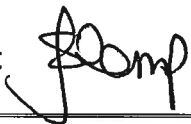


Agenda item:

[No.]

CAB **On June 11th**

Report Title. Translation and interpretation strategy	
Report of Sharon Kemp	
Signed : 	
Contact Officer : Mike Browne	
Wards(s) affected: All	Report for: Key Decision
1. Purpose of the report (That is, the decision required) 1.1. To agree the council's approach to translation and interpretation. 1.2. To agree a number of recommendations to improve the service for users.	
2. Introduction by Cabinet Member (if necessary) 2.1. This is an important service within my portfolio. The service is an essential support to a large number of residents in our diverse borough. 2.2. The council has not previously had a strategy to ensure our Translation and interpretation service is evolving to meet the needs of users.	
3. State link(s) with Council Plan Priorities and actions and /or other Strategies: 3.1. This links to the principles outlined in the council's communications strategy, the council's corporate plan and the HSP community strategy.	

4. Recommendations

4.1 That the approach outlined in the strategy is agreed.

4.2 That the ten specific recommendations below are agreed. Note, more detail on each recommendation is included in the strategy document.

1 Haringey Council's new Citizen Welcome Pack -

Develop a simple and inexpensive pack giving detailed information on how to access services, how residents are expected to behave, sign post to community organisations, details on English lessons etc.

2 Translation and Interpreting corporate policy -

Agree, produce and distribute a short and simple policy setting out the types of material that should be translated.

3 Ensure staff training is in place –

Ensure that all front-line staff trained in equality issues and are made aware of the interpretation and translation service and policy.

4 Develop an ESOL strategy -

The Council should engage with all ESOL providers in the Borough and our voluntary and community organisations to develop a medium and long term strategy for learning English in Haringey. This will be lead by the appropriate department.

5 Review translated material -

We should use existing communications networks with other London Boroughs and our partners to review translated material.

6 Utilise the Web -

Translated key documents and service summaries should be put on the web with the functionality to view them in different languages.

7 Pilot new approaches -

The council will pilot and evaluate a revised approach to translation panels and translation requests.

8 Work in partnership –

We will work more closely on delivering and promoting translation and interpretation with partners including Voluntary and Community Organisations, community radio and community newspapers.

9 Clarify the role of interpreters -

Review the published description of the interpreters' role and circulate to interpreters and staff who will commission them. The use and cost of interpretation will be monitored to ensure it is effectively used.

10 Build in evaluation -

In order to make sure our approach is effective we will, continue to monitor the requests for the translation of documents, collect feedback from customers through customer feedback forms and end users through the residents' survey.

5. Reason for recommendation(s)

- 5.1. The recommendations are based on research with service users and other service stakeholders.
- 5.2. They are designed to ensure access to services by all of our community.
- 5.3. They are also designed to support those who want and are able to learn English to do so by raising awareness of training opportunities.

6. Other options considered

- 6.1. The council must balance the need for a cost efficient service with the duty to offer all residents fair access to services.
- 6.2. The council could consider a reduction in the volume of materials translated but would need to measure this against impact on access to services.

7. Summary

- 7.1. The strategy sets out our commitment to translation and interpretation.
- 7.2. It assesses the scale and quality of the current service and outlines recommendations to improve the service for the user and to improve links with opportunities to learn English for those who want and are able to take them.

8. Chief Financial Officer Comments

- 8.1. The Chief Financial Officer notes that the majority of the specific recommendations from the Strategy outlined in this report can be met from within existing resources largely within the Communications business unit but with input and support from across the Council and partners. The only proposal with any significant costs attached is recommendation 1, the new Citizen Welcome Pack which is estimated to cost £75k over two years however, it is expected that other HSP partners will contribute to the costs which will be further offset by selling advertising space.
- 8.2. Over the longer term the proposals should lead to a reduction in the direct costs of translation and interpretation incurred by the Council (£461k in 2007/08) which should also enable efficiencies to be found in the central Translation & Interpreting team who provide the administration support for this activity.

9. Head of Legal Services Comments

- 9.1. The Head of Legal Services has been consulted on the content of this report. Implementation of the recommendations set out in this report will assist the Council in complying with its public sector equalities duties concerning race and disability within existing legislation and anticipates the wider equalities duties set out in the Equalities Bill.

10. Equalities & Community Cohesion Comments

- 10.1. This is an essential part of the council's commitment to equalities and cohesion. An equality impact assessment has been undertaken and is available on request.

11. Consultation

- 11.1. Consultation with service users and other stakeholders was undertaken as part of the strategy development. The results of this are available separately.

12. Service Financial Comments

It is anticipated that this strategy can be achieved through existing staff resources within Communications and Consultation Unit with the Marketing Communications and Translation and Interpreting teams working closely. Other services across the council and partner organisations will be engaged with to assist in the preparation of various content.

Costs for the production of the Welcome pack and other relevant collateral will be shared between the services and our partners. However we will aim to help cover costs by selling relevant and appropriate advertising to organisations that benefit and add value to our citizens.

Translation and Interpreting is a traded service of which there is no central budget from which savings will be realised and captured. However any reduction in Translation and Interpreting will produce savings in the relevant service budgets. With sufficient decreases in volume, resourcing within the central Translation and Interpreting team can be reviewed; the T and I budget for 2009/10 has £178k direct costs (largely staffing) and £112k overheads'.

13. Use of appendices /Tables and photographs

- 13.1. Appendix 1. Definitions of translation and interpretation
13.2. Appendix 2. The breakdown of service use across council departments.

14. Local Government (Access to Information) Act 1985

- 14.1. Equalities Impact Assessment.

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| 14.2. | Our shared futures. |
| 14.3. | Council communications strategy. |
| 14.4. | Results of consultation with service users. |