



Which communication support service do you need?

Criteria to assist the selection of an appropriate language support service in the public services

There are currently 5 different service types used by public service workers in Tower Hamlets, namely:

- Multilingual Staff
- Advocates
- Interpreters
- Translators
- Telephone Interpreting Services

In order to select the appropriate communication support service, service providers need to analyse the context in which the communication support service will be provided and what outcomes are required by both users of the service, i.e. the patient, customer and the public service worker or professional.

To assist this process, the following pilot toolkit has been drawn up. The toolkit has not been tested with public service managers and so should be considered as a working document, open to further development.

Service Providers need to consider the following when planning for and using Communication Support Services:

1. Who are the users?
2. What is the context?
3. What is the outcome desired by both the service provider and service user?

The chart below provides a checklist to assist service providers to assess and analyse their needs and to help identify which service is most suitable.

