

Guidance sent by Metropolitan Police Service (MPS) to Interpreters and Translators

During lockdown it came to our attention that Interpreters and Translators have different ways of submitting their claim forms. There are a number of things that can assist Language & Cultural Services to process them in a quicker and speedier manner, for your benefit. When dealing with the MPS please consider these to assist in all your and everyone's claim being processed more quickly.

For hard copy claims:

- * Please ensure the JOB reference is easily read, consider 1/I, 0/O, 6/G, U/V, etc.
- * Please ensure your writing is clear especially your name, BLOCK capitals are good
- * Please ensure that the method of transport is ticked on the new forms, if you've used multiple methods please tick all that apply
- * We have to unfold anything that you have folded up, the fewer folds the better i.e. if it has to be folded, consider just folding it in half.
- * Internal envelopes are easy to open, they are available at all Police buildings.
- * Any staples you put in we have to remove in order to scan documents swiftly, consider using paperclips if possible.
- * If you include travel tickets or statements, please paperclip to the relevant claims just once.
- * If you have a weekly/monthly/yearly travel card please paperclip relevant claims to one copy of it, A4 copy is best.

For e-mailed claims:

- * As per hard copy, please ensure it's easy to read, BLOCK capitals and method transport ticked.
- * Please save as PDF format as that is just two click printing for LCS, any other format means more than 9-10 clicks.
- * If you have the travel receipt, please scan at the same time and send in one e-mail rather than one to Claim Queries and one to Travel Receipts.
- * Please ensure that the scan is easily read, this will avoid LCS contacting you for a more legible scan and thereby avoid delay
- * ****NEW GUIDANCE**** with changes with the 319 claim and also way interpreters are working this year we have reviewed claims for Home Translations. If possible, include the word count on one claim along with interpreting information, rather than creating a second claim.

Thank you for your attention.

17th December 2020