

CPR Compliant:
Effective Communication With Non-English-Speaking Clients In Personal Injury Cases

Webinar Q&A
31/01/2024

What languages do you cover?

All of them! Or at least almost all of them. However, for rarer languages there may be an increased lead time and cost. Please see a non-exhaustive language list [here](#), and if you have any queries at all don't hesitate to ask at info@imdtranslation.co.uk

What geographical area do you cover?

All of them! Well, depending on the service and language pair. The majority of our clients are UK based, and most of them are in England and Wales; however, we also have clients in Germany, France, Italy, Canada, the US... (however, at time of writing we unfortunately cannot deal with potential customers resident in the Russian Federation, Belarus, or the DPRK)

Are your interpreters qualified to appear in Court?

Yes!

Can you help me arrange a call with a witness to arrange the taking of a witness statement? (i.e., the witness and I do not speak the same language, can you help with organising a call?)

Yes; although for transparency, if we are helping you set up a call, we will be expecting to be booked in for interpreting/translation on that call/for related documents.

If a witness can speak English, do they still have to give a statement in their native tongue (i.e., the foreign language), or can they just give it in English?

Rule of thumb is if their native tongue is foreign, then it should be taken in that language. If their native language is English, then it should be taken in English.

However! An individual can have more than one native tongue, if brought up bilingually for example, and the CPR rules state that a witness statement should be in a witnesses' 'own language'.

If the claimant is therefore capable of giving evidence in English then the provision of a statement on that basis should not breach the rules – see also, [Afzal v UK Insurance Ltd](#)

For further reference please see the Business and Property Courts Guide, the Queen's Bench Guide [2016], the King's Bench Guide [2022] and the Chancery Guide (at 19.13).

Can you take and draft the witness statement for us?

We do offer such a package, dependant on case actuals and pricing on enquiry. More info available here: <https://imdtranslation.co.uk/witness-statement-package>

If an English-speaking Solicitor is taking a witness statement from someone who does not speak English, can the interpreter assisting be a family member of the person who is unable to speak English. Or does the interpreter need to be qualified and or impartial?

An interpreter should be qualified and impartial – consider, for example, a client wishing to prepare a will, and a family member helpfully agree to interpret, only to state the individual in question wishes to leave the entire estate to the helpful family member...

Similarly, we have written previously on the ethical considerations of a lawyer acting as a linguist for a client also: <https://imdtranslation.co.uk/blog/ethical-considerations-of-a-bilingual-lawyer-acting-as-an-interpreter-or-translator>

What if the client brings in a typed statement in their language - e.g., Chinese. How would this work?

We are able to translate documents and exhibits provided by your clients.

A witness statement is a document recording the evidence of a person to whom you have spoken, which is signed by that person to confirm that the contents of the statement are true. If a witness provides you with a written statement, you must satisfy yourself that it is permissible. If you are satisfied it is permissible, then of course we would be delighted to assist with the translation.

Can you please clarify whether the updates to the CPR (Civil Procedure Rules) have been mirrored in the Criminal Procedure Rules?

In short no, the updates have not been mirrored in the Criminal Procedure Rules. The rules are quite different and there are no equivalent rules/directions.

Relevant links of potential interest:

<https://www.gov.uk/guidance/rules-and-practice-directions-2020>

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/923968/crim-proc-rules-2020-part-16.doc

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1159603/criminal-practice-directions-2023.pdf

Do you only do witness statements or all documents signed by the client with a Statement of Truth?

We are able to translate any document required, all of which come with our company certification as standard; if any document requires an additional statement of truth/linguist signature, please let us know at the outset and we'd be happy to oblige.

Please see also: <https://imdtranslation.co.uk/blog/requirements-for-certified-translations-submitted-to-uk-courts>

How much do your services cost?

It depends on which service and the scope therein; if you might have a requirement, get in touch with our team for a no-obligation chat and/or quotation at info@imdtranslation.co.uk

Also, the following resources might be of interest:

<https://imdtranslation.co.uk/blog/how-much-does-legal-translation-cost->

<https://imdtranslation.co.uk/blog/6-factors-that-impact-the-price-of-translation>

<https://imdtranslation.co.uk/blog/6-factors-affecting-turnaround-times-of-translation>

Any further reading?

Why yes! Aside from the links provided at the top of this document, and links provided in answer to some of the above questions, we have a wealth of [articles](#) and several [downloads](#) available on our [site](#).

Directly related to the recent webinar, the following may be of interest:

<https://imdtranslation.co.uk/blog/medical-negligence-and-personal-injury-how-professional-translation-can-help-you-to-make-a-better-case>

<https://imdtranslation.co.uk/blog/dos-and-donts-how-to-properly-engage-with-foreign-language-speaking-clients>

<https://imdtranslation.co.uk/blog/ethical-considerations-of-a-bilingual-lawyer-acting-as-an-interpreter-or-translator>

<https://imdtranslation.co.uk/blog/what-happens-when-court-interpreting-goes-wrong>

<https://imdtranslation.co.uk/blog/a-quick-guide-to-using-interpreters-for-solicitors>

<https://imdtranslation.co.uk/blog/witness-statements-in-a-foreign-language-the-correct-procedure>

<https://imdtranslation.co.uk/blog/foreign-language-witness-statements-and-the-importance-of-accurate-translation>

Thank You!

Link to Webinar:

<https://youtu.be/wEizZexU9hY>