

This **Memorandum of Understanding (MoU)** has been drafted to issue a statement that codifies the collaboration between _____ **Community Sponsorship group and the interpreter,**
_____.

The Community Sponsorship group is welcoming a refugee family to their local area. The group will support the family through their first year in the UK to work towards independence, learn English, access schools, benefits, healthcare, employment, and participate in the community. The group will arrange an interpreter for the family, as and when needed. The aim of this partnership is to serve as a channel of communication between people who do not speak the same language. This agreement lays out the role of both the interpreter and the group in this partnership.

The Interpreter:

- Will not add, omit, or change anything that is said, unless it is necessary to ensure the meaning of what is said is communicated effectively.
- Understands that it is not their role to provide advice or offer additional support. The group will not request the interpreter to do anything outside of their role.
- May be able to add useful information, but they should make it clear when they want to do so, and it should be agreed in advance if they can do this during the appointment or afterwards.
- Will disclose if they have a prior relationship with either a group member or a family member, or if they know the family through local community networks.
- May ask not to be used for certain appointments as it might bring up difficult memories for them. This decision will be respected by the group.
- Agrees to practice:
 - **Confidentiality** – All interpreters should understand the need for confidentiality and be familiar with the group's own confidentiality policy.
 - **Impartiality** – Interpreters should not attempt to influence refugees' decisions or encourage them to change their mind.
 - **Equal opportunities** – Interpreters should respect equality of opportunity and provide a high level of service regardless of ethnic origin, gender, nationality, marital status, employment status, class, disability, health status, sexuality, age, religion, or political beliefs.

The Group:

- Will provide the interpreter with the relevant information to decide whether they can accept the appointment, such as where, when, and how long the session will last.
- Will ensure that for paid services the payment fee is agreed in advance and the process of payment has been made clear to the interpreter.
- Will prepare the interpreter for the likely content of an appointment so that they can prepare for the language that is most likely to be used and give context to help them interpret words accurately.
- Expects the interpreter to communicate everything they say and will not ask the interpreter to omit anything said.
- Will not ask the interpreter to do anything outside of their role, specifically, to give advice, to advocate on their behalf, or to do things for them.
- Will not ask the interpreter to share their contact details with the family, and the interpreter will not do so, unless this is part of the agreed service between the group and interpreter.



Both parties are aware of the procedure in place to allow the refugees to tell the group if they have any problems or complaints about the interpreter. If a problem needs to be raised with the interpreter by the group, this will be done directly and clearly, and in an appropriate setting.

Good practice in briefing and debriefing sessions has been discussed between the group and the interpreter.

The group's Safeguarding Policy and Complaints Policy will be discussed and shared with the interpreter in the initial briefing session, so the interpreter has an awareness of the policies in place. The group will ensure the interpreter has a copy of these policies.

This MoU is effective upon the day and date last signed and executed by the duly authorized representatives of the parties of the MoU.

Signed: _____

CS Group Member / Lead Sponsor

Date: _____

Signed: _____

Interpreter

Date: _____