



What is INTRAN?

INTRAN is the interpreting and translation service that we work with to access professional interpreting and translation services.

INTRAN provides British Sign Language and foreign-language interpreters in over 200 languages.

How to use INTRAN...

Tell the member of staff which language you speak.

OR

The member of staff may show you a list of languages and ask you to point at the language you speak. If it says "point to your language and we will get an interpreter", wait until a telephone interpreter is called. It should not take long.

Through the telephone interpreter, explain what you want to talk about. If you need an appointment, you will be given a date and time, and staff will arrange for an interpreter to be there.

You will not be charged for the interpreter, and the service will be fully confidential.

What interpreters do?

Interpreters allow you and our member of staff to talk to each other. Interpreters will not give advice, but are there to help you and the staff member communicate with each other. Interpreters are not responsible for what is said by the member of staff. If you don't understand what is being said, please say.

All INTRAN interpreters are professional. They have received in-depth training enabling them to translate everything that is said accurately and fully. They have all been police checked. Everything discussed will be treated as confidential.