

Interpretation & Translation Report - April 2019 – March 2020

1. Purpose of the report

Cheshire Wirral Partnership NHS Trust is committed to providing equal access to our services for all our service users and carers. We place a high value on the respect and dignity of individuals and recognise the social and cultural diversity of the communities we serve.

Interpreting and translation provision for non-English speaking people who access CWP service users and carers remains vital for those who need communication support including Black and Minority Ethnic (BME), D/deaf, deaf/blind visually impaired and learning disabilities

The purpose of this report is to review the interpretation & translation services used across the Trust

- Analyse the information on languages or information translated to ensure service users and carers can access CWP services
- Develop CWP staffs understanding of the process of arranging interpreters and providing best practice guidance on the use of interpreters especially in the area of safe guarding
- To identify areas in need of development / improvement to share good practice
- To inform Trustwide / local action plans.

2. Background

The Trust are legally obligated under the Public Sector Equality Duty 2010 to ensure that our services are fully accessible for all people who access our services and the provision of a high quality communication service is an essential element that demonstrates compliance with the act.

The Trust has been actively promoting information on the Accessible Information Standard which was implemented on 31 July 2016; the Accessible Information Standard will begin to address any disparity in the care received by disabled people. It will ensure that information is provided to all people who access CWP services in a way they can understand.

Cheshire Wirral Partnership NHS Trust reviewed how it will aim to provide a full range of interpreting and translation services to ensure that the services provided by the Trust are equally and easily accessible to the diverse communities it serves.

In June 2014 the Trust reviewed its interpretation & translation processes and service providers, the review highlighted the following:

- Limited general guidance for staff on the process and organisations they should use for interpretation & translation and the issues relating to safeguarding

- The Trust has numerous publications in easy read format for learning disability for people accessing CWP services
- A number of publications for CAMHS which have been designed by CAMHS people who access CWP services
- Collection of data and analysis of the information on the use of interpretation & translation information has been limited
- BrowseAloud is available on the CWP website but its use was limited, BrowseAloud adds speech, reading and translation support to the Trust website facilitating access and participation for those people with print disabilities, dyslexia, low literacy, mild visual impairments and those with English as a second language.

3 Review of the local demographics

After a review of the 2011 census for the local demographics of Cheshire Central & East, Cheshire West and Wirral reviewing ethnicity disability i.e. learning disability and sensory the review highlighted the following

Cheshire Central & East

- The proportion of CE residents who classed themselves as White British reduced from 96.2% to 93%

5.1% of CE residents were born outside the British Isles, with 2.7% born outside the EU. The most common non-British Isles countries for residents to have been born in are Poland and India
- 3.0% of CE households have members for whom English is not the main language, and in half of these households, no members have English as their main language
(Source: Cheshire East Council- Census 2011)

Cheshire West

- The BME population is 5.3% of the local population, this is an increase of 1.8% from the 2001 consensus
- The largest population of the above group was 'other white'(36.7%) perhaps reflecting the numbers from the EU
- The next most significant population from the 5.3% BME group were the group made up of 'Asian' ethnic groups (23.3%) of the total BME group.
(Source: Cheshire West Council- Census 2011)

Wirral

- Census 2011 indicates an increase in the BME population, from 3.46% in 2001 to 5.03% in 2011 (From 10,900 people in 2001 to 16,101 people in 2011)

- According to the school census (2012), 6.5% of school children in Wirral are from BME groups

(Source: Wirral Council -Census 2011)

Deafness

British Sign Language is the language used by 120,000 Deaf people in the UK. Approximately 9 million people in the UK suffer from some degree of hearing difficulty or are deaf, which equates to one person in seven.

4 Outcomes of the review

- Following the review of CWP interpretation and translation providers for communication for people who access CWP services and carers whose first language is not English, it was agreed to continue to use the organisations' providing the service to the Trust
- Deafness Support Network (Cheshire) and Merseyside Society for Deaf People (Wirral) will provide British Sign Language, Signed Supported English interpretation and deafblind communication support will be the organisations of choice for CWP to support people who access CWP services
- Blind, visual impairment, contact was made with the Royal Society for the Blind regarding information in braille large print and audio and they will provide the services to the Trust
- Best practice guidance (appendix A) covering safeguarding using / not using and booking interpreters and translators was compiled and promoted to 3rd sector organisations and CWP staff.
- A interpretation & translation flowchart / pathway was compiled providing CWP staff with an easy read process for booking interpretation & translation services for people who access CWP services and carers of the diverse community (Appendix B).
- CWP will promote the Browse Aloud facility on the Trusts website, BrowseAloud adds speech, reading and translation support to the Trust website facilitating access and participation for those people with print disabilities, dyslexia, low literacy, mild visual impairments and those with English as a second language.
- The Trust website also has a number of information leaflets in easy read format for people whom access CWP and carers with learning disabilities and those with English as a second language.

Examples of people who access CWP services involvement in the design and development of information and how the Trust makes information specific to people who use CWP services.

CAMHS

When CWP receive a referral, the Trust send out a welcome pack to all the young people referred. This welcome pack was designed by our young people's involvement group, a number of other publications have been compiled by young people Young people have also

been actively involved in the design and development of the My Mind website which is a CWP website for younger people. www.mymind.org.uk

Learning disabilities

Everyone on admission has a discussion using an information leaflet called 'Information about You and CWP'. This supports the people accessing services to decide how they would like their information (formats etc.), how they want to be contacted and who else should have copies of letters and be involved. This is all based on the communication needs of the individual.

We offer easy read appointment letters, information on the service and tailor all stages of care planning/feedback mechanisms to individual communication needs. In addition to this we also have the range of leaflets on the internet some of which can be individualised.

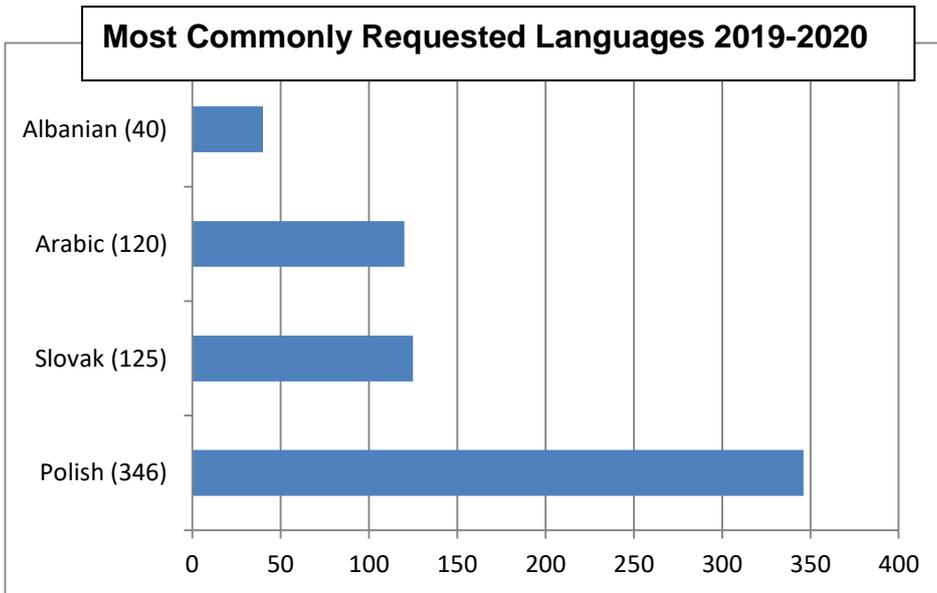
Further improvements

We are working with our translation and interpretation providers to ensure that we can offer support to people who do not speak English when they contact us by telephone. We are ensuring that people can get an interpreter on the line to support the caller within 60-90 seconds. This will be piloted by the 24/7 Crisis Line Team before being rolled out to other teams such as Complaints and PALS. We will be marketing the line in different languages to support widened access for all. Our Local Authorities have supported us to identify the 10 different languages which we know are spoken across our communities and we are going to produce some marketing material in relation to the crisis line in those languages.

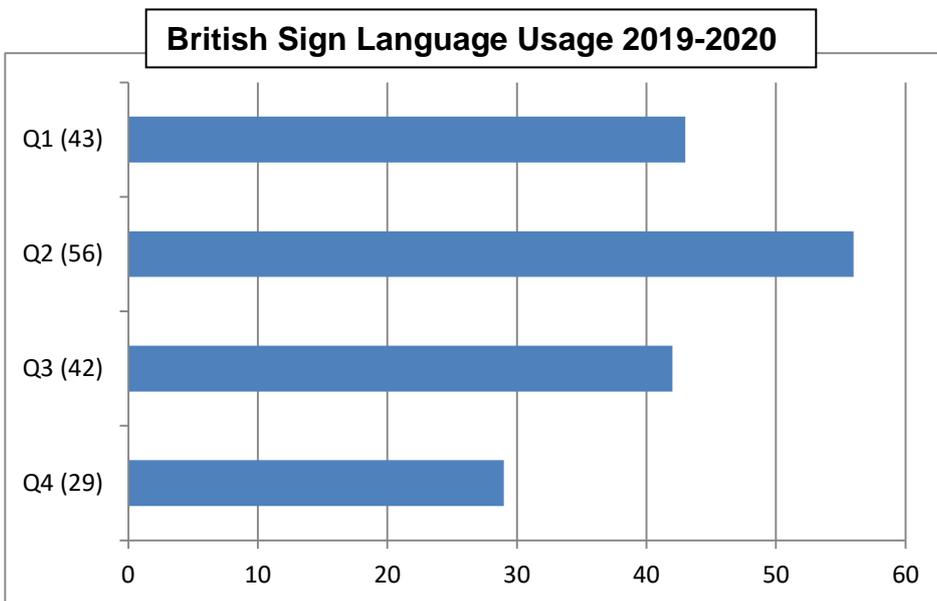
5 Monitoring and analysing quarterly translation / interpretation use across the 3 CWP localities

In order for the Trust to understand who is using our services and to obtain an understanding of the various languages used by carers and people who access CWP services, the Equality and Diversity Trustwide Group now request quarterly updates from the 3 CWP localities. The information allows the Trust to analyse what languages are most frequently used. We are then able to cross reference the information against the local demographics of the various localities.

As shown below, the 4 most common languages requested for interpretation in 2019-20 across the CWP footprint were Polish followed by Slovak, Arabic and Farsi.



The chart below highlights the use of British Sign Language (BSL) interpreters for members of the Deaf Community Trustwide from April 2019 to March 2020. In total a BSL interpreter was used on 170 occasions.



6 Conclusion

The interpretation and translation report for April 2019 to March 2020 provides CWP with an insight and a baseline into the use of interpreters across the CWP footprint and the various languages used by carers and people who access CWP services from the diverse communities.