Dear Sir/Madam,

The Cabinet Member for Central Services (Councillor A.A. Lloyd) is to consider the following report and make a decision on Wednesday, 12th February, 2014 at 4.00 p.m. in Committee Room C, Town Hall, Nuneaton.

Yours faithfully,

ALAN FRANKS
Managing Director

AGENDA

PART I
PUBLIC BUSINESS

1. EVACUATION PROCEDURE

A fire drill is not expected, so if the alarm sounds please evacuate the building quickly and calmly. Please use the stairs and do not use the lifts. Once out of the building, please gather outside the Yorkshire Bank on the opposite side of the road.

Exit by the door by which you entered the room or by the fire exits which are clearly indicated by the standard green fire exit signs.

If you need any assistance in evacuating the building, please make yourself known to a member of staff.

Please also make sure all your mobile phones are turned off or set to silent.
2. **PUBLIC CONSULTATION** - Members of the public will be given the opportunity to speak on specific agenda items if notice has been received.

3. **DECLARATIONS OF INTEREST** - To receive declarations of Disclosable Pecuniary and Other Interests, in accordance with the Members’ Code of Conduct.

   **Note:** Following the adoption of the new Code of Conduct, Members are reminded that they should declare the existence and nature of their personal interests at the commencement of the relevant item (or as soon as the interest becomes apparent). If that interest is a Disclosable Pecuniary or a Deemed Disclosable Pecuniary Interest, the Member must withdraw from the room.

   Where a Member has a Disclosable Pecuniary Interest but has received a dispensation from Standards Committee, that Member may vote and/or speak on the matter (as the case may be) and must disclose the existence of the dispensation and any restrictions placed on it at the time the interest is declared.

   Where a Member has a Deemed Disclosable Interest as defined in the Code of Conduct, the Member may address the meeting as a member of the public as set out in the Code.

   **Note:** Council Procedure Rules require Members with Disclosable Pecuniary Interests to withdraw from the meeting unless a dispensation allows them to remain to vote and/or speak on the business giving rise to the interest.

   Where a Member has a Deemed Disclosable Interest, the Council’s Code of Conduct permits public speaking on the item, after which the Member is required by Council Procedure Rules to withdraw from the meeting.

4. **RELIGION AND BELIEF GUIDANCE AND TRANSLATION AND INTERPRETATION GUIDANCE** - report of the Director – Governance and Recreation attached. *(Page 3).*
INDIVIDUAL CABINET MEMBER DECISION

Report Summary Sheet

Date: 12th February 2014
Subject: Religion and Belief Guidance and Translation and Interpretation Guidance
Portfolio: Central Services (Councillor A.A. Lloyd)
From: Director – Governance and Recreation

Summary: To approve the Religion and Belief Guidance and the Translation and Interpretation Guidance

Recommendations:
That the Religion and Belief Guidance at Appendix A and the Translation and Interpretation Guidance at Appendix B to this report are approved.

Reasons: To ensure the Council has guidance in place for Religion and Belief and Translation and Interpretation.
Options: A. Approve the Religion and Belief Guidance and Translation and Interpretation Guidance
B. Do not approve the Religion and Belief Guidance and Translation and Interpretation Guidance

Subject to call-in: Yes
Forward plan: No
**Corporate priorities:**
- Aim 1, Priority 1
- Aim 1, Priority 4
- Aim 4, Priority 2

**Relevant statutes or policy:**
- Equality Act 2010

**Equality implications:** None identified.

**Human resources implications:** None identified.

**Financial implications:** None identified.

**Health Inequalities Implications:** None identified.

**Section 17 - Crime and Disorder Implications:** None identified.

**Risk management implications:** None identified.

**Environmental implications:** None identified.

**Legal implications:** Religion and/or Belief is one of the nine protected characteristics under the Equality Act 2010. It is unlawful to discriminate against employees because of their religion or belief or lack of religion or belief. It is important the Council has guidance in place to prevent discrimination and ensure it is accommodating where possible to an employee who wishes to follow their religion or belief.

While translation is not a right under legislation, it is seen as best practice to provide translation and interpretation in certain cases to fulfil the Council’s obligations under the PSED. While not providing these services may not be a breach of the duty, it may lead the Council to be unsuccessful in certain circumstances of its duties due to failing to provide translation/interpretation e.g. enforcement, court cases.
Contact details: Craig Dicken, Equality and Child Protection Officer, 024 7637 6333.
AGENDA ITEM NO. 4

NUNEATON AND BEDWORTH BOROUGH COUNCIL

Report to: Individual Cabinet Member Decision – 12th February 2014

From: Director - Governance and Recreation

Subject: Religion and Belief Guidance and Translation and Interpretation Guidance

Portfolio: Central Services (Councillor A.A. Lloyd)

1. Purpose of Report

1.1 To approve the Religion and Belief Guidance and Translation and Interpretation Guidance

2. Recommendations

2.1 That the Religion and Belief Guidance at Appendix A and the Translation and Interpretation Guidance at Appendix B to this report are approved.

3. Religion and Belief Guidance

3.1 The Religion and Belief Guidance has been produced to raise management awareness of the different religions within the Borough and the needs of employees who follow a particular religion.

3.2 The Guidance covers key issues such as Guidance for Granting Annual Leave and Time Off for Religious Worship, Fasting, Cultural or Religious Dress, Observance of Prayer Time and Prayer Rooms.

3.3 The guidance also covers the most followed religions and beliefs in the Borough, giving introductory information on Christianity, Islam, Sikhism, Hinduism, Buddhism, the Baha’i Faith, Paganism and Atheism.

4. Translation and Interpretation Guidance

4.1 The aim of this guidance is to ensure that the Council has a fair and consistent approach to translation and interpretation which provides value for money.

4.2 The document covers the Council’s Policy on translation and interpretation, in particular the issues set out in section 41 which will be considered before any use of translation and interpretation.
4.3 Guidance is given on the different types of translation, including Informal Interpretation, Telephone Interpreting, Face to Face Professional Interpreters, Written Translation and Type talk.

4.4 Other Translation and Interpretation Communication Mechanisms are also covered, including Large Print, Easy Read, Sign Language, Braille, Hearing Loop, Audio and Colour & Background.

Philip Richardson
Religion and Belief Guidance

‘A guide for Nuneaton and Bedworth Borough Council to assisting employees with their religion and belief in the workplace’

Issued by: Audit and Governance, Governance and Recreation Directorate
Date: January 2014

For further information please contact:

Audit and Governance
Nuneaton and Bedworth Borough Council
Room 200, Town Hall
Coton Road, Nuneaton
Warks, CV11 5AA

Telephone: 024 7637 6333
Email: craig.dicken@nuneatonandbedworth.gov.uk
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5. Fasting 4
6. Cultural or Religious Dress 4
7. Observance of Prayer Time 4
8. Prayer Rooms 4
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### Religions and Beliefs in the Borough

Christianity 6
Islam 6
Sikhism 7
Hinduism 8
Buddhism 9
Baha’i 10
Paganism 11
Atheism 12
1 Introduction

1.1 Nuneaton and Bedworth Borough Council is committed to employing a workforce that reflects the diverse community it serves. This will include a wide variety of different cultures, religions and beliefs. Therefore, to ensure that discrimination in the workplace on the grounds of religion and belief does not occur, the following guidance should be observed. This approach will help to attract, motivate and retain employees and enhance the Council's reputation as an employer.

1.2 This guidance has been produced in addition to the Council’s Equality Scheme, which outlines the Council’s commitment to equality and diversity and actions it takes to ensure this takes place in the authority.

1.3 The primary purpose of this guidance is to give employees and managers a better understanding of what religion and belief means in practice in the workplace and of their individual and collective responsibilities.

1.4 Also included is a brief overview of the most practised religions in the Borough with key religious events for each religion.

2 Legislation

2.1 The Equality Act 2010 makes it unlawful to discriminate against employees because of their religion or similar belief. This includes such things as recruitment, terms and conditions, promotions, transfers, dismissal, training. Detailed below are the instances this includes:

• Direct discrimination against anyone. This means to treat people less favourably than others because of their religion or belief.
• Indirectly discriminate against anyone. This means to apply a criterion or criteria, provision or practise which disadvantages people of a particular religion or belief without good reason.
• Subjecting someone to harassment. Harassment is unwanted conduct that violates a person’s dignity or creates an intimidating, hostile, degrading, humiliating or offensive environment.
• Victimise someone because they have made a complaint, allegation or have given evidence against someone else in relation to a complaint or discrimination on the grounds of religion or belief.

2.2 Religion and belief is defined as being any religion, religious belief or similar philosophical belief.

3 Equality Impact Assessments

3.1 Equality Impact Assessments are the mechanism by which the Council ensures that all its functions do not have an adverse impact on any group of people. Included in this assessment is the requirement to ensure that no Council function has an adverse affect on the grounds of religion and belief.

4 Guidance for Granting Annual Leave and Time Off for Religious Worship

4.1 Not all members of each religion or belief follow all the practises and observances. Neither will every member of each religion request time off for every festival. In some instances, an adjustment to the working day to allow time to attend religious worship, before, in or after work may be all that's required. In many instances nothing will be requested.
4.2 Managers should give every consideration, and treat sympathetically, requests from employees wishing to participate in their religion and belief, including attending religious worship. Managers should use the discretion available within the rules for granting annual leave, flexitime, time off in lieu, accrued overtime and unpaid leave to facilitate these requests. Where it is reasonable and practical, and does not conflict with legitimate business needs, requests should be granted.

4.3 Further information on granting annual leave and time can be found in the Authorised Leave Guidance.

5 Fasting

5.1 The Council recognises that some religions require extended periods of fasting. Fasting means no intake of food and/or drink during daylight hours and/or any food or drink for a 24 hour period. Managers should consider how they could support staff through such periods. However, this should not include placing unreasonable extra burdens on other employees.

6 Cultural or Religious Dress

6.1 Members of staff are allowed to wear religious items if wearing such attire whilst at work is part of the employee’s religious practise or expression. However items that are worn must not contravene Health and Safety requirements. This should be further discussed with the Health and Safety Team.

6.2 Some employees may be required to wear a Corporate Uniform as part of their duties. Where there is no clash between the standards of the Corporate Uniform and the cultural and/or religious dress then the employee will be able to wear religious attire.

7 Observance of Prayer Time

7.1 The Council recognises that the requirement and need to pray is a matter of personal choice based on the nature and depth of personal belief. It is the responsibility of individual members of staff to advise their manager if they have any requirements for prayer.

7.2 The Council also recognises that the amount of time people require for prayer during the day can be minimal. Therefore, employees and managers should discuss specific arrangements.

7.3 All time taken by an employee to pray at work will be in their own time.

8 Prayer Rooms

8.1 The Council is committed to ensuring, wherever possible, facilities for prayer are offered. Managers should discuss the detailed requirements of particular religions sympathetically and sensitively with those individual employees who request particular facilities.

8.2 Currently the Council has a specific room for prayer on the top floor of the Town Hall. Other rooms within the Council, if not booked, can be used also for prayer if required.

9 Recruitment and Selection

9.1 The Council has developed recruitment and selection practises which promote equality in employment opportunities and eliminate discrimination. Consideration should be given to religious needs and/or festivals when planning recruitment and selection exercises.
10 Training

10.1 The Council will make every reasonable effort to ensure delivered training does not affect a person following their religion or belief. This might also be relevant if the training takes place away from the regular working environment. It is recommended before an employee attends training that religion and belief requirements are discussed with the employee, their Line Manager and the training provider.

11 Other Religions and Beliefs

11.1 Over the last several decades, there have been many popular movements which have emerged as religions and beliefs. Two of the more popular movements have been Jediism (originating from the Star Wars films and TV shows) and Scientology (a movement to which some high profile celebrities are connected with).

11.2 Despite Jediism, Scientology and other recent religions and beliefs emerging, they are not recognised under legislation as protected religious groups at this present time.

11.3 For a religion to be recognised by law, recent case law has indicated that it needs to meet all of the following criteria:

1. be genuinely held;
2. not be an opinion or viewpoint;
3. be as to a weighty and substantial aspect of human life and behaviour;
4. attain a certain level of cogency, seriousness, cohesion and importance; and
5. Be worthy of respect in a democratic society, and not be incompatible with human dignity or in conflict with the fundamental rights of others.

11.4 However, even though such religions and beliefs are not recognised by law, it is best practice to consider all requests where possible. The Council cannot be seen to discriminate against any group of people and all requests should be treated fairly and consistently.

12 Things to remember

12.1 Discrimination, harassment and bullying towards someone because of their religion or belief is unacceptable and unlawful. It may not be targeted at individuals but at a general culture e.g. the telling of religious jokes.

12.2 It is important to show tolerance and respect towards different religious communities, particularly if the area of work involves visiting people’s homes or places of worship.

12.3 No assumptions should be made about an employee’s faith or religion. However, this should not discourage the asking of questions to increase awareness and learning.

13 Further information

14.1 If you require any further information, please contact the Equality and Child Protection Officer or a member of Human Resources.
Religions and Beliefs in the Borough

Below is some introductory information about religions practised in the Borough:

Christianity

Christianity is the most popular religion in the world with over 2 billion adherents. Over 33 million people in England and Wales see themselves as nominally Christian, and there are around 6 million who are actively practising. 63.6% of people in the Borough stated that they were a Christian at the 2011 census, which is a 13.3% reduction since the 2001 census.

- Christians believe that Jesus was the Messiah promised in the Old Testament.
- Christians believe that Jesus Christ is the Son of God.
- Christians believe that God sent his Son to earth to save humanity from the consequences of its sins.
- One of the most important concepts in Christianity is that of Jesus giving his life on the Cross (the Crucifixion) and rising from the dead on the third day (the Resurrection).
- Christians believe that there is only one God, but that there are three elements to this one God:
  - God the Father
  - God the Son
  - The Holy Spirit
- Christians worship in churches.
- Their spiritual leaders are called priests or ministers.
- The Christian holy book is the Bible, and consists of the Old and New Testaments.
- Christian holy days such as Easter and Christmas are important milestones in the Western secular calendar

Festival Days

Ash Wednesday   February/March (date set by lunar calendar)
Maundy Thursday   March/April (date set by lunar calendar)
Good Friday       March/April (date set by lunar calendar)
Easter Sunday     March/April (date set by lunar calendar)
All Saints Day    1st November
Christmas Day     25th December

Food

Some Christians avoid alcohol.

Islam

The word Islam means 'submission to the will of God'.

Islam is the second largest religion in the world with over 1 billion followers. The 2011 census recorded over 2.7 million Muslims in England and Wales. At the time of the last census, the Borough is made up of 2.3% of Muslims. The Borough is home to half of the total population of Muslims in Warwickshire.

- Muslims believe that Islam was revealed over 1400 years ago in Mecca, Arabia.
- Followers of Islam are called Muslims.
- Muslims believe that there is only One God.
- The Arabic word for God is Allah.
According to Muslims, God sent a number of prophets to mankind to teach them how to live according to His law. Jesus, Moses and Abraham are respected as prophets of God. They believe that the final Prophet was Muhammad. Muslims believe that Islam has always existed, but for practical purposes, date their religion from the time of the migration of Muhammad. Muslims base their laws on their holy book the Qur'an, and the Sunnah. Muslims believe the Sunnah is the practical example of Prophet Muhammad and that there are five basic Pillars of Islam. These pillars are the declaration of faith, praying five times a day, giving money to charity, fasting and a pilgrimage to Mecca (at least once).

Festival Days

Muslim festivals are reliant on the sighting of the new moon and will therefore vary from year to year.

- Ramadan 9th month of the Muslim lunar calendar
- Eid Al-Fitr 3 day festival at the end of Ramadan
- Eid al-Adha takes place 2 months and 10 days after Eid Al-Fitr and is a 3 day festival

Food

Muslims are forbidden to eat any food which is derived from a pig. This includes lard, which may be present in bread or even ice-cream. They are also forbidden to eat any food which is derived from a carnivorous animal. Meat that may be consumed must be slaughtered by the Halal method. Islam forbids the consumption of alcohol which includes its presence in dishes such as risotto or fruit salad.

Clothing

Men are required to cover from the navel to the knees, especially at prayer time. Women may wish to cover their whole body, except their face, hands and feet.

Other

Any form of gambling is forbidden under Islam. Physical contact between the sexes is discouraged and some Muslims may politely refuse to shake hands with the opposite sex. This should not be viewed negatively.

Sikhism

There are 20 million Sikhs in the world, most of whom live in the Punjab province of India. The 2011 census recorded over 423,000 Sikhs in England and Wales. 2.2% of the population of the Borough are Sikhs.

Sikhism was founded in the 16th century in the Punjab district of what is now India and Pakistan. It was founded by Guru Nanak and is based on his teachings, and those of the 9 Sikh Gurus who followed him.

The most important thing in Sikhism is the internal religious state of the individual.

- Sikhism is a monotheistic religion
- Sikhism stresses the importance of doing good actions rather than merely carrying out rituals
- Sikhs believe that the way to lead a good life is to:
  - keep God in heart and mind at all times
  - live honestly and work hard
  - treat everyone equally
• be generous to the less fortunate
• serve others

• The Sikh place of worship is called a Gurdwara
• The Sikh scripture is the Guru Granth Sahib, a book that Sikhs consider a living Guru

The tenth Sikh Guru decreed that after his death the spiritual guide of the Sikhs would be the teachings contained in that book, so the Guru Granth Sahib now has the status of a Guru, and Sikhs show it the respect they would give to a human Guru.

The community of men and women who have been initiated into the Sikh faith is the Khalsa. The Khalsa celebrated its 300th anniversary in 1999.

Guru Gobind Singh decreed that where Sikhs could not find answers in the Guru Granth Sahib, they should decide issues as a community, based on the principles of their scripture.

**Festival Days**

<table>
<thead>
<tr>
<th>Event</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Birthday of Guru Gobind Singh</td>
<td>5th January</td>
</tr>
<tr>
<td>Vaisakhi</td>
<td>14th April</td>
</tr>
<tr>
<td>Martyrdom of Guru Arjan Dev</td>
<td>16th June</td>
</tr>
<tr>
<td>Sri Guru Granth Sahib Day</td>
<td>1st September</td>
</tr>
<tr>
<td>Divali (Diwali)</td>
<td>October/November (date set by lunar calendar)</td>
</tr>
<tr>
<td>Martyrdom of Guru Tegh Bahaur</td>
<td>24th November</td>
</tr>
</tbody>
</table>

**Food**

Sikhs do not eat Halal meat. Some do not eat beef and many are vegetarian.

**Clothing**

Practising male Sikhs observe the 5 Ks of the faith. These are:

- **Kesh** Uncut hair. Observant Sikhs do not remove or cut any hair from their body. Sikh men and some women will wear a turban.
- **Kangha** Wooden comb usually worn in the hair
- **Kara** Metal bracelet worn on the wrist
- **Kachhahera** Knee length underpants
- **Kirpan** Short sword worn under the clothing so that it is not visible

**Hinduism**

Hinduism is the religion of the majority of people in India and Nepal. It also exists among significant populations outside of the sub continent and has over 900 million adherents worldwide.

In some ways Hinduism is the oldest living religion in the world, or at least elements within it stretch back many thousands of years. Yet Hinduism resists easy definition partly because of the vast array of practices and beliefs found within it. It is also closely associated conceptually and historically with the other Indian religions Jainism, Buddhism and Sikhism.

Unlike most other religions, Hinduism has no single founder, no single scripture, and no commonly agreed set of teachings. Throughout its extensive history, there have been many key figures teaching different philosophies and writing numerous holy books. For these reasons, writers often refer to Hinduism as 'a way of life' or 'a family of religions' rather than a single religion.

- Hinduism originated around the Indus Valley near the River Indus in modern day Pakistan.
• About 80% of the Indian population regard themselves as Hindu.
• Most Hindus believe in a Supreme God, whose qualities and forms are represented by the multitude of deities which are manifestations from him.
• Hindus believe that existence is a cycle of birth, death, and rebirth, governed by Karma.
• Hindus believe that the soul passes through a cycle of successive lives and its next incarnation is always dependent on how the previous life was lived.
• The main Hindu texts are the Vedas and their supplements (books based on the Vedas). Veda is a Sanskrit word meaning 'knowledge'. These scriptures do not mention the word 'Hindu' but many scriptures discuss dharma, which can be rendered as 'code of conduct', 'law', or 'duty'.
• Hindus celebrate many holy days, but the Festival of Lights, Diwali is the best known.
• The 2011 census recorded 816,633 Hindus in England and Wales. The Borough has 1,374 Hindu's.

Festival Days

Hinduism is a diverse religion and not all Hindus will celebrate the same festivals:

<table>
<thead>
<tr>
<th>Festival</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Makar Sakranti</td>
<td>January 14th</td>
</tr>
<tr>
<td>Maha Shiva Ratri</td>
<td>February</td>
</tr>
<tr>
<td>Holi</td>
<td>March</td>
</tr>
<tr>
<td>Ramnavami</td>
<td>April</td>
</tr>
<tr>
<td>Rakshabandham</td>
<td>August</td>
</tr>
<tr>
<td>Janmashtami</td>
<td>August</td>
</tr>
<tr>
<td>Ganesh Chaturthi</td>
<td>August/September</td>
</tr>
<tr>
<td>Navaratri</td>
<td>September/October</td>
</tr>
<tr>
<td>Dushera (aka Vijayadashmi)</td>
<td>September/October</td>
</tr>
<tr>
<td>Karava Chauth</td>
<td>October</td>
</tr>
<tr>
<td>Diwali</td>
<td>Late October/Early November</td>
</tr>
<tr>
<td>New Year</td>
<td>Late October/Early November</td>
</tr>
</tbody>
</table>

There are a number of occasions throughout the year when some Hindus fast.

Food

Most Hindus are vegetarian and will not eat meat, fish or eggs. None eat beef.

Clothing

Hindu women will often wear a bindi which is a red spot worn on the forehead and denotes that she is of the Hindu faith. In addition, many married Hindu women wear a necklace (mangal sutra) which is placed around their necks during the marriage ceremony and is in addition to a wedding ring.

A few orthodox Hindu men wear a small tuft of hair (shikha) similar to a ponytail but this is often hidden beneath the remaining hair. Some orthodox Hindu men also wear a clay marking on their foreheads known as a tilak.

Buddhism

Buddhism is a spiritual tradition that focuses on personal spiritual development and the attainment of a deep insight into the true nature of life. Buddhism teaches that all life is interconnected, so compassion is natural and important.

• Buddhism is 2,500 years old
• There are currently 376 million followers worldwide
• There are 247,743 living in England and Wales according to the 2011 census with 425 living in the Borough.
• Buddhism arose as a result of Siddhartha Gautama's quest for Enlightenment in around the 6th Century BCE
• There is no belief in a personal God. It is not centred on the relationship between humanity and God
• Buddhists believe that nothing is fixed or permanent - change is always possible
• The two main Buddhist sects are Theravada Buddhism and Mahayana Buddhism, but there are many more
• Buddhism is a very colourful faith with many festivals throughout the year
• Buddhists can worship both at home or at a temple
• The path to Enlightenment is through the practice and development of morality, meditation and wisdom.

Festival Days

There are a number of different traditions in Buddhism arising from different cultural and ethnic backgrounds. Different traditions will celebrate different festivals.

<table>
<thead>
<tr>
<th>Festival Days</th>
<th>Month</th>
</tr>
</thead>
<tbody>
<tr>
<td>Saindran Memorial Day</td>
<td>January</td>
</tr>
<tr>
<td>Parinirvana</td>
<td>February</td>
</tr>
<tr>
<td>Magha Puja Day</td>
<td>February/March</td>
</tr>
<tr>
<td>Honen Memorial Day</td>
<td>March</td>
</tr>
<tr>
<td>Buddha Day (Vesak or Visakah Puja)</td>
<td>May</td>
</tr>
<tr>
<td>The Ploughing Festival</td>
<td>May</td>
</tr>
<tr>
<td>Buddhist New Year</td>
<td>Varies according to tradition</td>
</tr>
<tr>
<td>Asalha Puja Day (Dhamma Day)</td>
<td>July</td>
</tr>
<tr>
<td>Ulambana (Ancestor Day)</td>
<td>July</td>
</tr>
<tr>
<td>Abhidhamma Day</td>
<td>October</td>
</tr>
<tr>
<td>Kathina Day</td>
<td>October</td>
</tr>
<tr>
<td>The Elephant Festival</td>
<td>November</td>
</tr>
<tr>
<td>Loy Krathorg</td>
<td>December</td>
</tr>
<tr>
<td>Bodhi Day</td>
<td>December</td>
</tr>
<tr>
<td>Uposatha days</td>
<td>Weekly on the lunar quarter day (approx. 4 a month)</td>
</tr>
</tbody>
</table>

Food

Most Buddhists are vegetarian reflecting their adherence to the precept of non-harm to self and others. Many would not want to prepare or serve meat for others. Buddhists upholding the precept to avoid intoxication may not wish to drink alcohol, or serve it.

Clothing

Many Buddhists would prefer to wear clothing which reflects their adherence to non-harm e.g. not wearing leather clothing and leather shoes.

Bahá’í Faith

The Bahá’í faith is one of the youngest of the world's major religions. It was founded by Bahá’u’lláh in Iran in 1863.

Iran was then mainly a Muslim country, and the faith was proclaimed by a young Iranian, who called himself The Báb. He said that a messenger would soon arrive from God, who would be the latest in a line of prophets including Moses, Muhammad and Jesus Christ.
• Bahá'u'lláh, which means the Glory of God in Arabic, was born Mirza Husayn Ali in 1817
• Bahá'ís believe that Bahá'u'lláh is the most recent Manifestation of God
• Bahá'u'lláh himself stated that he is not God's final messenger
• The Bahá’í faith accepts all religions as having true and valid origins
• The idea of progressive revelation is of central significance for the Bahá’í faith
• Bahá'u'lláh taught that God intervenes throughout human history at different times to reveal more of himself through his messengers (called Divine Messengers, or Manifestations of God)
• The central idea of the faith is that of unity. They believe that people should work together for the common benefit of humanity
• The followers of Bahá'u'lláh were descended from the Bábis - believers in the Báb who foretold the mission of Bahá'u'lláh.
• There are 6 million Bahá’ís in the world, in 235 countries and 5,021 live in England and Wales. There are 27 Bahá’ís in the Borough.

Festival Days

<table>
<thead>
<tr>
<th>Event</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Baha'i Fast</td>
<td>2nd to 20th March</td>
</tr>
<tr>
<td>Naw-Ruz (Baha'i New Year)</td>
<td>21st March</td>
</tr>
<tr>
<td>Ridvan</td>
<td>21st April to 2nd May</td>
</tr>
<tr>
<td>1st Day of Ridvan</td>
<td>21st April</td>
</tr>
<tr>
<td>9th Day of Ridvan</td>
<td>29th April</td>
</tr>
<tr>
<td>12th Day of Ridvan</td>
<td>2nd May</td>
</tr>
<tr>
<td>Declaration of the Bab</td>
<td>23rd May</td>
</tr>
<tr>
<td>Ascention of the Baha'u'llah</td>
<td>29th May</td>
</tr>
<tr>
<td>Martyrdom of the Bab</td>
<td>9th July</td>
</tr>
<tr>
<td>Birth of the Bab</td>
<td>20th October</td>
</tr>
<tr>
<td>Birth of the Baha'u'llah</td>
<td>12th November</td>
</tr>
</tbody>
</table>

Food

Most Baha’is will not drink alcohol. There are no other dietary restrictions.

Paganism

Paganism describes a group of contemporary religions based on a reverence for nature. These faiths draw on the traditional religions of indigenous peoples throughout the world.

• Paganism encompasses a diverse community. Wiccans, Druids, Shamans, Sacred Ecologists, Odinists and Heathens all make up parts of the Pagan community.
• Some groups concentrate on specific traditions or practices such as ecology, witchcraft, Celtic traditions or certain gods.
• Most Pagans share an ecological vision that comes from the Pagan belief in the organic vitality and spirituality of the natural world.
• Due to persecution and misrepresentation it is necessary to define what Pagans are not as well as what they are. Pagans are not sexual deviants, do not worship the devil, are not evil, do not practice 'black magic' and their practices do not involve harming people or animals.
• The Borough has 130 Pagans out of the 502 in Warwickshire, from the Census 2011. There are 56,620 Pagans in England and Wales.

Festivals

The Pagan seasonal cycle is often called the Wheel of the Year. Almost all Pagans celebrate a cycle of eight festivals, which are spaced every six or seven weeks through the year and divide the wheel into eight segments.
Four of the festivals have Celtic origins and are known by their Celtic names, Imbolc, Beltane, Lughnasadh and Samhain.

The other four are points in the solar calendar. These are Spring and Autumn Equinox (when the length of the day is exactly equal to the night), Summer and Winter Solstice (longest and shortest days of the year). Neolithic sites such as Stonehenge act as gigantic solar calendars which marked the solstices and equinoxes and show that solar festivals have been significant dates for hundreds of thousands of years.

The seasonal differences between the hemispheres mean solar festivals are celebrated opposite different dates in the southern hemisphere.

Food

Most Pagans are eco-friendly, seeking to live in a way that minimises harm to the natural environment. Diet may vary between Pagans as it covers diverse communities.

Atheism

Atheists are people who believe that god or gods (or other supernatural beings) are man-made constructs, myths and legends or who believe that these concepts are not meaningful.

Atheism is the absence of belief in any Gods or spiritual beings. The word Atheism comes from a, meaning without, and theism meaning belief in god or gods:

- Atheists don't use God to explain the existence of the universe.
- Atheists say that human beings can devise suitable moral codes to live by without the aid of Gods or scriptures.

People are atheist for many reasons, among them:

- They find insufficient evidence to support any religion.
- They think that religion is nonsensical.
- They once had a religion and have lost faith in it.
- They live in a non-religious culture.
- Religion doesn't interest them.
- Religion doesn't seem relevant to their lives.
- Religions seem to have done a lot of harm in the world.
- The world is such a bad place that there can't be a God.
- Many atheists are also secularist, and are hostile to any special treatment given to organised religion.

30.1% of the Borough from the Census 2011 stated that they had no religion or didn’t state a religion.
<table>
<thead>
<tr>
<th>First Policy Date:</th>
<th>October 2008</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>2nd Version:</strong></td>
<td>January 2014</td>
</tr>
<tr>
<td><strong>Member Champion for Equality:</strong></td>
<td>Portfolio Holder for Central Services</td>
</tr>
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</table>
| **Equality Champion:** | Director for Governance and Recreation  
Town Hall, Coton Road  
Nuneaton, Warks  
CV11 5AA  
Telephone: 024 7637 6233  
Email: philip.richardson@nuneatonandbedworth.gov.uk |
| **Policy written by:** | Equality and Child Protection Officer  
Town Hall, Coton Road  
Nuneaton, Warks  
CV11 5AA  
Telephone: 024 7637 6333  
Email: craig.dicken@nuneatonandbedworth.gov.uk |
| **Equality Impact Assessment:** | 15th August 2013 |
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Policy for Translation and Interpretation

1. Introduction

1.1 The aim of this policy is to ensure that the Council has a fair and consistent approach to translation and interpretation. It covers all situations where a person using Council services does not have English as a first language and assistance is required to communicate with them.

2. Definitions

2.1 ‘Translation’ – refers to the transfer of ideas expressed in writing from one language to another

2.2 ‘Interpretation’ - refers to the transfer of ideas expressed orally or through the use of gestures or signs

3. The Equality Act 2010

3.1 The Council is subject to the Public Sector Equality Duty. This is a legal requirement under the Equality Act 2010.

3.2 The General Duty requires the Council to:

- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Equality Act 2010;
- Advance equality of opportunity between people from different groups; and
- Foster good relations between people from different groups.

3.3 Even though the Council must comply with the above, this does not mean that there is a legal duty to translate documents. Each situation will be considered on its own merits.

4. Approach to Translation and Interpretation

4.1 The following issues will be considered for any use of translation and interpretation:

- How many people will benefit from the translation/interpretation?
- Cost of translation/interpretation
- Community cohesion issues
- Nature of issue

4.2 If the translation or interpretation cannot be justified, the translation will not be carried out.

5. Cost of Translation and Interpretation

5.1 Any costs that are incurred due to translation and interpretation will be met by the Service Directorate that is requesting the service.

5.2 No written translation and interpretation which incurs a cost will be carried out without approval from the budget holder.
6. Professional Language Company

6.1 The Council currently has an agreement in place with Capita Translation and Interpreting for any translation or interpretation that it cannot carry out itself. Capita provide written translation, telephone interpreting and face to face interpreting.

6.2 In the event that Capita are unable to assist with the Council’s translation or interpretation requirements, the Council will seek the services of another professional language company.

6.3 The Audit and Governance Team will carry out checks to ensure that its current professional language company supplier is the best value for both cost, quality and speed of turnaround of jobs.
Guidance on Translation and Interpretation

There are several different types of translation and interpretation which will be covered below:

- Informal Interpretation
- Telephone Interpreting
- Face to Face Professional Interpreters
- Written Translation
- Typetalk
- All other translation

7. Interpretation

7.1 If a customer comes into the Council and cannot speak English:
   a) Establish what language is their main language they communicate in
   b) Have they brought in a friend/relative to assist them?
   c) Is there any Council employee who speaks their main language and is available to assist?

8. Informal Interpretation

8.1 There may be occasions where a family member or friend accompanies customers to assist in interpretation. There also may be occasions where Council employees can assist with the interpretation.

8.2 If the answer is yes to b or c in 7.1, proceed with dealing with the customers query using either the friend/relative or Council employee. If the subject matter is more than a routine query or is getting to become more complex that initially thought, then a telephone interpreter should be sought.

8.3 There is a list of Council employees who can communicate in another language (than English). This is updated annually and is accessible via the equality pages on CLIP.

8.4 If working with a family member, friend of the customer or another Council employee (someone not professionally trained), the following points should be considered and relayed:
   - The information they hear is confidential and must not be passed on to anyone else
   - Their role is to transfer the content what the customers and the Council say to each other, from one language to another. The interpreter is not the person conducting the interview and should not add personal comments or opinions when translating. Employees will not know if such personal comments or opinions have been added and any discrepancies might cause confusion and issues at a later stage.
   - In order to translate effectively, there may be a need for the translator to clarify with each party jargon or specialist terms or concepts in relation to the subject area. Employees should try to avoid jargon and speak as clearly and concisely as possible to avoid any confusion.
   - They must be accurate as possible, but be honest if they have difficulty in interpreting any particular points of the conversation.
   - They may be required to sign and confirm the translation they have carried out as being a true and accurate translation as possible
9. Telephone Interpreting

9.1 Telephone interpretation will be used should a customer not have a friend/relative to interpret or a Council employee to interpret.

9.2 Telephone interpretation in the majority of cases should be used by Council employees instead of a face to face professional interpreter as the cost of this service is considerably lower.

9.3 Please follow the instructions below for telephone interpretation:

- Telephone 0800 084 2003 and chose the option for telephone interpreting
- Enter the pin followed by the # key (the pin is on CLIP under equality, then translations)
- If you know the code for the language you need, enter it immediately followed by the # key. (The codes for the more spoken/used languages in the Borough are below)
- If you do not know the code for the language you need, listen to the menu and select the language you need. Press 0 to be connected to a customer service advisor if you need help.
- When the call is connected, you will be greeted by an interpreter
- Introduce yourself to the interpreter with your name, organisation and the name of your caller
- The interpreter will then introduce themselves to your caller
- Briefly explain the situation and the information you need from your caller
- Tell the interpreter when you are ready to start the conversation with your caller
- Carry out conversation with your caller via the interpreter
- Tell the interpreter when you and your caller have finished your conversation
- Finish the call and hang up

9.4 How to work successfully with an interpreter:

- Clearly tell the interpreter your name and purpose of your call.
- Speak a little slower than usual and keep sentences as simple as possible.
- Consider the interpreter as a go-between who will assist you to communicate with your caller in their language and culture.
- Allow the interpreter time to introduce themselves to your caller.
- Tell the interpreter what important information you must tell or get from your caller.
- Be prepared to hear some interpreters speak English with an accent, particularly those from Asian countries.
- Feel free to ask the interpreter to repeat what they have said.
- Be aware of the language and cultural differences between you and your caller. Allow the interpreter time to think about what they are saying.
- Please be patient with the interpreter and remember that telephone interpretation is a three-way conversation. The conversation may take as twice as long as usual interviews so don’t rush.

9.5 Language codes for the most spoken languages in the Borough:

<table>
<thead>
<tr>
<th>Language</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bengali</td>
<td>706</td>
</tr>
<tr>
<td>Gujarati</td>
<td>738</td>
</tr>
<tr>
<td>Polish</td>
<td>5</td>
</tr>
<tr>
<td>Russian</td>
<td>997</td>
</tr>
<tr>
<td>French</td>
<td>95</td>
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<tr>
<td>Hindi</td>
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<td>Spanish</td>
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<td>German</td>
<td>4</td>
</tr>
<tr>
<td>Mandarin</td>
<td>97</td>
</tr>
<tr>
<td>Punjabi</td>
<td>749</td>
</tr>
<tr>
<td>Urdu</td>
<td>999</td>
</tr>
</tbody>
</table>
10. Face to Face Professional Interpreters

10.1 If a situation has arisen where friends/family and telephone interpretation cannot be used, the Council will then look to using a professional interpreter for assistance with the translation.

10.2 A professional interpreter will only be used by the Council can justify their use within the criteria set out in section 4.1. Using a professional interpreter will be viewed as a last resort to resolving the communication barrier and cheaper methods of interpretation will have been exhausted. A face to face professional interpreter can be very expensive.

10.3 If a professional interpreter is required, the Equality and Child Protection Officer will be contacted who will liaise with professional interpretation company to arrange a suitable date and time for this to take place.

10.4 As much notice as possible should be given to ensure that an interpreter can be sourced to assist with the situation. Preferably (while acknowledged that is not always possible) 10 working days notice should be given to arrange an interview with the customer and the interpreter.

10.5 The following information should also be provided:

- Language to be translated
- Location of interview
- Date and time required
- Contact name
- The nature of the interview (e.g. Benefits, Housing)
- Approximate length of interview*
- Any reference material to assist the interpreter to prepare
- Any other relevant instructions

10.6 When interviewing a customer with an interpreter, it is recommended to double the amount of time allowed to complete the interview to allow for the translation of the conversation.

11. Written Translation

11.1 Written translation may be required following telephone interpretation. However this can also be made as a stand alone request.

11.2 The most cost effective method of written translation will be used. This may involve producing a translated version of an executive summary of a document or only the specific part of a document.

11.3 Where possible, the Audit and Governance Team will utilise the services of Google Translate to carry out written translation. This is a free service which covers over 70 world languages.

11.4 Where it is not possible to use this service, or the language is not covered, the Council will consider the issues in section 4.1 before translating the document using a professional translation company.
11.5 For all written translations, a Word version of the text to be translated should be provided.

11.6 All written translations requested, providing they are not of a complex nature, should be translated within 2 working days of the request.

11.7 For more complex or formal translations, a professional translation company will need to be sourced which may delay the translation.

12. Typetalk

12.1 If you have a customer with you who requires the use of Typetalk, please follow the instructions below:

- Dial 0870 240 51 52
- Wait for Relay Assist Operator to answer your call. Call charges will start at BT national rate as soon as you are connected to the Typetalk Operator. When the call is answered the Typetalk Operator will ask who you would like to call and the text phone number of that person. You can also give the Operator any other information about the call you are making at this point.
- The Typetalk Operator will dial the number you have requested and will keep you informed about the progress of your call, e.g. if the number is engaged or unobtainable.
- When your call is connected the Typetalk Operator will confirm you are speaking to the person you have asked for.
- You may then continue your conversation. At the end of the call the Typetalk Operator will offer you one follow on call. If you do not want to make another call the Operator will thank you for calling Relay Assist and end the call.

12.2 If you require the assistance of Typetalk customer services, please call 0800 7311 888.

13. All other Translation

13.1 For all other translation requirements, please contact the Equality and Child Protection Officer.
Other Translation and Interpretation Communication Mechanisms

For general communication mechanisms, the Council’s Communications Strategy will provide further guidance. Other communication methods with translation and interpretation considerations are covered below:

14. Large Print

14.1. If large print is requested by a customer, this can be done either enlarging the document via a photocopier or by printing the document in question and enlarging the text size.

14.2. There is no specific minimum requirement for how large text should be enlarged to. The best approach would be to liaise with the customer who will advise which approach should be taken and their preferred size of font.

14.3. Providing large print should not incur any major costs to the Council.

14.4. The minimum font size for the majority of Council documentation is Font Arial, size 12.

15. Easy Read

15.1. Easy Read documents are produced using words and pictures which are easy to use with short, simple and accurate structures. They are useful for people with learning disabilities or people whose first language isn’t English.

15.2. For requests for Easy Read documents, or if there is believed to be a requirement for an Easy Read document, please contact the Equality and Child Protection Officer for further guidance and advice.

16. Sign Language

16.1. Sign Language is a system of communication using visual gestures and signs, as used by deaf people.

16.2. The Council has several trained employees who can communicate in Sign Language. The list of these employers is held on CLIP under the equality pages.

16.3. However it is the intention that these trained employees deal with basic enquiries and if a conversation becomes technical of complex, a professional language company should be contacted.

16.4. Should this scenario arise, the Equality and Child Protection Officer should be contacted to arrange a professional signer.

17. Braille

17.1. Braille is a system of raised dots which enables people with visual impairments to read by touch, consisting of 6 dots in 2 rows of 3 dots.

17.2. Requests for translation into Braille should be treated in line with written translation. However the Council has no access to facilities to translate documents into Braille so any requests will need to be carried out by a professional language company.
17.3 Contact should be made with the Equality and Child Protection Officer should a request be received for Braille or there is believed to be a requirement for Braille.

18 Hearing Loop

18.1 A Hearing Loop is a system which assists people who are hard of hearing. It uses a magnetic field to ensure hearing aids can hear speech and sound more clearly, reducing background noises.

18.2 The Council has several Hearing Loop systems fitted within its premises, including the Contact Centre and the Civic Hall in Bedworth. Customers who require the use of this service should be advised to adjust their hearing aids to the ‘T’ position.

19 Audio

19.1 By transferring written documents into an audio format, this enables people who are blind, partially sighted or cannot read to access Council documentation. This translation would involve a document/leaflet being read out and captured on a digital recorder and transferred to a CD or Memory Stick. It could also be uploaded to the Council’s website.

19.2 For Audio translation, please contact the Equality and Child Protection Officer.

20 Colour & Background

20.1 It should be remembered the colour of documents is also a communication method.

20.2 Depending on the audience for the document, colours should not contrast too much and should be kept as clear and as contrasting as possible. Documents with black text on a white background should be sufficient for the majority of people.

20.3 If unsure, further advice should be sought from the Equality and Child Protection Officer or the Communications and Events Team.