



Communications and External Relations department policy

Translations Policy

Version 1.4

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This translations policy covers publications and correspondence from the Information Commissioner's Office (ICO)

The Information Commissioner's Office (ICO) will make its information available to all sections of the community. If there is any reason why people can't receive, or don't understand information in the way we have initially presented it, then, as far as we are able, we will consider alternatives.

This includes people whose first language is not English and users who are deaf, blind or partially sighted.

Language interpretation for visually impaired, deaf and hearing impaired people.

On request the Information Commissioner's Office will arrange for written information to be made available in electronic form, Braille or on tape for blind or visually impaired users. Also, when presenting the information verbally the ICO will provide an interpreter to sign for deaf or hearing impaired people, as required. Since October 2006 the ICO website has contained the Browsealoud feature that reads web pages aloud for people who find it difficult to read online.

Correspondence

When necessary we will translate letters and other correspondence.

Translation of publications

On request the Information Commissioner's Office will translate leaflets for members of the public as required into the top six principle ethnic minority languages within the UK.

Many publications produced by the Information Commisisoner's Office are aimed primarily at organisations rather than individuals seeking help. Publications of this kind often contain detailed guidance on the law, involving concepts and terminology of a rather specialised nature that may not easily lend itself to written translation into minority languages and they will not normally be translated into languages other than Welsh.

Translation and printing are both expensive. An extensive number of languages are spoken in Britain, and as a publicly funded organisation we do not have the budget to undertake the publication of translations without evidence of need (ie the number of requests by individuals, as opposed to general requests from organisations).

However, where we identify a need or audience (please see checklist for translation flow chart below) we will endeavour to translate a leaflet into the appropriate top six principle ethnic minority UK language and make it available in a pdf or html format on the ICO website.

Please note this policy does not cover the Welsh language (covered by our Welsh language scheme), formats for people with disabilities (which we supply on request) or information associated with international work with which the ICO is involved.

The top six ethnic minority languages in the UK are:

1. Punjabi
2. Gujarati
3. Urdu
4. Arabic
5. Classical Chinese
6. Bengali

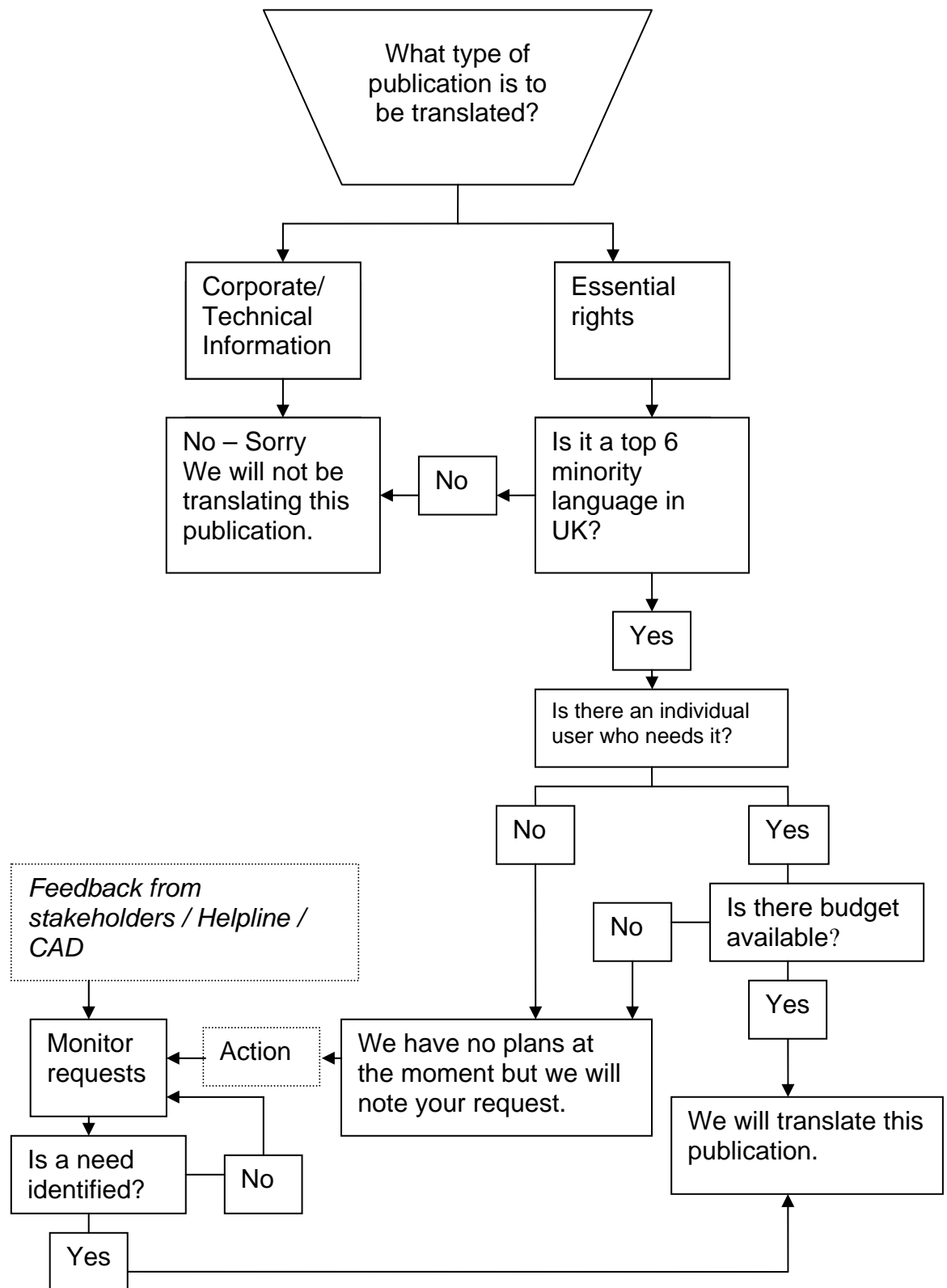
Statistical Breakdown of ethnic minority groups

The UK 2001 Census indicates the following number claimed to be of each ethnic group:

- 1.1 million Indian (1.8% of the population)

- 0.75 million Pakistani (1.3%)
- 0.28 million Bangladeshi (0.4%)
- 0.23 million Chinese (0.4%)

Decision making process



Budget

Costs associated with translating publications and interpreter services will be met by the Communications and External relations department. Costs for correspondence and casework must be met by operations.