Assessment forms
- Publications
- Tender documents
- Adverts
- Email signatures
- Website

On the premises:

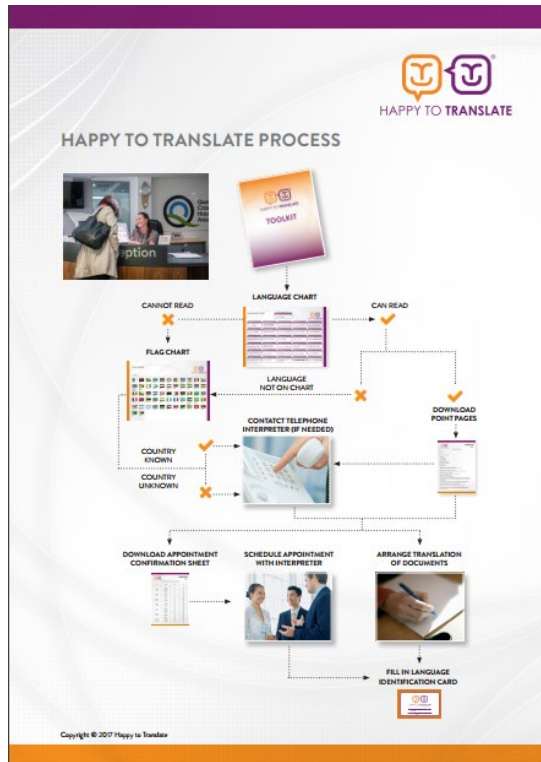
- Main door
- Reception
- Interview rooms
- Notice boards

HTT TOOLS



USING THE TOOLKIT

Happy to Translate Process



LANGUAGE IDENTIFICATION CHART

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



FLAG CHARTS

Cross-referenced with Languages by Country listing on www.happytotranslate.com



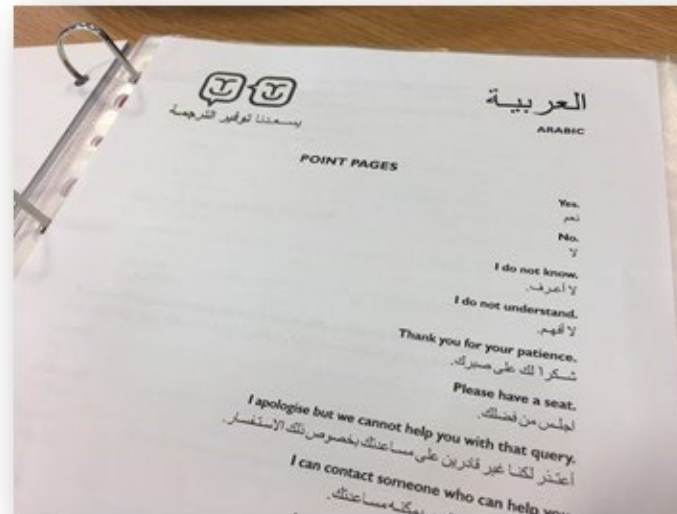
POINT PAGES



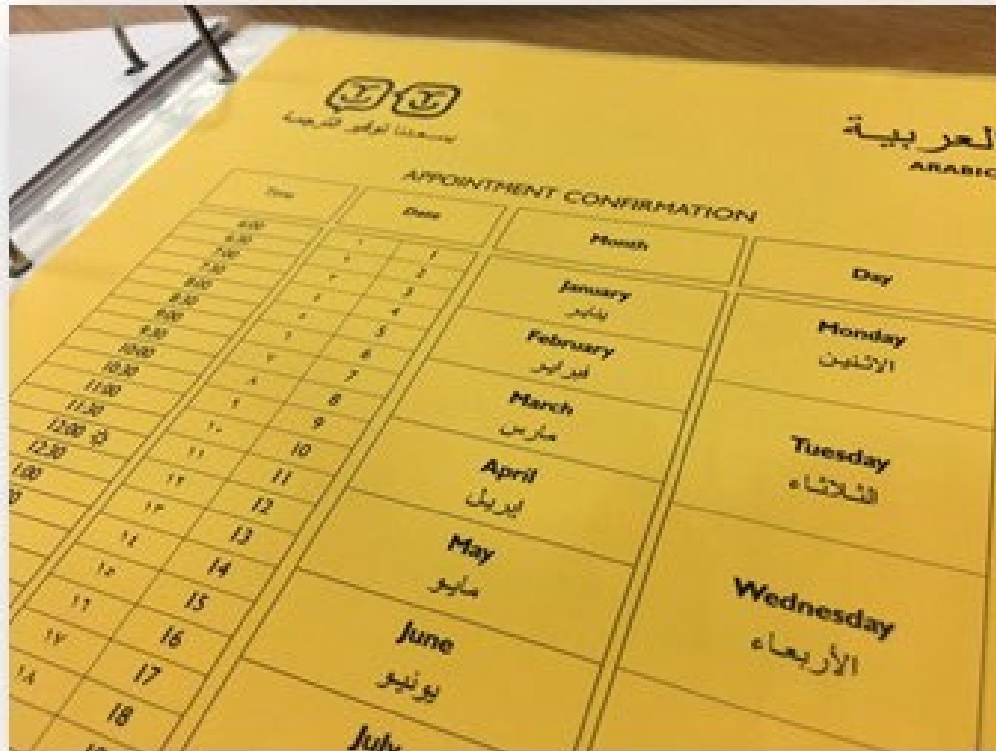
Bilingual phrases



Available in 20+ languages



MAKE AN APPOINTMENT



The image shows a yellow appointment confirmation sheet with a grid for scheduling. The sheet is titled "العربية ARABIC" and "APPOINTMENT CONFIRMATION". It features a grid with columns for "Time", "Date", "Month", and "Day". The "Time" column lists slots from 8:00 to 12:30. The "Date" column is numbered 1 through 18. The "Month" column lists January through July with their Arabic equivalents. The "Day" column lists Monday through Wednesday with their Arabic equivalents. The sheet is held in a binder.

Time	Date	Month	Day
8:00	1	January يناير	Monday الاثنين
8:30	2		
9:00	3		
9:30	4		
10:00	5		
10:30	6		
11:00	7		
11:30	8		
12:00	9		
12:30	10		
1:00	11		
1:30	12		
2:00	13		
2:30	14		
3:00	15		
3:30	16		
4:00	17		
4:30	18		

Appointment Confirmation Sheets

LANGUAGE I.D. CARD



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

INTERPRETATION

- Telephone
- Face-to-face (in-person or video)

Things to remember

- Remain calm
- Brief interpreter
- Ensure sufficient time

TRANSLATION

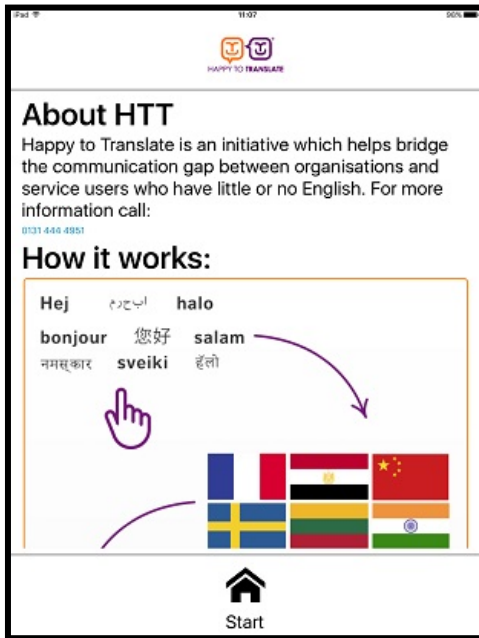
Things to remember

- Keep it simple
- Whole document vs Summary / salient points
- Double check language / dialect
- Proofreading

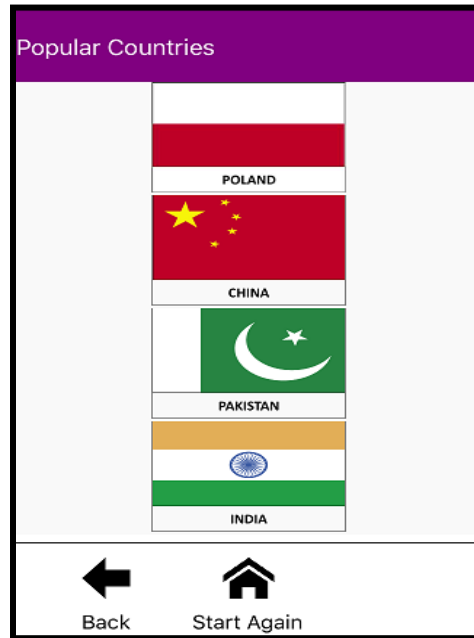
GADHA OR GADDA?



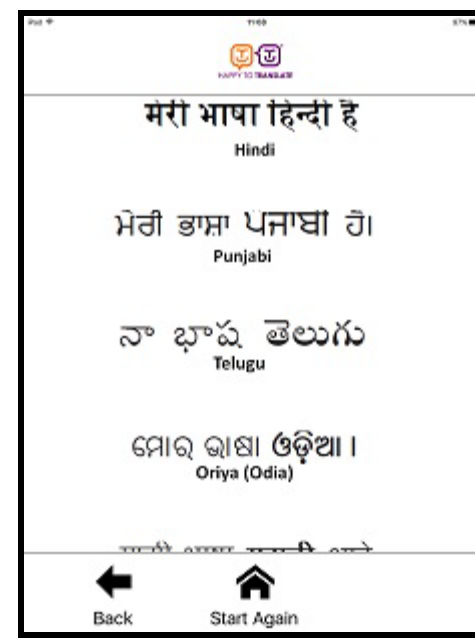
HTT MOBILE APP



Opening Screen

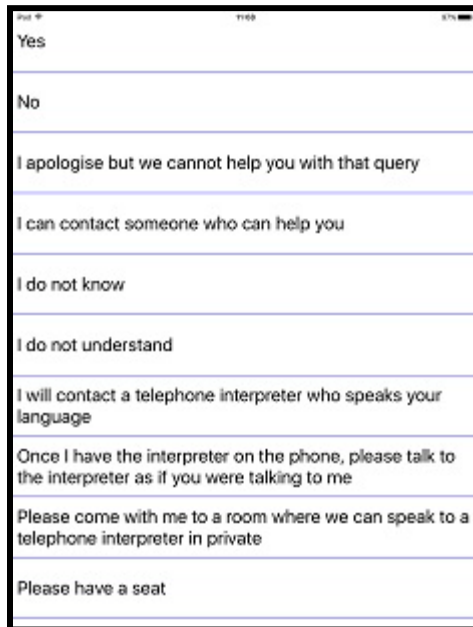


Customer selects flag

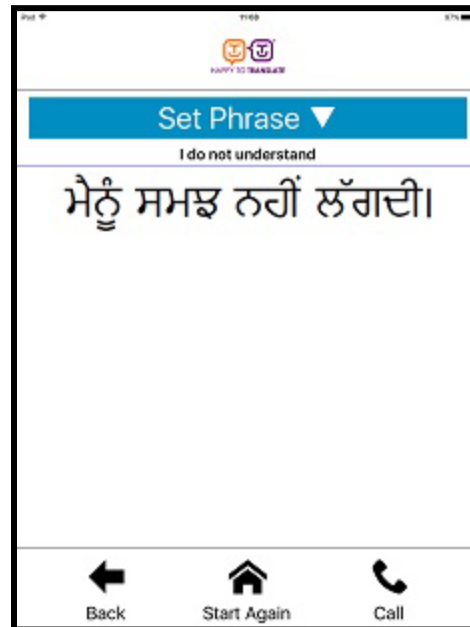


Customer selects language

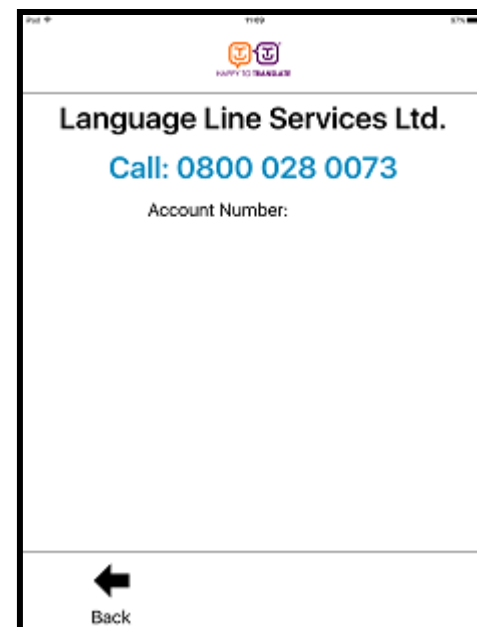
HTT MOBILE APP



Select phrase in English

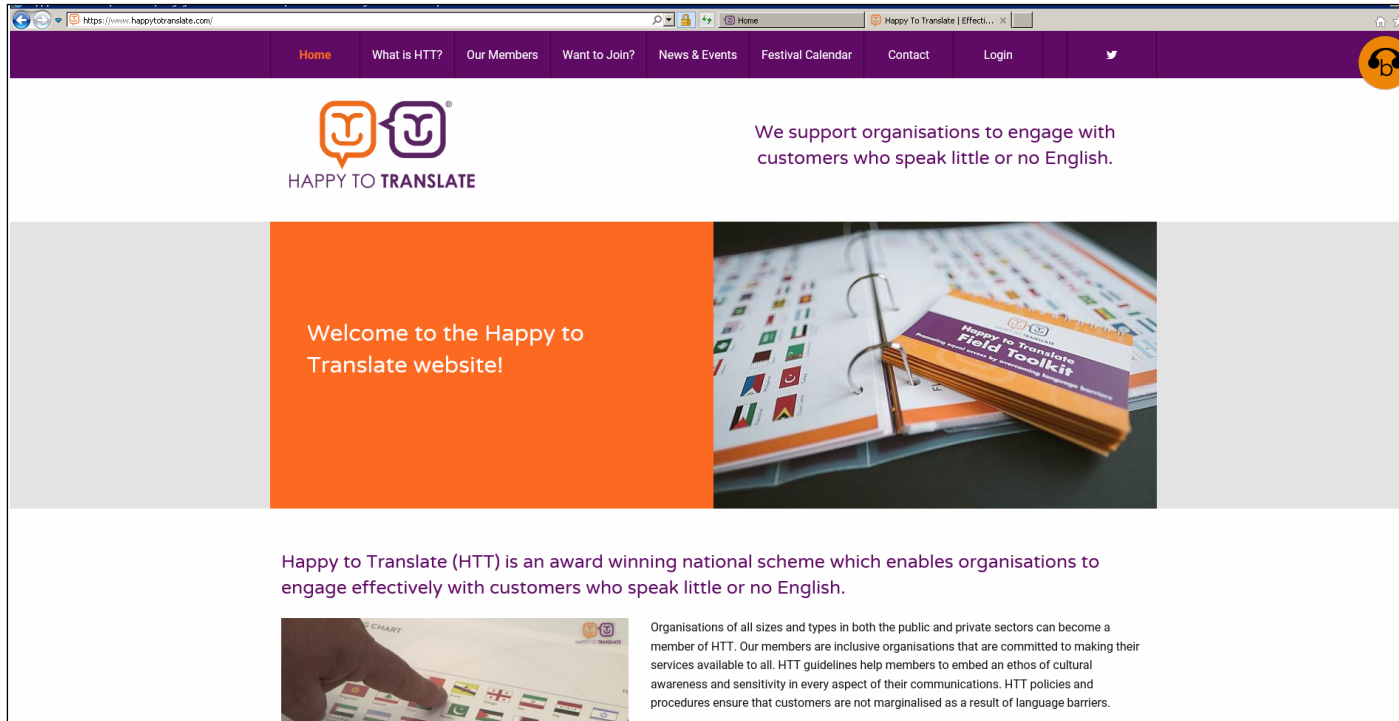


Customer reads phrase in their language




Call telephone interpreter if required

HTT WEBSITE - PUBLIC



The screenshot shows the homepage of the Happy to Translate website. The browser address bar displays "https://www.happytotranslate.com/". The navigation menu includes links for Home, What is HTT?, Our Members, Want to Join?, News & Events, Festival Calendar, Contact, and Login. The main content area features the Happy to Translate logo, a welcome message, and a description of the scheme. A "Field toolkit" is also visible in the image.

Home What is HTT? Our Members Want to Join? News & Events Festival Calendar Contact Login


HAPPY TO TRANSLATE

We support organisations to engage with customers who speak little or no English.

Welcome to the Happy to Translate website!

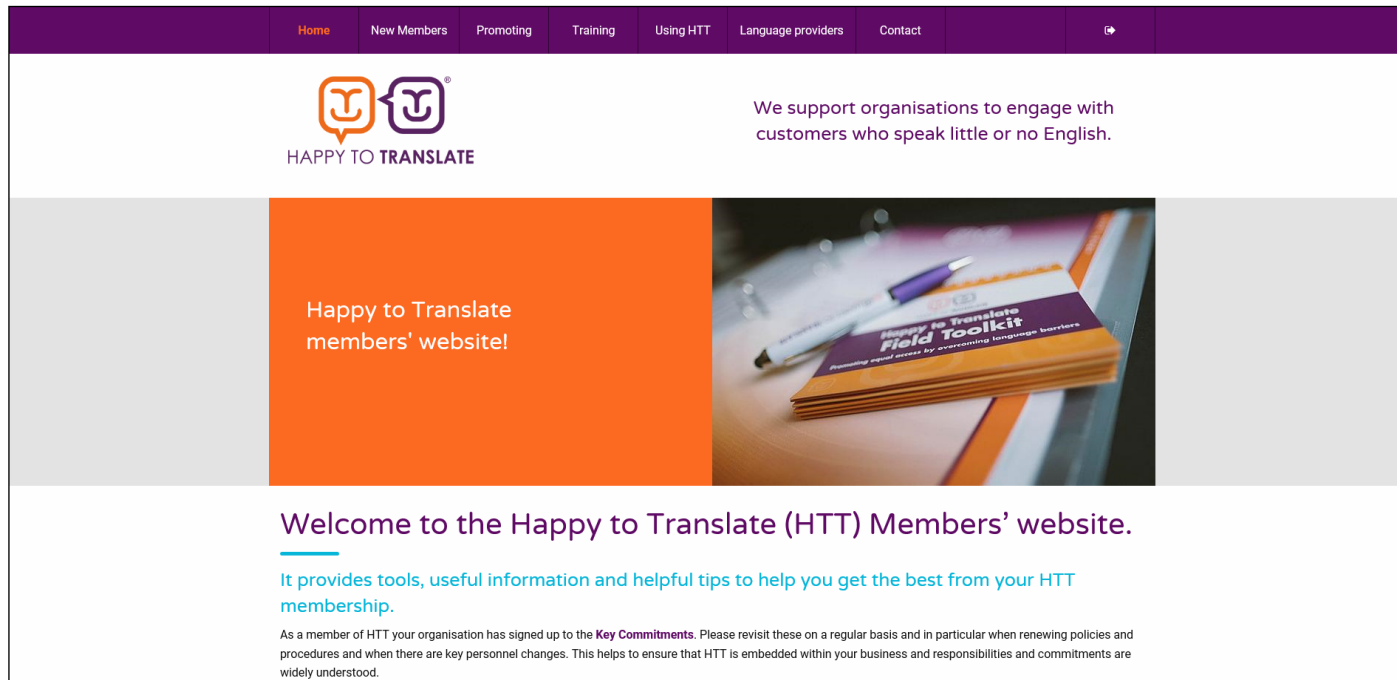
Happy to Translate (HTT) is an award winning national scheme which enables organisations to engage effectively with customers who speak little or no English.

Organisations of all sizes and types in both the public and private sectors can become a member of HTT. Our members are inclusive organisations that are committed to making their services available to all. HTT guidelines help members to embed an ethos of cultural awareness and sensitivity in every aspect of their communications. HTT policies and procedures ensure that customers are not marginalised as a result of language barriers.



- General information
- Login for members

HTT WEBSITE – MEMBERS



The screenshot shows the homepage of the Happy to Translate (HTT) Members' website. At the top is a purple navigation bar with links: Home, New Members, Promoting, Training, Using HTT, Language providers, and Contact. Below the navigation bar is the HTT logo (two stylized speech bubbles) and the text "HAPPY TO TRANSLATE". To the right of the logo is the text: "We support organisations to engage with customers who speak little or no English." Below this is a large banner image. The left side of the banner is orange with the text "Happy to Translate members' website!". The right side of the banner shows a stack of "Happy to Translate Field Toolkit" leaflets with a purple pen resting on top. Below the banner is a white section with the text: "Welcome to the Happy to Translate (HTT) Members' website." followed by a blue link: "It provides tools, useful information and helpful tips to help you get the best from your HTT membership." and a small paragraph of text: "As a member of HTT your organisation has signed up to the **Key Commitments**. Please revisit these on a regular basis and in particular when renewing policies and procedures and when there are key personnel changes. This helps to ensure that HTT is embedded within your business and responsibilities and commitments are widely understood."



- Guidance
- Additional Tools
 - Point Pages
 - Appointment Confirmation Sheets
 - Feedback Forms
 - Leaflets

LEARNING OUTCOMES – ACHIEVED?

- Appreciate the **challenges** created by language barriers
- Develop **skills** and **knowledge** to interact with people who require language assistance
- Work with the **HTT tools** and **processes**
- How to work with **interpreters** and **translators**

Any questions?

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