

# Speakers of other languages

## Help to overcome language barriers

Staff should use the interpreter or translation service and approach which is right for the claimant when trying to communicate with them.

It is fine to use non-charging providers like google, those from the voluntary or community sector or bilingual staff, where that's an option, to establish if the claimant can come back with a friend or family member who can interpret for them.

The claimant bringing their own interpreter is the cheapest option for the department, however meeting the department's legal obligation to address communication needs is not cost driven. Staff must not turn them away or delay the progress of the claim if the claimant has not or does not bring someone with them to translate for them.

For information and assistance in communicating with claimants whose first or preferred language is not English refer to the: Interpreter and Translation Services (listed below) or Welsh language line.

Where linked pages mention LMS, other benefits or using other systems as appropriate, use the UL guidance and the service instead. If a claimant needs support through translation services then it should be recorded in the claimant history.

Interpreter and Translation Services includes:

British sign language bsl or non-spoken language interpreting

Conducting interview using interpreter

Contacts

How use the Bigword telephone interpreting service

How to use face to face interpretation service (including British sign language)

Interpreting services policy

Interpreting services procedures

Other sources support

