

**INGLÉS**

**ANGLAIS**

If English isn't your first language, what can Huntingdonshire District Council do to assist you?

**ANGIELSKI**

**INGLÊS**

# If English isn't your first language...

If you visit our Customer Service Centre in Huntingdon and you are having difficulties understanding the advice you are given, or if our staff feel it beneficial, we can arrange for a translator for you.

If a member of your family, relative or friend is able to interpret for you we encourage you to bring them to our offices to assist you. However, because of the nature of some circumstances, we do not feel it appropriate for children under 16 to act as translators.

If you do not have any one who can translate for you, please be advised that we do not have translators on site. However, if convenient we can arrange for a telephone translator or alternatively we can arrange a face to face appointment with a Huntingdonshire District Council Officer and a translator.

This appointment will be arranged for a mutually convenient date and will usually be made within a week. Applicants requiring a translator will only be offered one free session. Any additional translation or non attendance of an appointment could result in you being charged for the service. We would therefore encourage you to be fully prepared for this appointment and ensure that you have a full understanding of your situation and that the questions are relevant for the session booked.

## **Useful notes for your translation session:**

- Please arrive in good time for your appointment
- Bring with you any questions/relevant paperwork
- The translator is only there to discuss details relevant to your application
- Due to the available time/meeting room we will only be able to accommodate applicant/and partner (If you need to bring children with you, we do have a small box of toys/books to keep them occupied).
- You are only eligible for one free translation appointment

If you are unable to attend the interview please let us know as soon as possible, preferably 24 hours in advance. The translator charges for their appointment time – up to 2 hours – and their travel time and mileage. If you do not attend your interview you may be charged for this and any future appointments.

Any correspondence sent by Huntingdonshire District Council or supporting information from you must be in English unless by prior agreement. Please note you must provide the original document and the translated version.

English for speakers of other languages (ESOL) courses are held at Huntingdonshire Regional College, California Road, Huntingdon, Cambridgeshire, PE29 1BL  
– for more details contact  
Tel: 0845 2015751 or see [www.huntingdon.ac.uk](http://www.huntingdon.ac.uk)

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