

October 2024

Interpreting and Translation services - East of England Region

Interpreting and translation services are available for you to access on behalf of your patients to assist with NHS appointments and are funded by your local ICB. These services are available across the region (Cambridgeshire and Peterborough, Suffolk & North East Essex, Mid & South Essex, Herts & West Essex, Norfolk and Waveney and Bedford, Luton & Milton Keynes) and are provided by:

DALS for spoken languages - [Award Winning Translation Agency | DA Languages](#)

Language Empire for non-spoken languages – <https://www.language-empire.net/>

Provider	DALS - Spoken Languages	Language Empire - Non-Spoken Languages
Interpreting	Multi-lingual <ul style="list-style-type: none"> • Telephone • Spoken Video • Spoken Face to Face (Simultaneous, Consecutive and Whispering) 	<ul style="list-style-type: none"> • British Sign Language (BSL) • Irish Sign Language (ISL) • Foreign Sign Language • Deafblind Interpreters • Video Relay Interpreting Services • Cued Speech/Makaton • Deaf Relay (Intralingual language modification) • Lip speakers
Transcription	<ul style="list-style-type: none"> • Medical records 	<ul style="list-style-type: none"> • Speech-to-text reporting (Palantypis) • Electronic and manual note takers
Translation	<ul style="list-style-type: none"> • Written • Audio/Video recordings to written text • EasyRead • Pictorial English 	<ul style="list-style-type: none"> • Audio/Video recordings to written text • BSL (Written Text into Video) • BSL In-Vision Translations • Braille • Subtitles • EasyRead • Pictorial English

These services are for appointments where NHS treatment is provided and should not be used for private appointments.

These services have been commissioned to support the Accessible Information Standard (2016) which aims to ensure that people who have a disability, impairment or sensory loss are provided with information that they can easily read or understand with support, to enhance communication with services.

All organisations that provide NHS care or adult social care are required to follow the Accessible Information Standard, including primary care practices. To meet the Accessible Information Standard, primary care organisations are required do five things:

- Ask people if they have any information or communication needs, and find out how to meet their needs.
- Record those needs clearly.
- Highlight or 'flag' the person's file or notes so it is clear that they have information or communication needs and how those needs should be met.
- Share information about people's information and communication needs with other providers of NHS and adult social care, when they have consent or permission to do so.
- Take steps to ensure that people receive information which they can access and understand, and receive communication support if they need it.

To make a booking please use the following contact details:

DALS

Telephone interpreting: Service can be used by calling 0330 088 3443

Queries can be raised with telephoneinterpreting@dalanguages.co.uk

Portal Access	
Portal	admin@dalanguages.co.uk
Bookings	
Telephone	telephoneinterpreting@dalanguages.co.uk
Video interpreting	vri@dalanguages.co.uk
Face-to-face	teamsouth@dalanguages.co.uk
Written translation	maria.torres@dalanguages.co.uk
Out of Hours	outofhours@dalanguages.co.uk

and

LANGUAGE EMPIRE

All bookings need to be requested via the online booking portal [Login to LE LSM Client Portal \(language-empire.net\)](https://login.language-empire.net) which practices should all have login details for. If you require confirmation of your login please e-mail bookings@empire-groupuk.com including the full practice name and address.

This e-mail has been sent to all community pharmacies, opticians and stakeholders in the East of England Region.