

Voluntary Sector **INTRAN** Pilot

Project Evaluation and Recommendations

Final Report

Norfolk Ambition
A partnership to improve the quality of life for everyone in Norfolk



February 2006

The Voluntary Sector INTRAN Pilot was funded by Norfolk County Strategic Partnership and evoice.

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Introduction

The Voluntary Sector INTRAN Pilot was conducted from January to December 2005.

This action research project looked at the interpretation, translation and signing needs of the voluntary sector in Norfolk. It also examined the practicalities of implementing and using the INTRAN service in a range of voluntary organisations serving a wide range of client groups including:

- Refugees and Asylum Seekers
- EU Migrant Workers
- People with Mental Health Issues
- Deaf Community
- Victims of Domestic Violence
- Carers
- Young People
- Volunteers

It also looked at how in reality some participant organisations manage their translation and interpretation needs through using staff with language skills or volunteer interpreters / translators.

A further aspect of the project was to look at expanding voluntary opportunities for the Deaf community and non-English speakers.

It was funded by the Norfolk County Strategic Partnership and E-Voice.

Key Findings

1. The INTRAN service provided via the pilot project was of benefit and was really valued by the participant organisations. However most of them could not afford to pay for the full cost of use themselves.
2. That there is no 'one size fits all' approach to communicating with clients for whom English is not the first language. The organisations who dealt regularly with this client group used a mixture of in-house bi-lingual staff and volunteers as well as the professional services offered by INTRAN.
3. There is sustained demand for interpreting / translation from frontline information, advice and guidance agencies.

Recommendations

INTRAN Access

1. That the project be extended for a further 12 months depending on funding.
2. That in the long term a pooled budget be held by one of the local VCS infrastructure organisations to enable emergency / need based access to INTRAN for the VCS in Norfolk.
3. That a list of key or frontline organisations be drawn up who would have a priority to access any pooled budget. This list could include: Advice Agencies / Refuges / Frontline Refugee Organisations and others who have not managed to negotiate other sources of funding.
4. That organisations who have Service Level Agreements with the major statutory agencies work towards having interpretation/ translation/ signing costs covered within their agreements.
5. That organisations who are planning future projects / activities involving community outreach should factor in the extra cost of translation / interpretation / signing where this is appropriate.

Bi-lingual volunteers and workers

1. That the use of in-house bi-lingual volunteers / workers is recognised to be a valuable service that often saves money for both host organisation and ultimately statutory and government bodies.
2. That the role of bi-lingual volunteer is recognised as a 'way into' UK systems, in that it often provides a first experience of volunteering, and can also lead to training and employment.
3. That training is available at Level 2 / Level 3 for existing volunteers to encourage progression both into interpreting / translating and other jobs such as outreach, advice or link workers
4. That some mechanism for assessing the linguistic competence of potential bi-lingual volunteers is developed.

Background Information

INTRAN

INTRAN (Interpretation and Translation for Norfolk) is a multi-agency partnership that was formed in 2000 by the statutory bodies in Norfolk to buy in professional interpretation, translation and signing services. It is non-profit making and financed by the members who make an annual contribution towards the management costs.

It is structured in such a way that it uses 3 distinct service providers:

Deaf Connexions – A Norwich based charity providing services for the Deaf Community.

CINTRA – A translation and interpretation agency based in Cambridge that operates in Norfolk, Cambridgeshire and Suffolk.

Language Line – A national company based in London that has access to 180 languages via interpreters and translators across the UK.

Between them, they offer a number of services:

- ▶ Written Translation
- ▶ Face to Face Interpretation
- ▶ Telephone Interpreting
- ▶ Sign Language Interpreters and Communication Assistants
- ▶ Lip-speakers
- ▶ Text to Speech Service

INTRAN interpreters, translators and signers are assessed, trained and police checked. In conjunction with CINTRA, INTRAN also trains local (i.e. Norfolk based) interpreters to undertake the DPSI – Diploma in Public Service Interpreting.¹

Partners

INTRAN as a Partnership contains most of the major statutory bodies in the county, such as the Police, PCTs and NHS Trusts, District and Borough Councils etc. It also includes a small number of third sector organisations such as Peddars Way Housing Association and the YMCA.²

Since its inception the Development Manager of INTRAN has urged voluntary organisations to sign up to the service. This pilot was designed to trial the use of INTRAN within a limited number of VCOs to get a feel for its suitability. It was also designed to give voluntary organisations some idea of the costs involved in membership and some of its benefits and limitations.

Demographic Background

Statistically Norfolk has a quite low proportion of people from ethnic minorities. In the 2001 census 96.23% described themselves as White British compared to 86.99% in England as a whole.³ However, Norfolk does have an increasingly diverse and international population. This diversification has accelerated over the past few years due to a number of factors.

EU and other migrant workers

It is hard to get firm statistics regarding migrant workers in the county as many of the population trends have occurred since the 2001 census. The populations can also be very transitory, and there is a level of labour mobility, i.e. workers may not live and work in the same district or even the same county.

¹INTRAN Annual Report 2004/2005

²Ibid.

³Census 2001

In Norfolk in 2005 Portuguese was the 2nd most frequently spoken language after English, with a significant population of Portuguese speakers - 15,000-20,000 - estimated to be currently living in the county. There are now substantial Portuguese communities in Breckland – estimated at a minimum of 6,000 people - as well as Great Yarmouth and King’s Lynn.⁴

Since the expansion of the EU in May 2004 there has been an influx of Eastern European workers from the 10 new accession countries. Due to skills shortages and recruitment problems, some local employers are increasingly relying on Polish, Latvian, Lithuanian and other overseas workers in the farming, food, construction and healthcare sectors alongside the more established Portuguese workers.⁵ A recent report estimated there were between 50,000-80,000 migrant workers in the wider Eastern Region.⁶

In West Norfolk, a substantial Chinese population working in Farming and Factories had been documented in 2003.⁷ However anecdotal evidence indicates this may be declining as workers have dispersed elsewhere, possibly due to the tightening up of employment law and the new availability of EU workers.

An increasing source of employment for migrant workers is the health service, both in the NHS and private care services. These (often well qualified) workers can be from the Commonwealth countries, Romania, from SE Asia, the Philippines as well as the aforementioned EU countries.

“It can be said that the migrant workforce in the region is genuinely international, even though particular nationalities predominate in certain areas.”⁸

Overall the languages spoken by migrant workers in Norfolk include Portuguese, Polish, Russian, Lithuanian, Latvian, Slovak, Romanian, Czech, Filipino, and Chinese.

Refugees and Asylum Seekers

There are very small clusters of refugees and asylum seekers in Yarmouth and Kings Lynn left over from the pre-NASS (National Asylum Support Service) local authority dispersal in the late 90’s.

Norwich is the only location in Norfolk currently used for active dispersal from NASS⁹. In 2005 approximately 150-200 Asylum Seekers resided in Norwich supported by NASS and housed through the Clearsprings company. This group includes people from Eritrea, Ethiopia, Somalia, Sudan, The Democratic Republic of Congo, Zimbabwe, Iraq, Iran and Turkey.

However the total combined figure for refugees and asylum seekers in Norwich could be higher. This is due to the tendency for self dispersal to areas where there is an established community or familial link following a positive decision from the Home Office. There is currently no way of getting official statistics to back this up but anecdotal evidence and local reports note that post-decision refugees have stayed or self-dispersed to Norwich, Great Yarmouth, Thetford and Norfolk / Suffolk border areas such as Lowestoft.¹⁰ From these dispersal patterns, East Norfolk has developed a small but sustained Iraqi Kurdish community.¹¹ INTRAN statistics showed Kurdish to be the second most requested language in that area for 2004-05.¹²

⁴A Profile of Migrant Working in the Breckland Area, 2005

⁵EEDA ‘Migrant Working in the Breckland Area, 2005

⁶Ibid.

⁷Report on Migrant Working in West Norfolk, 2003

⁸Ibid.

⁹NASS stats 2005

¹⁰Responding to Diversity in Waveney, Waveney Community Forum 2003

¹¹Report on the Kurdish Community in Norfolk, INTRAN 2004

¹²INTRAN Annual Report 2004/05

There are also a number of unaccompanied asylum-seeking children supported by Social Services in Norwich.

The languages spoken by refugees and asylum seekers in Norfolk include: Kurdish (Sorani, Kurmanj and Badini dialects) French, Arabic and Magrehbi Arabic, Somali, Farsi, Turkish, Amharic, Dari, Tigrinian, Albanian and Chinese.

Other potentially non-English speaking populations

There are better established Chinese, Bangladeshi and Turkish populations in Norwich and the market towns in Norfolk often – but not exclusively- working in the catering and restaurant business.

There are also thousands of international students here temporarily to learn English at local institutes and as undergraduate and postgraduate students at the UEA. There are also a small number of partners of UK nationals.

The Deaf Community

Interpretation for British Sign Language (BSL) users is a major part of INTRAN's work. Norfolk's Joint Strategy for People with Physical or Sensory Impairment 2002-2005 states:

'Of the 35, 542 people in Norfolk at 31st December estimated as being severely or profoundly deaf, 3265 - approximately 9% - were registered with Norfolk Social Services as deaf or hard of hearing.'

The same report states that '55% of people over 60 are deaf or hard of hearing.'

This figure is reflected in the fact that BSL is the 3rd most requested language for interpretation via INTRAN for the year 2004 - 2005.¹³

Impact on the Voluntary Sector

So far locally the main impact seems to be on the frontline information and advice organisations who have seen an increased demand from non-English speaking clients. This is due partially to local outreach work, but also local referrals from statutory organisations. The Citizens Advice Bureaux (CAB) in the Eastern Region have been at the forefront of raising awareness of the multiple rights, housing and employment issues faced by migrant workers.¹⁴

This demand for their advice services also comes from national sources; for example CABs are cited in government publications pertaining to citizenship or immigration issues.¹⁵ Likewise a lot of information given out to refugees and asylum seekers refers them to their local CAB as a primary source of advice.

In Norfolk, new support groups such as GYROS and KLARS have developed over the past few years to cope firstly with the urgent settlement needs of refugees and asylum seekers, and now to a greater extent the needs of migrant workers.

Norwich has a number of VCOs that work directly with refugees and asylum seekers. The British Red Cross runs the Refugee Orientation Project – a twice weekly drop-in information and support service. Norwich International Youth Club provides social activities for young asylum seekers and refugees and New Routes/ Roots provides support for asylum seeking families. NORFRESA is a small community organisation set up by and for French speaking Africans. These add to the existing community organisations in Norwich such as NACA and CAN.

¹³ INTRAN Annual Report 2004-2005

¹⁴ Nowhere to turn: CAB evidence on the exploitation of migrant workers, CAB 2004

¹⁵ Living in the UK. HMSO. 2004

In the market towns a new batch of community led organisations or associations has also emerged such as Multilingual and European Thetford Association (META) Portuguese Speakers Association (PSA), and Herios de Mar in Great Yarmouth. This community support sector could easily expand as the new populations settle and seek to develop their own resources. Indeed Russian and Lithuanian organisations are currently being set up in various locations in Norfolk.

Other VCOs in Norfolk are now considering how they can reach out and work with the new communities in their midst. **It is in this context that the INTRAN Pilot was set up to look at the communication needs of frontline agencies, service providers, development and education projects and 2nd tier organisations.**

Voluntary Sector provision for the Deaf Community

The Deaf Community in Norfolk is served by a small number of VCOs. Norfolk Deaf Association took part in the pilot, as did Deaf Connexions as a service provider.

In addition to this there is a range of weekly or monthly clubs – Senior Citizens, Hard of Hearing, Tuesday Group, Learning Club, Sign Language Conversation, Sports and Social and Deaf Children’s Society - that operate out of the Norwich Deaf Community Centre in Vauxhall Street. There is also the Rainbow Club for the Deaf / Blind.

Outside Norwich there are three organisations in King’s Lynn, a Tinnitus Society in North Walsham and the monthly Great Yarmouth Deaf Club. Other direct provision in other areas of Norfolk is carried out by the Norwich based organisations.¹⁶

¹⁶ A Survey of Communication Support for Deaf, Deafened and Deafblind People in East Anglia. Deaf Connexions 2005

Participant Organisations

There have been on-going discussions between Norwich and Norfolk Voluntary Services and Norfolk County Council since 2000 concerning the potential for using INTRAN in voluntary organisations to aid communication with Non-English speaking clients.

Responses

Initial research (in the form of questionnaires) was carried out by NVS and Great Yarmouth Voluntary Sector Partnership in June/July 2004. 33 organisations responded to this, of which 27 expressed interest in taking part in the INTRAN pilot.

- ▶ At this stage, 7 groups said they had access to INTRAN via their Service Level Agreement (SLAs) and 1 used local people from the community to act as interpreters. 4 bought in translators / interpreters from a private company.

From those that responded 12 voluntary organisations were selected to take part in the trial. The selection was designed to give a cross section of organisations throughout Norfolk and not just focus on already established need.

The organisations were also geographically spread and included projects or groups in Norwich, Great Yarmouth, Dereham and Thetford, but excluded the area in West Norfolk covered by a project run by West Norfolk Council for Voluntary Services now WNVCA.

The 12 organisations initially selected for inclusion in the project were:

British Red Cross – Refugee Orientation Project based in Norwich

Diss, Thetford & District Citizens Advice Bureau - Advice agency based on dual site in South Norfolk and Breckland

GYROS – A Migrant Worker/ Refugee outreach and support service in Great Yarmouth

Great Yarmouth and Waveney MIND – A support service for those with Mental Health issues in Great Yarmouth

Julian Housing – Housing Association for those with mental health needs, Norwich and South Norfolk

Leeway Women's Aid – Women's refuge and domestic violence services helpline in Norwich and Great Yarmouth

Meridian East – Training organisation based in Great Yarmouth

NCH e2e – Project for young people 16-19 in Dereham run by NCH

Norfolk Deaf Association – Support organisation for Deaf Community based in Norwich

Norwich and District Carers Forum – Organisation supporting and advocating for the needs of carers based in Norwich

NEAD – Norwich Education and Action for Development, a Development Education Organisation based in Norwich

NVS Volunteer Centres – Volunteer Centres in Norwich, Great Yarmouth and Thetford, part of Norwich and Norfolk Voluntary Services

Due to extensive demands on their service, from July 2005 the **Great Yarmouth Citizens Advice Bureau** was also incorporated into the project.

Project Funding and Structure

The funding for the Voluntary Sector INTRAN Pilot project came from the County Strategic Partnership and from E-voice. This followed a bid made jointly by NVS and Norfolk County Council (NCC) in late 2004.

A total of £45,099 was granted of which £16,780 was set aside for direct service delivery i.e. membership and direct use of the INTRAN service. The rest covered the cost of training, the co-ordinator's part-time salary and expenses and the management costs of NVS who hosted the project. The project was managed by a steering group including INTRAN, NCC and NVS. A co-ordinator based at NVS premises was appointed for 20 hours per week from January to December 2005.

Training

Two day-long training sessions were carried out in March 2005 in Norwich and Great Yarmouth for the volunteers and employees of the participant groups. The day was split between generic INTRAN training on how to use the service and how to work with interpreters, and a session delivered by Deaf Connexions on Deaf Awareness. A short introduction to the project and the budget information was also given by the co-ordinator.

All the initial 12 groups selected sent participants and the feedback from the training was on the whole positive.

"It was very informative about problems people face and effective at raising awareness of these issues. Also good practical training on how to use the service." (Great Yarmouth and Waveney Mind)

"This has been the most interesting and well organized training session I have attended recently (I have attended quite a few) Interactive and well paced." (Norwich and District Carers Forum)

Budget

Each organisation was issued with a code which enabled them to use the budget, which was managed by the Co-ordinator at NVS.

Each organisation had a budget of £1400 to spend over the 12 months of the pilot. As most of the organisations did not start using the service until after the training in early March, in reality it was over 10 months. It was agreed that if groups did not use their allocated budget, the money would be reassigned to other organisations.

Evaluation

All 13 participant groups completed the evaluation questionnaire or did telephone or face to face interviews from 10-26th October 2005. Therefore their comments do not reflect their use over the final 2 months of the pilot.

Outputs and Outcomes

Within the 13 voluntary organisations the service has primarily been used to conduct outreach work, training or to support the communication needs of existing and new clients. It is estimated that the project directly assisted around 300 participants, but it is difficult to project exactly how many will be helped by the translated information left as a legacy of the project.

Material was translated or interpretation provided in the following languages:

Portuguese, British Sign Language, Braille, Polish, Kurdish (Sorani), Russian, Chinese (Mandarin), Turkish, Latvian, Lithuanian, Spanish, Arabic, Amharic, Tigrinian, French, Albanian, Bengali and Farsi.

For the following purposes:

	GY CAB	DT CAB	Red Cross	Lee way	Merid East	GY ROS	NVS	NEAD	Julian Hous.	Carers Forum	NDA	NCH	GY Mind
Giving Advice/ Information	✓	✓	✓	✓	✓					✓			
Translation of outreach material	✓	✓	✓			✓		✓	✓	✓		✓	✓
Translating other language documents		✓	✓										
Client screening			✓			✓							
Events Promotion							✓	✓					
Volunteering Leaflet							✓						
Webpage Translation								✓					
Information Day											✓		
Training Course	✓												
Individual Training													✓
Support Group													✓
Service User Consultation			✓										
Promoting ESOL class												✓	
Film Screening / Social											✓		

- ✓ 11/13 participant organisation said that they had already been working with non-English speaking clients
- ✓ 10/13 said the project helped them reach-out to new clients
- ✓ 9/13 said it had helped communicate with clients more effectively
- ✓ 9 organisations said that the pilot had improved their understanding of the needs of non-English speaking clients
- ✓ 7 organisations said it had improved their understanding of the needs of the Deaf community. This figure is lower as some groups said they already had a level of Deaf awareness.

Case Studies

Case Study 1

GYROS

GYROS was set up in 1997 to work with the refugees dispersed to Bed & Breakfast accommodation in the town. More recently they have been working with the migrant worker and wider BME population in Great Yarmouth. They currently employ 3 staff and run services such as family support and a weekly drop-in session.

Coming into the pilot GYROS did not use Language Line or CINTRA. In the past they have used volunteer interpreters, but have done less of this recently. They employ a bi-lingual (Portuguese) Family Support Worker.

GYROS has started a small trial project of their own called Dialogue. This enables voluntary organisations to use the language skills of their workers / volunteers. They provide Language Assistants for £8 per hour in Portuguese, Arabic, Turkish, Kurdish and Spanish. However this service has not been extensively used by the other VCOs in Yarmouth during this past year.

However they still used face-to-face interpreters and Language Line through the INTRAN pilot to aid their family support work with Polish, Portuguese, Russian and Latvian clients.

During the pilot GYROS secured significant funding from the Big Lottery which enabled them to employ two new staff and secure office premises which opened in January 2006. They aim to use some of their remaining INTRAN budget to get leaflets translated about their expanded service.

Case Study 2

Leeway Women's Aid

Leeway are based in Norwich but have countywide services and work with the victims of domestic violence, including children. The refuge hosts around 70 women and their children each year and also provides help and advice for around 500 more through their telephone helpline and outreach support services.

At the start of the project Leeway already used Language Line as they frequently dealt with clients for whom English is not their first language. As their intervention work can be quite extensive for one individual, the cost of telephone interpreting has been quite high in the past and Leeway were relieved to have this pressure taken off their general fund by the project. They also saw this pilot project as an opportunity to increase their outreach work amongst minority communities by getting material translated into various languages.

During the INTRAN project Leeway began to employ a bi-lingual worker (Portuguese) on a sessional basis, who had a background in dealing with domestic violence issues. They have said that employing a Portuguese national has helped them with direct engagement with their clients.

"We are grateful to all those who enabled this project to come into fruition, and are pleased that we were lucky enough to be part of it. Not only has it supported the work that we do, we are also aware that it has had a positive impact on the voluntary sector's ability to ensure access and services to non-English speaking communities. Similarly it has served to raise the awareness about the existence of so many different cultures here in the community." (Leeway)

They used Language Line's telephone interpreting service extensively during the pilot.

Case Study 3

British Red Cross

The British Red Cross in Norwich runs a number of projects, including Refugee Orientation Project, equipment loan, transport services etc.

It was decided to focus the INTRAN budget on the Refugee Orientation Project (ROP). Coming into the pilot they did not have a budget for translation and interpretation, using instead the language skills of their ROP volunteers and occasionally those of the national Red Cross staff. They run a centre for asylum seekers and refugees in St Augustine's in North Norwich. This has grown over the year and now they have 60 clients and their families. They have had contact with French, Arabic, Turkish, Kurdish, Farsi, and Tigrinian and Amharic speaking service users.

They do use bi-lingual volunteers, including people from refugee communities and students from the UEA, to facilitate communication at the drop-in centre. At the drop-in service these volunteers help with making phone-calls, filling in forms, providing information and support. The ROP has requested some training for these bi-lingual volunteers.

During the course of the pilot they used Language Line to enable communication with new clients, or with those who spoke languages not covered by their in-house volunteers. They occasionally had foreign language documents translated to aid clients with legal cases. They also used CINTRA to translate questionnaires to conduct a service review amongst their clients and will produce translated information for people using their resource centre.

Case Study 4

Diss, Thetford and District Citizens Advice Bureau

D&T CAB is open part-time to give advice and information to all residents of Diss and Thetford.

During the pilot they used bi-lingual volunteers to provide information and advice to the extensive Portuguese community in Thetford.

They have used part of their INTRAN budget to translate information about the local CAB service into Polish, Latvian and Turkish.

During the course of the project D&T CAB started using volunteers from META to help with facilitating understanding for clients speaking Polish, Portuguese and other European Languages.

"It has been a great safety net for us. We haven't used it as much as expected, because of our tie up with META, but for our volunteers to know that it was available in an emergency gives our people confidence."

META in conjunction with Keystone Development Trust, are currently looking at how to provide training for these volunteers.

"We have used all three service providers (CINTRA, Language Line and Deaf Connexions) and have been very pleased with the professionalism of all three. We have found it particularly useful in Diss where we do not have easy access to META volunteers." (D&T CAB)

Case study 5

Great Yarmouth Citizens Advice Bureau

GYCAB had been very enthusiastic about taking part in the INTRAN pilot and were extremely disappointed that they were not included at the start of the project.

Prior to joining the pilot scheme in July GY CAB were already using Language Line for the bulk of their interpretation needs. They joined Language Line directly in 2004 as the joining fee was much less than that of INTRAN, which at £2000 would have consumed 2/3rds of this yearly budget. Their 2005 funding of £3000 for interpretation and communication needs (which started in January 2005) was provided by the Friends of CAB Trust. This organisation has now been discontinued and there was no prospect of continuing funding from this source.

They have used the telephone interpreting service regularly to communicate with clients – mainly Portuguese speakers, but also use from Kurdish, Lithuanian, Slovak, Polish, Indonesian, Albanian, Russian, Ukrainian and Italian speakers.

The cost of this throughout 2005 was ranging at between £250-450 per month.

Current Funding

The overall budget for GY CAB has been effectively frozen for 2005-6 at £64,000. They estimate that if they had to pay for translation and interpretation from their core costs it would consume around 5% of their budget.

Translated material and publicity

The Legal Services Commission gave them £1385 to produce 8 'Know your Rights' leaflets translated in Portuguese.

They have also produced a leaflet in Portuguese on the CAB's policy of free advice to counter some of the individuals trading in 'informal' i.e. 'paid' introduction and interpretation. Their advice services are advertised in Portuguese through the library and also through local community and voluntary groups.

Bi-lingual volunteers / workers

They have one fully qualified bi-lingual volunteer (Greek / English) who does one session per week. They currently have 2 Portuguese volunteers undertaking the CAB training which takes around 6 months to complete.

They have a policy of not using friends / relatives to interpret for advice sessions.

Types of enquiry from non-English speaking clients

Debt, housing, benefits claims, consumer issues and immigration (referrals to IAS) were highlighted as the main types of advice or information provided to non-English speaking clients.

"One of the main reasons for us having to use interpreters and translators is that statutory organisations – who sign up and pay for INTRAN – do not use the service correctly – their frontline staff do not seem to be willing to use it...if such statutory organisations do not want to use INTRAN then I suggest the funding in question is put into those organisations who do use the service with clients." (GYCAB)

Case Study 6

Norfolk Deaf Association

Norfolk Deaf Association is based in North Norwich, but serves the wider county.

One of their main projects is the Hearing Support Service (HSS). They run an office and information service in Norwich, the funding for which comes from donations and grant funding.

They have 3 part-time staff, but have 40 volunteers working on the HSS project. They also have 4 office volunteers (3 of whom are level 2 signers) and one profoundly deaf BSL signer. They use their volunteers for informal situations, but buy in professional signing from Deaf Connexions when the requirements are more formal or demanding.

During the pilot project they used part of their INTRAN budget to put on an information day for the deaf community using Deaf Connexions signers and lip-speakers. These functions were augmented by the presence of their own volunteers.

“The project itself is a brilliant idea and I would love to see it continue. A large proportion of our clients have BSL as their language. This means we often have to use interpreters which can mean a big part of the budget for most projects. A project such as this means we were able to expand and extend our services and it allows our existing budget to go further.” (Norfolk Deaf Association)

Issues Arising

ISSUES ARISING 1

Payment – Whose Responsibility is it Anyway?

This is perhaps the thorniest issue that has arisen during the pilot and during discussions around continuing funding for the project.

In the evaluation, 12 out of 13 participating organisations said they would like to use INTRAN again in their service.

- **3 said they would factor the cost into future bids**
- **9 said that they found it useful, but could not afford the full cost themselves.**
- **4 said they found it useful but could not afford to pay for it from their own budgets.**

INTRAN cost comparison

The annual costs of INTRAN membership is currently £2000. This includes a training session and access to the service. There are also 8 free sessions from Deaf Connexions and CINTRA waive their administrative charge for 8 sessions. To commission translation or use telephone or face to face interpreters incurs a further cost.

At the end of 2005 the prices for the various services were:

Service	Price	Provider
Telephone Translating	£1.50 per minute	Language Line
Face-to-Face Interpreting	£19.63 per hour + £19.63 admin fee + mileage and travelling time	CINTRA (Cambridge Interpreting and Translation Agency)
Written translations	£100 per 1000 words or £35 minimum charge	CINTRA
Written translations	Price on request	Language Line
Signers	£75-85 per 2-3 hour session	Deaf Connexions

These prices are not inclusive of VAT – which is payable by most VCOs including charities.

Many of the participant organisations were surprised at the high costs involved. For example; that a 20 min phone-call to Language Line would cost £35.25.

However the cost compares reasonably well with other agencies offering translation and interpreting services within the region. For example TIP (Translation and Interpretation Project) run from the Council for Racial Equality in Ipswich, charges upwards of £35-45 per hour plus travelling costs. They charge £16 – 25 per 100 words of translation depending on the complexity/availability of the language.

Private interpreting agencies approached during November 2005 quoted from £115-£160 per 1000 words depending on the complexity and rarity of the language.

Joining Fee

In the past the £2000 INTRAN joining fee has proved prohibitive to many VCOs, especially if they then only use a few hundred pounds worth of translation, interpretation and signing services during the year.

This is something to be seriously considered. The heaviest users in the pilot project such as GYCAB or Leeway would have a projected use of £3000 -£4000 per annum so a £2000 ‘down-payment’ to join INTRAN does not necessarily represent a wise investment of limited funds, even if it does offer some cost benefits.

- ✓ **One solution would be for a number of voluntary organisations to ‘club together’ or form a partnership to pay the INTRAN joining fee, in a similar way to those on this pilot.**

It is also worth noting that organisations that are registered charities would get preferential

rates (compared to commercial rates) from Language Line if they bought directly at source without going through the INTRAN system. However at £1.95 - £2.20 per minute this would still be more than the INTRAN rate. Language Line requires a joining fee of £150 for registered charities with an annual income of less than £300,000.

Likewise VCOs can, and have, accessed CINTRA directly to get face-to-face interpreters or commission written translations without going through INTRAN. Deaf Connexions will also provide signers to voluntary organisations direct.

This is not to say there is no value in voluntary organisations being members of INTRAN. **It is just to emphasise that it is not the only way to get access to quality interpretation and translation services in Norfolk for the VCS.**

With the current continuous pressure from funders or partners to drive down costs, voluntary organisations will inevitably go for the option that offers them the best value for money. This is especially true if those funds are coming out of their core service budget. All but one of the participating organisations said that they could not afford to pay to use INTRAN from their existing budgets.

Many VCOs are dependent on short-term and erratic funding streams such as grant or trust funding that can be ever-changing and often fast reducing. In this environment paying for professional translation or interpretation can seem like a luxury some groups cannot afford. Often translation, interpretation or signing is not recognised as a significant extra cost either by the VCO or by its funder or partner agency.

“As a charity, we have always faced significant challenges in securing funds specifically to allow us to access translation and interpretation services, and this pilot has made us feel temporarily secure in our ability to provide an equitable and accessible service for all women who approach us for support.”
(Leeway)

Service Level Agreements

Some of the participating organisations did have Service Level Agreements (SLAs) with Primary Care Trusts, local authorities or Social Services, but no mention was made in these documents regarding funding for INTRAN or access to it via existing codes.

Conversely, in some cases outside of the 13 pilot organisations, the use of INTRAN by the voluntary sector has been masked by tacit agreements to use the code of the referring statutory body.

There is nothing wrong with this informal case-by-case approach – but it does not provide a continuity or security of service. And it means that where some statutory bodies are prepared to ‘pick up the tab’ for the voluntary partners other bodies will not.

Coping strategies

At the moment if a service user requires an interpreter / signer at a voluntary organisation outside of the pilot scheme:

- 1) The VCO uses its own contacts to pull in a volunteer or informal interpreter/ signer or second someone from another organisation.
- 2) The VCO uses its contacts to borrow an INTRAN code/budget from a statutory service, possibly the referring body.
- 3) The VCO pays for the use of Language Line, Deaf Connexions CINTRA or other private agencies direct, and not through INTRAN.

Findings

- The INTRAN service via the pilot project was of benefit and was really valued by the participant organisations. However most of them could not afford to pay for the full cost of the service themselves.
- There is sustained demand for interpreting / translation from frontline information, advice and guidance agencies in Norfolk.
- That VCOs without INTRAN cope with their translation, interpretation and signing needs by using a range of strategies.

Recommendations

- That funding be sought for a pooled budget be held by one of the local VCS infrastructure organisations to enable emergency / need based access to INTRAN for the VCS in Norfolk. This would require a fee to 'manage' the budget.
- That a list of key or frontline organisations be drawn up who would have a priority to access any pooled budget. This list could include: Advice Agencies / Refugees / Frontline Refugee Organisations and others who have not managed to negotiate other sources of funding.
- That organisations who have SLAs work towards having interpretation/ translation/ signing costs covered within their agreements where appropriate.
- That organisations who are planning future projects involving community outreach should factor in the extra cost of translation / interpretation / signing into the bid where this is appropriate.
- That organisations who think they have sufficient need and appropriate resources look either to join INTRAN solely or in partnership with other organisations.
- These recommendations for paying for INTRAN access will inevitably change as the funding situation in Norfolk alters.

ISSUES ARISING 2

Professional vs Informal – The big debate

The issue of the benefits of professional versus informal interpretation have arisen prior to and during the pilot. In the past there has been something of culture clash between INTRAN and some of the voluntary organisations in Norfolk whose role is to look after the interest of Refugees and Asylum Seekers, Migrant Workers etc.

In part this is due to VCOs being very close to their client group, indeed they are often public advocates for the needs and concerns of this group. One of the things that makes the VCS unique is its ability to work with communities or service users that are excluded from the mainstream. The way of dealing with people in the voluntary sector is often informal, inclusive and local. It may be this influence that leads some VCOs to have different expectations as to the educational or linguistic abilities needed to carry out certain interpreting and translation tasks.

Appropriateness of Service

There is also an issue here of the appropriateness of service. The professional Public Sector DPSI qualified interpreter is regarded as a neutral communicator who is usually booked by the statutory agency. Access to them is also controlled by the statutory body. Community interpreters tend to either be working or volunteering for a voluntary or community organisation. Keeping with the client centred approach of the VCS, their role is often to be pro-active and to advocate for the needs of the client.

It has to be recognised that paying for professional interpreters via INTRAN is not a substitute for employing bi-lingual outreach workers who are knowledgeable both about their client group and the local environment in which they work. Likewise having a team of engaged and motivated volunteers from the target communities is an asset to the

organisation. It has been proven that actively involving and engaging people at grass roots level is the key to community development.

Conversely, the INTRAN interpreters should be valued for the professional, impartial and neutral roles they play. This is especially true when dealing with the Police, Courts or the provision of Primary and Secondary Care, and that it be made explicit to community workers when they have a duty to 'back off' and let the professional do the job. This INTRAN awareness should be incorporated into the training of bi-lingual community workers / volunteers.

Professional vs Informal – Rowntree Report¹⁷

This flexible approach to interpretation needs is proposed in a study carried out by the Joseph Rowntree Foundation in 2002. This report examined the way service users view the professional interpreters. The research looked at 5 Black and Minority Ethnic populations in urban areas of the UK and offers an insight into the views and experiences of using interpreters both professional and informal in a variety of circumstances. Its key findings were:

- People recognised when they should use a professional interpreter
- They liked to use family and friends as interpreters as they trusted them and were more flexible
- They appreciated the interpretation help provided by community organisations
- They appreciated the skills of a professional interpreter for important legal or medical procedures

This study recognised the plurality of their experiences and that not all service users valued the same things when it came to quality of service.

- ✓ One of the recommendations from this report was the training of 'community interpreters.'

Awareness raising

It may be that more work also needs to be done to improve the knowledge of the obligation for statutory bodies to use INTRAN services amongst the BME Communities in Norfolk – possibly looking at voluntary and community organisations as potential points of contact. Although this is outside the remit of this study it does tie into the INTRAN Business Plan for 2006.

Local skills development?

Further concerns have been raised about whether the ongoing development of INTRAN was really benefiting the local communities – i.e. developing the skills and abilities of Ethnic Minority residents of Great Yarmouth, Norwich or Thetford. The perception in some quarters was that all the interpreters were 'shipped in' from elsewhere sometimes out of the county. This is not aided by the fact that CINTRA in Cambridge is the co-ordinating body for the face-to-face interpreters.

In the case of Language Line phone interpreting service, the voice can come from anywhere in the UK. A 20 minute phone-call to Language Line (£35.25) can cost the equivalent of a day's wages for a local worker. This may seem like a minor point, but it can be a very contentious issue where limited local employment (and funding) opportunities are available.

However it seems that INTRAN is doing all it can to fill the gaps in local provision, by DPSI training face to face interpreters in Norfolk in languages like Lithuanian, Kurdish and Tigrinian which have seen a sharp increase in clients in recent years.

¹⁷ Access to Services with Interpreters: User Views. Joseph Rowntree Foundation 2002

Positive aspects of INTRAN

One of the positive aspects of INTRAN is that it does offer a co-ordinated approach to the translation, interpretation and signing needs of the VCS.

Another positive aspect is that it comes complete with training which is available on a rolling programme throughout the year. This can kick – start the organisation to consider its communication needs and prompts staff and volunteers to use the service

It also provides some measure of quantifying needs and usage across the county. This is important for providing statistical evidence of new trends that have been noted anecdotally by local organisations.

Training Opportunities

The DPSI training package developed over the years, also offers a potential training route for both VCO volunteers and clients alike. For example; former volunteers from KLARS have gone on to work for CINTRA, as has a Tigrinian speaking volunteer from the Red Cross. At least 3 people who have successfully applied for asylum have gone on to work as CINTRA interpreters.

Professionalism

INTRAN also offers a quality service with the safeguard of knowing that the interpreter / translator is either trained to the DPSI level 4 standard or is undertaking this qualification. This training should ensure the interpreter will be professional in their approach, and has been trained in issues of confidentiality and impartiality. They should also have been CRB checked.

Some organisations in the pilot really valued this aspect – particularly Leeway, that works with victims of domestic violence, and it is anticipated that other organisations not in the pilot may also find this level of professionalism attractive.

Being part of INTRAN also means a co-ordinated response to the rapidly changing communication needs of Norfolk. It offers a level of joined up thinking on the issues arising and allows the voice of the VCS to be included in its development.

Findings

- That there is no ‘one size fits all’ approach to communicating with clients for whom English is not the first language. The organisations who deal regularly with this client group used a mixture of in-house bi-lingual staff and volunteers in conjunction with the professional services offered by INTRAN.
- That the role of bi-lingual volunteer is a ‘way into’ UK systems for refugees, migrant workers and others in that it provides first experience of volunteering, and can also lead to training and employment.
- That there is currently no training or quality assurance available (with the exception of West Norfolk) for those working or volunteering with their language skills in the Voluntary Sector.

Recommendations

- That the use of in-house bi-lingual volunteers / workers is recognised as a valuable service that often saves money for both host organisation and ultimately statutory and government bodies.
- That training is available at Level 2 / Level 3 for existing and future volunteers to encourage progression both into interpreting / translating and other jobs such as outreach / project / advice workers.

ISSUES ARISING 3

Other Bi-lingual Roles

Sometimes the roles carried out within voluntary organisations are long term interventions - such as providing mentors or befrienders and this again may not be a suitable relationship to be mediated through an interpreter.

In the course of the pilot project it also became apparent that there were a number of people (not connected to existing VCOs) who were interested in using their multiple language skills to gain experience of working in the UK, to practise their acquired languages or to keep their native languages fresh and relevant.

During the pilot a small number of workers from other VCOs also contacted the Project Co-ordinator looking for volunteers who could help with befriending or supporting specific clients for whom English was not their first language.

UEA Volunteer Centre

Since the summer 2005 the UEA Volunteer Centre, has been looking at the issue of bi-lingual volunteering amongst its own students. Building on work carried out by other universities, they are currently trialling a small program to match student volunteers with advanced language skills with the voluntary organisations that require them. This would include training and issuing guidelines or a code of practice to both groups and volunteers.

Findings

- That there was a demand for a small-scale brokerage programme to match potential bi-lingual volunteers with clients or organisations that could use their skills.

Recommendations

- That some mechanism for assessing the linguistic competence of potential bi-lingual volunteers is developed.
- That a training programme is developed at Level 2 or Level 3 for existing and future volunteers.

ISSUES ARISING 4

CRB checks

A side issue that arose from the pilot was the issue of CRB checks for people from overseas. It has been pointed out that there are many posts for which CRB checks are not necessary and where personal references will suffice. However for caring, child care and befriending roles CRB checks are considered an essential part of the selection process. To get checks done from other countries can be expensive. For example one organisation was quoted £80 for checks on Polish nationals. Undertaking home-country checks is impossible for those coming from countries where such mechanisms are not in place, or from countries that are politically unstable.

Recommendation

- That more research be carried out to ascertain the levels of cost and the procedure for CRB checks for relevant countries and this information be shared centrally by Volunteer Centres within NVS and to others. (This is possibly an action for Volunteering England rather than NVS).

Budget Information

Voluntary Sector INTRAN Pilot – Actual Spend January - June 2005

CODE	PROVIDER	JAN	FEB	MARCH	APRIL	MAY	JUNE
L42381	GYROS CINTRA	0	0	0	0	0	0
L42381	GYROS LAN. LINE	0	0	0	0	0	0
L42382	NEAD CINTRA	0	0	0	0	529.57	0
L42383	NVS LAN. LINE	0	0	17.63	0	0	0
L42383	NVS CINTRA	0	0	0	0	478.46	41.12
L42384	LEEWAY LAN. LINE	135.71	357.79	192.11	132.19	107.51	123.37
L42385	MIND DEAF CX	0	0	2XFREE	4XFREE	0	178.22
L42385	MIND CINTRA	0	0	0	0	0	0
L42386	RED CROSS LAN. LINE	0	0	0	0	61.1	35.25
L42386	RED CROSS CINTRA	0	0	0	164.5	183.06	0
L42387	JULIAN HOUSING CINTRA	0	0	0	0	0	0
L42388	CARERS FORUM CINTRA	0	0	0	0	0	0
L42388	CARERS FORUM DEAF CX	0	0	0	1XFREE	0	0
L42389	D&T CAB LAN. LINE	0	0	0	0	0	0
L42389	D&T CAB CINTRA	0	0	0	0	0	226.07
L42340	NDA DEAF CX	0	0	0	1X FREE	0	0
L42341	MERIDIAN EAST LAN. LINE	0	0	0	0	15.86	0
L42342	NCH e2e CINTRA	0	0	0	0	58.75	123.37
L43523	GYCAB CINTRA	0	0	0	0	0	0
	joined 06/05						
L43523	GYCAB LAN. LINE	0	0	0	0	0	0
	joined 06/05						
TOTAL (INC VAT)		135.71	357.79	209.74	296.69	1434.31	727.4

- ▶ **Training did not occur until early March so most groups had 10 months of monitored INTRAN use.**
- ▶ **8 free Deaf Connexions sessions used up by April.**

Voluntary Sector INTRAN Pilot - Actual Spend – July - December 2005

CODE	PROVIDER	JULY	AUGUST	SEPT	OCT	NOV	DEC	TOTAL	
L42381	GYROS	CINTRA	322.24	0	0	0	190.11	358.66	871.01
L42381	GYROS	LAN. LINE	0	28.2	0	0	28.2	72.26	128.66
L42382	NEAD	CINTRA	0	0	0	0	0	435.81	965.38
L42383	NVS	LAN. LINE	0	0	0	0	0	0	17.63
L42383	NVS	CINTRA	0	275.18	0	0	0	0	794.76
L42384	LEEWAY	LAN. LINE	287.28	206.21	202.69	423	188.59	88.12	2,444.57
L42385	MIND	DEAF CX	89.11	0	0	0	0	0	267.33
L42385	MIND	CINTRA	0	0	0	432.4	58.16	0	481.56
L42386	RED CROSS	LAN. LINE	49.35	33.48	105.75	23	0	8.81	426.75
L42386	RED CROSS	CINTRA	0	0	123.37	0	59.22	0	530.15
L42387	JULIAN HOUSING	CINTRA	0	370.12	0	0	0	70.5	440.62
L42388	CARERS FORUM	CINTRA	0	547.67	0	0	0	0	547.67
L42388	CARERS FORUM	DEAF CX	0	0	0	0	0	0	0
L42389	D&T CAB	LAN. LINE	0	93.41	0	65	10.58	74.02	243.01
L42389	D&T CAB	CINTRA	0	0	41.12	0	283.76	0	550.95
L42340	NDA	DEAF CX	0	0	0	0	451.2	0	451.2
L42341	MERIDIAN EAST	LAN. LINE	0	0	0	0	0	0	15.86
L42342	NCH e2e	CINTRA	58.75	0	0	0	0	0	240.87
L43523	GYCAB	CINTRA	0	0	240.75	0	0	261.2	501.95
	joined 06/05								
L43523	GYCAB	LAN. LINE	0	0	0	226	419.48	283.76	929.24
	joined 06/05								
TOTAL (INC VAT)			806.73	1554.27	714.68	1169.4	1534.38	1744.3	10,849.17

INTRAN MEMBERSHIP 2005 **2,000.00**
TOTAL **12,849.17**

BUDGET 16,780.00
(includes 8 free D/C sessions) 12,413.36

UNDERSPEND **3,930.00**

- **Under-spend rolled forward into 2006 to enable further access to INTRAN for first quarter.**

Glossary

BSL – British Sign Language
CAB – Citizens Advice Bureau
CAN – Caribbean African Network
CINTRA – Cambridge Interpreting and Translation Agency
DC – Deaf Connexions
DPSI – Diploma in Public Service Interpreting
GYVSP – Great Yarmouth Voluntary Sector Partnership
INTRAN – Interpretation and Translation for Norfolk
META – Multilingual and European Thetford Association
NACA – Norfolk African Community Association
NVS – Norwich and Norfolk Voluntary Services
NASS – National Asylum Support Service
NDA – Norfolk Deaf Association
PCT – Primary Care Trust
RCO's – Refugee Community Organisations
SLAs – Service Level Agreements
TIS – Translation, Interpretation and Signing
VCO – Voluntary and Community Organisation
VCS – Voluntary and Community Sector
WNCVS – West Norfolk Council for Voluntary Services

Definition of terms

Bi-lingual Workers / Volunteer – This is the term used to distinguish someone who works using their bi or multiple language skills, from someone trained and employed as a professional interpreter. Occasionally these are referred to in the report as Community Interpreters by other agencies / organisations.

Migrant Worker – Those who have come into the UK during the past 5 years specifically to take up work, whether intending to remain permanently or temporarily and whether documented or undocumented.

Refugee – Someone whose application for Asylum has been successful and is allowed to stay in another country, having proved that they would face persecution back home.

Asylum Seeker- An individual who has fled from persecution in their homeland, and has arrived in another country where they have exercised their legal right to apply for asylum.

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Appendix A

Evaluation Responses

The following is the collation of the responses to the questionnaire. All 13 participant groups completed the evaluation questionnaire or did phone / face to face interviews from 10-26th October 2005. Therefore their comments do not reflect the final 2 months of the pilot. The following information is the collated responses from the evaluation process.

1. INTRAN Use

All 13 had used some aspect of the INTRAN service, some 2 or 3 different facets.

CINTRA - written translations	
Language Line – phone interpreting	
CINTRA – face to face interpreting	
Deaf Connexions – signer	
Language Line – written translations	
Deaf Connexions – language assistant	

When asked to comment on the service they received they were largely positive about the quality of the translation work and the professionalism of the interpreters and signers. A query was raised by Leeway surrounding the ability of a Language Line interpreter to retain boundaries and remain patient.

The negative comments were mainly concerned with problems commissioning written translations through Language Line who were described as ‘obstructive’ by one participant, and CINTRA who were slow to respond to queries on a number of occasions.

Note: I personally experienced technical problems with the customer service and accounts department of CINTRA and Language Line.

It is projected that the project assisted around 300 participants

Material was translated or interpretation provided in the following languages:
Portuguese, BSL, Braille, Kurdish (Sorani), Russian, Chinese, Turkish, Latvian, Lithuanian, Spanish, Arabic, Amharic, Tigrinian, French, Albanian, Bengali and Farsi.

For the following range of purposes:
Giving advice (GY and D&G CABs, Red Cross, Leeway, Meridian East)

Providing information and support (GY and D&T CABs, Red Cross, Leeway, GYROS)

Translating foreign language documents to help with legal cases (Red Cross, D&T CAB)

Translating outreach / service promotion material (NVS, NEAD, Julian Housing, MIND, D&T CAB, Carers Forum, Meridian East)

Client screening (GYROS and Red Cross)

Producing promotional material to advertise events (NEAD, NVS)

Webpage translation (NEAD)

Film screening (NDA)

Running an information day (Norfolk Deaf Association)

Interpreting at training course and translating

accompanying course material (GY CAB)

Facilitating individual training (MIND)

Facilitating a support group (MIND)

Consultation with service users (Red Cross)

Promoting English classes (NCH e2e)

Most had already been working with non-English speaking clients (11/13), but 10/13 said the project had helped them reach-out to new clients. 9/13 said it had helped them communicate with existing clients more effectively.

9 said that the pilot had improved their understanding of the needs of non-English speaking clients, 7 said it had improved their understanding of the needs of the deaf community. This is lower as some groups said they already had a degree of deaf awareness training.

2. Future Use

12 out of 13 said they would use INTRAN again in their service.

• 3 said they would factor in the cost to future bids

• 9 said that they found it useful, but could not afford the full costs.

• 4 said they found it useful but could not afford to pay for it from their own budget.

When asked whether they would recommend the INTRAN service to other voluntary organisation, 11 said yes and 2 maybe.

Comments

“It is a professional service that you can have confidence in, but it is expensive”

“Service is professional and reliable”

“Useful for working with new groups”

“Because they provide good interpreters who are accurate”

“It is a service that enables an agency to communicate more effectively.”

“I would need to be more aware of costs before recommending it.”

“Helpful to have an efficient service that can meet clients needs.”

“Dependent on funding”

3. Volunteers and Bi-lingual Workers

When asked whether they used Bi-lingual volunteers or workers in the service:

8 said yes and 5 said no.

This made a total of at least **17 people** using their language skills in the 13 participant groups.

When asked what roles these people performed:

Trained adviser – Portuguese – Volunteer

Receptionist – BSL – staff

Trustee – BSL

4 Office Volunteers – BSL

Refuge Worker – Portuguese – Relief Staff

5 Drop-in Volunteers – French, Farsi, Amharic, Tigrinian, Arabic

3 trained Advisers – Portuguese – Volunteer

Support Worker – Portuguese – Staff

2 groups said that they had access to ‘volunteer interpreters’ either through an in-house national scheme or volunteers provided through another organisation.

When asked whether they would find it useful to have training for these staff or volunteers:

7 said yes and 1 maybe.

Most (7) thought that an accredited scheme would be best.

Only 2 organisations said that the INTRAN pilot had helped them engage new volunteers.

4. INTRAN Pilot Project itself

All 13 participant organisations thought the pilot was well organised. 12 out of 13 managers understood the budgeting system.

“Very well organised – requiring little monitoring from participants as all the hard work was done elsewhere.”

Well organised and responsive to queries”

“Help was always available. Very organised”

“Current co-ordinator effective, but at outset project poorly managed.”

“Very prompt response to all requests.”

“Well organised and straight forward”

11 thought the training was effective. The 2 that didn’t had not attended the training in person, so felt they could not comment.

“More information on written translation at start”

“Staff may need reminding with extra sessions when it becomes relevant to their own work.”

“Training was excellent and very well organised.”

“Especially for newer members of staff who had not previously considered that their work would entail support for a diverse range of service users.”

“Excellent”

“The training was very informative...especially the practical demonstrations on how to use Language Line...however not using the service regularly means it’s a bit nerve racking to think how to do it again.”

When asked if they would like to continue as participants in the project after December 2005 if there was funding to continue-

12 groups said yes

1 group said maybe.

When asked to comment freely on the project...

“Although we did not use it beyond getting service leaflets translated – it has raised our awareness of services available regarding communication.” (Julian Housing)

“It has been a great safety net for us. We haven’t used it as much as expected, because of our tie up with META, but for our volunteers to know that it was available in an emergency gives our people confidence.” (D&T CAB)

“It has enables us to have translated info for Refugee Week and reach out to new audiences through this. We have also planned to have translated information available on our website – this increases our accessibility to 6 new communities. It is highly unlikely we could have undertaken this work without the INTRAN pilot project.” (NEAD)

“The INTRAN project has helped Carers Forum to promote its services to people from a range of multi-cultural backgrounds. Having our leaflets translated into the major languages has made us the first Carers organisation in Norfolk to do this.” (CF)

“I don’t think we used it enough, our service has been in flux this year.” (GYROS)

“Superb project” (NCH e2e)

“Needs to be a continuous thing, not just a year where you offer interpretation and then take it away – this didn’t give us enough time to get used to using the system and then to build projects around it...initiatives take time to pull together.” (Norwich Volunteer Centre)

“One of the main reasons for us having to use interpreters and translators is that statutory organisations – who sign up and pay for INTRAN – do not use the service correctly – their frontline staff do not seem to be willing to use it...if such statutory organisations do not want to use INTRAN then I suggest the funding is question is put into those organisations who do use the service with clients.” (GYCAB)

“The project itself is a brilliant idea and I would love to see it continue. A large proportion of our clients have BSL as their language. This means we often have to use interpreters which can mean a big part of the budget for most projects. A project such as this means we were able to expand and extend our services and it allows our existing budget to go further.” (Norfolk Deaf Association)

“We are grateful to all those who enabled this project to come into fruition, and are pleased that we were lucky enough to be part of it. Not only has it supported the work that we do, we are also aware that it has had a positive impact on the voluntary sector’s ability to ensure access and services to non-English speaking communities. Similarly it has served to raise the awareness about the existence of so many different cultures here in the community.” (Leeway)



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