

## APPENDIX A

### Interpreting and translation services:

#### Analysis of the statutory need for the service

##### 1. Introduction:

Over the last 10 years it is estimated that Peterborough's population has grown by at least 15%. In real terms that means that we have around 20 – 25k more residents living in our city today, then we had in 2001 when the last Census was completed.

Most of our new residents are migrants, be it Refugees, Asylum Seekers or Economic Migrants and initially they often struggle to communicate. Often this is simply because they do not speak our language, but sometimes the difficulty is more complex as it may be caused by disability, mental health issues or cultural background.

Learning English is one of the best ways of integrating with the community and accessing services one may need. Hundreds of people recognised this and enrolled for English classes with Peterborough Regional College or City College. When we checked last week, the waiting list was 600 people long and required a 1 year wait.

As a Local Authority we aim to provide the best service we can to all our residents. This can be difficult if we cannot communicate with the people who come to us for help and advice. To offer the best possible service to our clients, clear, accurate conversations and correspondence are essential.

If we are unable to communicate successfully with all individuals we may be depriving them of their human rights and failing to provide equal opportunities.

Good customer service is all about helping customers to access our services. Therefore interpreting and translation can often be the only way to achieve this when dealing with people whose first language is not English.

##### 2. Statutory Requirements:

There are also legal requirements related to interpreting. These are outlined below:

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**The Race Relations (Amendment) Act 2000** – Under this Act, Section D requires the Council to ensure that all sections of the community have access to information about Council services and access to the services that they require. It also requires each public body to publish a Race Equality Scheme outlining how it will meet the requirements of the Act.

**The Children Act 1989** – places a duty on local authorities to ensure that, when caring for and making decisions about looked after children, that the child's religion, racial origin and cultural and linguistic background be given proper consideration.

**The Disability Discrimination Act**- Under the [Disability Discrimination Act](#) you must make reasonable adjustments to prevent disabled clients from receiving a lower level of service compared to those who are not disabled.

If we do not provide interpreters to help customers' access our services then we might not only be providing poor customer service, but also excluding customers from services and breaking the law.

3. The Peterborough Citywide Interpreting and Translation Service enables us to achievement all the main priorities for Peterborough.

Provision of an appropriate and effective translation and interpreting service for our vulnerable communities can often be underestimated regarding the impact on delivery of the key priorities for the city.

This year the priorities have been broken down into deliverable outcomes for the medium term of one year as follows (based on the single delivery plan which replaces current LAA and CAA targets)

- Increasing Economic Prosperity and Improving Skills and Education
- Supporting Vulnerable People
- Helping people live more sustainable, healthy and fulfilling lives
- Making Peterborough safer and more cohesive
- Better use of Resources

Case Studies:

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Below are examples of factual situations/cases where Peterborough City Council has used the interpreting or translation service.

	Case Study	Risks
	<p>In a meeting with some Yr.11 Portuguese-speaking pupils at one school in April, the Minority Ethnic New Arrival Link Worker found they had not applied for a post-16 place, because they did not understand the system in this country. The MLW (Portuguese speaking member of staff) was able to explain which courses were available and find out what they wanted to do. She was also able to explain this to parents. She then accompanied them to PRC so that could find out more about the courses and helped them to complete the application forms. The pupils are now following courses at PRC.</p>	<p>Without access to interpreting services this young person would inevitably join our NEET group.</p> <p>Reducing number of Young People falling into the NEET category is one of Peterborough's main priorities. (Peterborough is 2% below national average)</p>
	<p>At one of our primary schools, the class teacher had some concerns about a Lithuanian-speaking child that appeared to be not cared for properly with some marks on her arms. The school contacted us, and our MLW was able to contact the parents and go to the school to interpret at the meeting, so the school was able to clarify the home situation with the parents. The situation was sorted out and now the child is happier and better cared for. The school regularly monitors the child and would contact the MLW if they were again concerned.</p>	<p>Without the use of interpreter the safety and wellbeing of this child might have been compromised and resulted in an increased need for child in care provision</p> <p>One of Peterborough's key priorities is to support vulnerable people. This is an outcome in the Every Child Matters agenda.</p> <p>Cost of child neglect per child—est £33,000 p.a.</p> <p>Child in care est cost £23,000</p>

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	A complaint was received from a local resident regarding waste accumulation in the front garden of the neighbouring property. Waste included old mattresses, black bin bags and some electrical equipment. This privately rented property was occupied by a newly arrived family from Latvia. A Neighbourhood Officer with the use of an interpreter visited the family and explained the rules, recycling system, bulky items collection etc. The family removed the waste and no further complaints were received.	<p>This case shows how (with the relatively low cost -£30) waste issue which could easily escalate to a court proceedings and serious neighbouring dispute, was resolved.</p> <p>This has contributed to improved street cleanliness (Making Peterborough cleaner and greener) and community cohesion.</p> <p>Cost of legal proceedings for flytipping- £1500</p>

#### 4. How can we reduce the cost?

In the current financial climate, it is imperative that we acknowledge the need for smarter and more cost effective delivery of interpreting and translation services, whilst continuing to provide a professional and equal service to all our communities.

This will be achieved through:

- A value for money contract – joint contract with partner statutory agencies – reduced cost
- Performance and efficiency monitoring – identified dedicated member of PCC staff
- Training and development for all staff dealing with speakers of other languages to ensure efficient and appropriate use of interpretation and translation services
- A central information point through New Link which can source and distribute appropriately documents/posters/information which have already been

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translated, for example by other agencies i.e other Local Authorities, DWP, etc

- Language Skills Staff Bank – setting up a voluntary list of staff members with additional language skills to assist with translation and interpreting - for cases which do not require professional interpreters. This may include: translation of information notices, posters, letters, phone calls to clients who do not speak English.(This scheme is very successful in Luton)
  - Using existing in house services: MENA workers, New Link staff
5. Analysis of the risks associated with no or limited access to interpreting and translations services:

This has to be analysed from two perspectives:

Client:

- No access to services – due to lack of appropriate methods of communication
- Negative impact on individuals – increased levels of deprivation, poverty, discrimination and exclusion
- An increase in non English speaking Individuals as both victims and perpetrators of crime - due to limited capacity of understanding processes and law
- Lack of understanding of residents rights and responsibilities

PCC services

- Inability to provide equal services to all communities – resulting in potentially expensive court cases
- Increased demand for services – especially enforcement and victim support
- Increased levels of deprivation and exclusion
- Increased number of children in care
- Community tensions
- Increased pressure on budgets

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6. Cost analysis based on a neighbourhood enforcement case:

Background:

Complaint received from a resident against Chinese Takeaway – odour nuisance

With interpreter		Without interpreter	
Action	Cost	Action	Cost
Letter sent informing about complaint		Letter sent informing client about the complaint	
Inspection with Mandarin interpreter and production of recommendation letter	£200	Inspection and production of recommendation letter in English	
Implementation of the recommendations - end of the case		Legal Notice Served	Legal service - £1500
		Notice appealed	From the start to the termination of the notice
		Termination of notice	
Approx cost	£200	Approx cost	£1500

It is clear that in many cases involving non – English speakers the most cost effective strategy is to use an interpreting and translation service to avoid much higher legal and court related costs.