

Dear Consultee,

Consultation on Future Arrangements for Language Interpreting and Translation Services for Health and Social Care in Northern Ireland.

I would like to invite you to participate in the public consultation on the future arrangements for the provision of language interpreting and translation services for health and social care in Northern Ireland.

The Health and Social Care Board is leading the public consultation and is committed to ensuring that high quality interpreting and translation services are provided in the most effective way in the future.

The consultation document describes the key findings of the Board's review of existing language interpreting and translation services which are provided to facilitate access to health and social care for those who do not have English as a first or competent second language. Following consideration of a range of options for the future provision of the service, a preferred model has been identified and a number of recommendations have been made. It is proposed that interpreting and translation services should be delivered on the basis of a regional shared service provided by the HSC Business Services Organisation. In addition, it is recommended that the usage of the interpreting service should be reprofiled to achieve a more appropriate balance of face to face and telephone interpreting. Other recommendations address the need to streamline funding arrangements, improve activity coding and information management and ensure coordinated use of translation services across the region's health and social care settings.

The consultation documentation and online response form can be accessed on the HSCB website www.hscboard.hscni.net/consult/ .
The Equality, Good Relations and Human Rights Screening



Template is also available online along with the report of the HSCB Review of Regional Language Interpreting and Translation Services (July 2013).

The consultation will last for 12 weeks from Monday, 16 September 2013 ending at 5.00pm on Friday, 13 December 2013. All responses must be received by this date.

How can I respond?

There are several ways in which you can respond including:

- Online Response Form which can be found at :
www.hscboard.hscni.net/consult
- E mail: interpretingconsultation@hscni.net
- Written: Regional Interpreting and Translation Consultation

Commissioning Directorate
Health and Social Care Board
12-22 Linenhall Street
Belfast BT2 8BS

The response forms available at www.hscboard.hscni.net/consult can be sent via e mail or post.

If you require a printed copy of the consultation documentation or in an alternative format please contact:

Telephone: 02890 553905
Text phone: 02890 553905 with prefix 18001

What happens after the consultation?

Following the end of the consultation period, the HSCB will make recommendations to the Board for a final decision.

I look forward to your views on this important issue.

Yours faithfully



Dean Sullivan
Director of Commissioning

