

## **A G E N D A**

*Please address any general enquiries on this agenda to Geoff Malcolm, County Hall, Oxford OX1 1ND (Tel: Oxford 815904). Press enquiries should be directed to the Media Manager on Oxford 815266.*

1. **Apologies for Absence and Substitutions**

2. **Minutes**

Minutes of the meetings held on 13 October (ETHCC2(a)) and 10 November 1997 (ETHCC(b)).

3. **Matters arising from the Minutes**

4. **Petitions and Public Address**

5. **MEMBERSHIP**

Following the Consultative Committee's decision to revise their Constitution, including membership, consultations have taken place with individuals and organisations. A list of members is set out (ETHCC5).

**The Committee are RECOMMENDED to note the revised membership.**

6. **SECTION 11 FUNDING - UPDATE**

A Home Office letter in relation to a study on future arrangements for funding additional support for members of ethnic minority communities (currently funded under Section 11 of the Local Government Act 1966) was circulated to all members of the Consultative Committee to respond directly to the Home Office in view of the short deadline.

A copy of the Home Office letter, together with responses where received, is circulated (ETHCC6).

**The Committee are RECOMMENDED to receive the Home Office letter and responses.**

7. **ETHNIC MINORITIES COMMISSIONING DEVELOPMENT MANAGER**

The report (ETHCC7) presents the context and rationale for the proposed work programme for improving commissioning and delivery of health and social services to ethnic minority communities. Tehmeena Ajmal will attend to present the report.

**The Committee are RECOMMENDED to consider and comment on the proposed work programme.**

8. **TRANSLATION AND INTERPRETATION SERVICE - OUTCOME OF FIRST YEAR OF AGREEMENT WITH HEALTH AND SOCIAL SERVICES**

The report (ETHCC 8) gives details of the outcome of the pilot year under an Agreement to provide an enhanced translation and interpretation service to the Social Services Department and to Health providers funded through Joint Finance. The pilot year operated between 1 November 1996 and 31 October 1997. The report indicates that on the whole the pilot year was a success but also raises issues for both health, social services and the ethnic minority communities. Continued funding of the service for future years is currently under consideration.

**The Committee are RECOMMENDED to note the outcome of the pilot year for the provision of enhanced translation and interpretation services to social services and health providers in Oxfordshire.**

9. **"AGENCIES AND COMMUNITIES TACKLING RACIAL HARASSMENT IN OXFORD"**

Adrian Harper-Smith, Director of the Oxfordshire Racial Equality Council, will report as lead agency on a bid sponsored by the Senior Officer Multi-Agency Group on Racial Harassment to the government's Single Regeneration Budget Challenge Fund (Round 4) (ETHCC9).

**The Committee are RECOMMENDED to endorse the bid.**

10. **EQUAL OPPORTUNITIES STATEMENT FOR THE ADULT EDUCATION SERVICE**

At their February meeting the Community Education (Youth & Adult) Sub-Committee considered a report (ETHCC10) which sought approval for a draft Disability Statement for Adult Education in Oxfordshire and for an Equal Opportunities Statement for Adult Education in Oxfordshire as a basis for further consultation.

The Sub-Committee resolved to:

- (a) receive the report;
- (b) approve the draft Disability Statement of Oxfordshire Adult Education Service; and
- (c) approve the Equal Opportunities Statement for Adult Education in Oxfordshire as a basis for final consultation with staff, the Equal Opportunities Working Party and the Ethnic Minorities Consultative Committee and to report back with finalised Statements for the Sub-Committee's approval.

11. **IMMIGRATION DETENTION CENTRE, CAMPSFIELD HOUSE**

At their September 1997 meeting the Social Services Committee, upon the Consultative Committee's recommendation, asked the Chief Executive to write to the Home Office expressing concern at events at Campsfield House during the weeks preceding the meeting and the alleged resulting restriction of detainees' rights. The response dated 7 January 1998 from the Immigration Service (Enforcement Directorate) has been received (ETHCC11).

**The Consultative Committee are RECOMMENDED to receive the response.**

12. **DATES OF FUTURE MEETINGS**

JOHN HARWOOD  
Chief Executive

16 February 1998

**ITEM ETHCC2(b)**

**ETHNIC MINORITIES CONSULTATIVE COMMITTEE - 10 NOVEMBER 1997**

**MINUTES** of the meeting commencing at 7.30 pm and finishing at 9.20 pm

Present:

Voting Members:

Representing Oxfordshire County Council

Councillors Brenda Churchill, Robert Evans, Margaret Ferriman, Shereen Karmali, Bob Johnston (in place of Councillor Janet Godden), Mrs Diana Ludlow and Craig Simmons.

Non-Voting Members

Councillor Sylvia Tompkins (in place of Councillor Bob Langridge).

Representing the Ethnic Community

Abdul Aziz and M.K. Hasrat (Pakistan Community), J. C'apek (Jewish Community), Junie James, Joe Obhiozele, H.S. Panesar, T. Widener.

Observers from the District Councils

Councillors Andrew Hornsby-Smith (Cherwell District Council), Pam Johnston (Vale District Council) and Betty Standingford (Oxford City Council).

Officers:

Whole of meeting: D. Bishop and G. Malcolm (Chief Executive's Office); S. Adams and C. Spencer (Education Department); J. Carr (Social Services Department).

Also Present

Mr D.A. Eaude (St. Mary and John First School) and Ms S. Bradley (East Oxford First School) (for Agenda Item 3); Mr A. Harper-Smith (Director, Oxfordshire Racial Equality Council).

*The Consultative Committee considered the matters, reports and recommendations contained or referred to in the agenda for the meeting, copies of which agenda and reports are attached to the signed Minutes, and in relation thereto determined as follows:-*

**32/97 APOLOGIES FOR ABSENCE AND TEMPORARY APPOINTMENTS**

Apologies for absence, temporary appointments and Group Leader substitutions were reported as follows:

<u>Apology from</u>	<u>Temporary Appointment/Substitute</u>
Councillor Janet Godden	Councillor Johnson
Councillor Margaret Godden	Councillor Churchill
Councillor Langridge	Councillor Tompkins
Councillor Law	-
Councillor Roaf	-
Councillor Segaran	Councillor Karmali
Mrs S. Dhesi	-

An apology for absence was also received from Anna Chapman due to a family bereavement; members expressed their condolences.

**33/97 MINUTES**

The Minutes of the meeting of the Committee held on 13 October 1997 were approved and signed.

**34/97 PRESENTATION ON BILINGUAL CHILDREN WITH SPECIAL EDUCATIONAL NEEDS**

At their September meeting the Committee had invited Mr Chris Spencer, Principal Educational Psychologist, Education Department to speak to them about a small group he was leading on the assessment of bilingual children with special educational needs (Minute 24/97). Mr Spencer circulated a paper on the assessment of children with English as an additional language and special educational needs (a copy of which is attached to the signed Minutes).

Mr Spencer and team made a brief presentation on the paper and responded to members' questions and concerns on the nature, scope and work of the project, including issues relating to monitoring, effectiveness and schools' approaches to teaching English as a second language.

**RESOLVED:** to:

- (a) support the group in principle and ask the Chief Education Officer to consider its funding as a priority issue;
- (b) appoint Councillors Mrs Ludlow and Simmons and Mr Aziz and Mr Panesar to the group and invite communities to make nominations from their groups to Mr Adams; and
- (c) (on a motion by Councillor Johnston, seconded by Mr Aziz and carried nem con) ask the Education officers to submit a report on the Project to a future meeting, to include an outline of the main findings of the questionnaire and arrangements for monitoring the Project.

**35/97 ETHNIC MINORITY EXCLUSIONS**  
(Agenda Item 5)

The Chief Education Officer reported that each year statistics on exclusions were presented to the Schools Performance & Quality Sub Committee and that officers had been asked, for 1996/97, to include information on ethnicity.

Although information on exclusions during 1996/97 school year had been processed and validated with schools and a report was being prepared for presentation to the Schools Performance & Quality Sub Committee on 26 November 1997, the information on ethnic origins was not available.

The reasons for this were outlined. Although many, but not all, schools had complied with instructions to make this data available for all pupils (and not just those excluded) it had proved to be extremely problematic, resulting in a large amount of information on ethnic origins of excluded pupils which was neither reliable nor complete. As there was no complete picture of the ethnic composition of pupils in Oxfordshire, it had not been possible to make comparisons of exclusion rates for individual ethnic groups.

The Education Department greatly regretted this and were taking steps to ensure that, as far as possible, all data on ethnicity would be obtained during the course of this year so that statistical analysis on exclusions and other performance indicators would be available from the end of 1997/98 school year.

**RESOLVED:** to:

- (a) note the current position; and

- (b) ask that the information on ethnic minority exclusions for 1997/98 be reported when available.

**36/97 PERFORMANCE AGAINST THE COMMISSION FOR RACIAL EQUALITY STANDARD FOR LOCAL GOVERNMENT**

(Agenda Item 6)

The Consultative Committee considered a report (**ETHCC6**) on performance against the Commission for Racial Equality Standard for Local Government which had been before the Strategy & Resources (S&R) Committee at their October meeting. In April 1996 the Strategy & Resources Committee had endorsed the Commission for Racial Equality's document *Racial Equality Means Quality*, which set out performance standards for racial equality in the local government context. The justification for the Standard derived from the statutory duty to promote racial equality which was placed on local authorities in Section 71 of the Race Relations Act 1976. In endorsing the Standard, the S&R Committee had asked programme committees to commission annual reports from Chief Officers monitoring the performance of their services against the CRE Standard and setting objectives for future action, and referred the report to the Ethnic Minorities Consultative Committee and the Equal Opportunities Working party for consideration.

The first annual evaluations from Chief Officers were presented to programme committees during the period June - October 1997. The S&R Committee had also commissioned an annual report analysing authority-wide performance against the CRE Standard and setting objectives for future action. This was the first such report, although a statement of the Authority's overall position as at March 1996 was submitted with the original report to the former Performance Review Sub-Committee in April 1996 which aimed to synthesise the departmental reports and provide an overall picture, rather than to summarise the departmental reports in detail.

The Standard had 5 Levels (with Level 1 being the most basic level and Level 5 the most sophisticated). In general the County Council appeared to have reached Level 2 of the Standard overall, with one or two exceptions. In some areas it clearly exceeded Level 2, but could not claim to do so overall.

In relation to paragraph 23 of the report Mr Harper-Smith expressed a willingness to assist District Councils in working towards adopting the Standard.

**RESOLVED:** to:

- (a) receive the report; and
- (b) welcome the Strategy & Resources Committee's decision to adopt as an objective for the following year the achievement of Level 3 of the Standard throughout the County Council.

**37/97 LANGUAGE AND CURRICULUM PROJECT - SECTION 11**

(Agenda Item 7)

Mr Adams reported the outcome of discussions between the Education Department and the community following the additional meeting of the Consultative Committee on 13 October 1997. The outstanding details relating to the arrangements for the Project, including the draft agreement, had been resolved.

**RESOLVED:** to note the report.

**38/97 ETHNIC MINORITIES COMMISSIONING DEVELOPMENT MANAGER**

(Agenda Item 8)

The Ethnic Minorities Commissioning Development Manager post was funded by Joint Finance and established as a joint post, initially to consider the commissioning of services for people from ethnic minorities. When the previous postholder left at the end of last year, officers and members from Health and Social Services reviewed the post and decided that a key area for further work was the development of culturally appropriate services within existing provision. Hence a key area of work for

this post was for work with health and social services providers to help them to develop their services. It was decided to have a 3 year contract and to have this as a clear aim of the post.

Ms Tehmeena Ajmal, who had been appointed to the post, briefly introduced herself to the Committee.

**RESOLVED:** to:

- (a) welcome Ms Ajmal on her appointment; and
- (b) appoint to a Steering Group for the post the Chair or, in his absence, the Vice-Chair.

**39/97 MR S. BHANDARI**

Mr Bishop reported that a tree planting ceremony in commemoration of the life of Mr S. Bhandari, to which members were invited, would be held in South Park, Oxford at on 29 November 1997 at 11.30 a.m..

**40/97 DATE OF NEXT MEETING**  
(Agenda Item 9)

**RESOLVED:** to note that the Committee would meet on 23 February 1998 at 7.30 pm.

.....in the Chair

Date of signing .....1998

**AGENDA ITEM ETHCC5**

**MEMBERSHIP**

Report by Assistant Chief Executive & Solicitor to the Council

County Councillors (9)

Councillors Robert Evans, Margaret Ferriman, Janet Godden, Margaret Godden, Steve Haywood, Brian Law, Mrs Diana Ludlow, Sam Segaran and Craig Simmons.

Representatives of Group Working in Race Relations (2)

- Oxfordshire Racial Equality Council : Mr Mehboob Illahi (sub Ms Alison Lewis)
- Banbury District Racial Equality Council : Mr Mohammed Masud

Representatives of Communities (18)

- Asian (6)
  - Bangladeshi (2) Mr F. Ahmed
  - \* Indian (2)
    - Mr F.R. Garewal
    - Mr M. Harrison )
    - ) (sub Mr K.K. Angrish)
    - Mr Timon Singh )
  - Pakistani (2) Mr M.K. Hasrat (sub Mr Anwar J. Dogar)  
Mr Sabir Hussain Mirza (sub Mr M. Alam)
- Black (3)
  - African : J. Bugingo
  - Caribbean : Joe Obhiozele
  - Other (including mixed race) : Junie James
- Chinese (2) : K. Lau and Mrs E. Man-Kin Packwood
- Other Groups (2)
  - Gypsy (1) : Les Wells
  - Jewish (1) : J. C'apek
- North/West Oxfordshire (3) : (No nominations received)
- Vale/South Oxfordshire (2)
  - Vale: Mr H. Panesar
  - South: (No nominations received)

\* The Indian Community have been asked to liaise and supply two nominations for the two places available.

**ETHNIC MINORITIES CONSULTATIVE COMMITTEE - 13 OCTOBER 1997**  
**MINUTES** of the meeting commencing at 7.00 pm and finishing at 8.15 pm

Present:

Voting Members:

Representing Oxfordshire County Council

Councillors Robert Evans, Janet Godden, Margaret Godden (in place of Councillor Brenda Churchill), Mrs Diana Ludlow and Craig Simmons.

Representing the Ethnic Community

S. Ahmed (in place of Z. Khan) and Abdul Aziz (Pakistan Community); J. C'apek (Jewish Community); P. Chiu (in place of K. Lau, Hong Kong Community); Surinder Dhesi (Indian Community); M. Illahi (Oxfordshire Racial Equality Council).

Observers from the District Councils

Andrew Hornsby-Smith (Cherwell District Council).

Officers:

Whole of meeting: Mr D. N. Bishop and G. Malcolm (Chief Executive's Office); Mr S. Adams and Ms A. Chapman (Education Department).

Also Present:

F. Ahmed and M. Alam (Oxfordshire Community Forum)(for Agenda Item 3).

*The Consultative Committee considered the matters, reports and recommendations contained or referred to in the agenda for the meeting, copies of which agenda and reports are attached to the signed Minutes, and in relation thereto determined as follows:-*

**30/97 APOLOGIES FOR ABSENCE AND TEMPORARY APPOINTMENTS**

Apologies for absence, temporary appointments and Group Leader substitutions were reported as follows:

<u>Apology from</u>	<u>Temporary Appointment/Substitute</u>
Councillor Churchill	Councillor Margaret Godden
Councillor Margaret Ferriman	-
Councillor Steve Haywood	-
Councillor Brian Law	-
Councillor Dermot Roaf	-
K. Lau	P. Chiu
S.M. Haque	-
Junie James	-
Mrs E. Packwood	-
Harbans Panesar	-
Tanya Widener	-
Z. Khan	S. Ahmed



An apology for absence was also received from Mr. A. Harper-Smith (Director, Oxfordshire Racial Equality Council).

**31/97 LANGUAGE AND CURRICULUM PROJECT - SECTION 11**  
(Agenda Item 3)

At their meeting on 31 July 1997 the Committee had given preliminary consideration to a report (recirculated for information) which had provided background information to the funding position and management arrangements for the Language and Curriculum (Section 11) Project, including a draft agreement between the County Council, staff and schools and the responses following consultation. In the light of discussion and correspondence from the Oxfordshire Community Forum, the Committee had resolved to defer the proposal to this special meeting in order to give members an opportunity to consult with the community and to make suggestions / amendments or put other proposals to the meeting.

The Oxfordshire Community Forum circulated a response (a copy of which is attached to the signed Minutes). In view of the short notice, there had been little time for the officers to consider the Forum's proposals in detail. Mr Alam confirmed on behalf of the Forum that the response had been prepared following wide community consultation. At the officers' request he outlined the significant matters of concern which had been highlighted by the consultation and were set out in the response, including the management of the Project and control of the Section 11 staff; the importance of maintaining the Project as a discreet area which was separate from the mainstream; and safeguarding against possible misuse of Section 11 funds. The response also proposed measures to increase ethnic minority representation on school governing bodies.

Whilst members agreed that there could be improvements to the present system, Mr Adams stressed that it was important that any changes should clarify present uncertainty and be specific as to detail.

**RESOLVED:** to

- (a) ask the Chief Education Officer to discuss with representatives of the Oxfordshire Community Forum their response to the draft proposals for the Language and Curriculum Project and to take their comments into account in reaching a decision;
- (b) adopt the Forum's proposal for positive action to be taken to recruit more school governors from the ethnic minorities, and ask the Chief Education Officer to forward them to schools; and
- (c) thank the officers and the Forum for their work.

.....in the Chair

Date of signing .....1998

Introduction and Background

1. Recent national reports have emphasised the importance of adult education to the promotion of equal opportunities. The Kennedy Report (FEFC) argued that further education had failed to recognise its potential as a 'vital engine' not only for re-skilling the workforce but for combating poverty and promoting participation, citizenship and social cohesion. It called for new measures and funding to draw disadvantaged groups back into learning.
2. The Fryer Report 'Learning for the Twenty-First Century' (DfEE) made a similar call for adult education to reduce inequalities within education and beyond:  
  
'Equity and inclusion should be at the centre of a policy for lifelong learning. This will mean adopting measures designed to widen opportunities, increase participation and overcome the barriers faced by those currently excluded from the benefits and pleasures of learning throughout life. Learning, and having access to it throughout life, should be thought of as a normal part of everyone's membership of our society. It should be a key element of modern citizenship.'
3. The aim of promoting equal opportunities has long been at the core of community education in Oxfordshire. The review of the County's community education service in 1989-90 confirmed a set of principles and aims for the service which included the aim to 'contribute to the creation of a more just and equal society and to ensure that equal opportunities principles inform every aspect of the service'. This aim remains central to the work of the adult education service and is monitored and promoted through the annual development plans of units and the County service (see Annex 2).

Disability Statement

4. The promotion of equal opportunities for people with disabilities was given added importance by the Disability Discrimination Act 1995 which requires LEAs to provide disability statements containing information about the provision of facilities for further education made by the LEA in respect of people with disabilities. The draft statement for the Adult Education Service is attached as Annex 1 without associated annexes. It describes the substantial progress that has been made in recent years in addressing the needs of adults with disabilities who wish to take part in adult education. Further improvements needed have been identified in the County's Adult Education Development Plan for 1997-98 and were reported to members at the November meeting of the Sub-Committee (see Annex 2).

Equal Opportunities Policy

5. Although the service already addresses the issues of disability and equal opportunities in both policy and practice there has never been a formal policy or guidelines for the service. Several projects, divisional teams and centres have developed their own equal opportunities statements but there is no policy document to guide and inform practice countywide. This gap was acknowledged in the County Development Plan for 1996-97 and a staff working group was set up to produce a County Statement and Guidelines. The Policy Statement (below) has been drawn up following consultation with staff and will be circulated to staff with draft guidelines for practice. Members are invited to comment on the Statement and to approve it as a basis for final consultation with staff, the Equal Opportunities Working Party and the Ethnic Minorities Consultative Committee.

Policy Statement

6. Our central commitment is to:

- \* Value the unique experiences of all individuals and groups
- \* Respect people's right to hold their own values and beliefs and to be free from prejudice, abuse and unfair discrimination
- \* Recognise the right of all people to be included in educational provision made by the service.

We aim to take positive action to:

- \* Create an expectation for all involved to behave positively and fairly
- \* Promote dialogue and clear communication
- \* Eliminate abuse, harassment and unfair discrimination
- \* Offer all individuals opportunities to learn and change
- \* Provide an ethos and an environment that aim to overcome cultural, financial and physical barriers to people's learning
- \* Ensure that groups that have been discriminated against or are disadvantaged have priority in the allocation of resources for education and training
- \* Exemplify good equal opportunities practice as a service and as individuals.

#### Guidelines

7. The guidelines for practice are currently being drawn up based on the practical experience of staff. They will be presented as a comprehensive manual of practice including the following aspects:

Needs assessment: types of need, methods of assessing and interpreting needs.

Practical access: buildings, facilities, fees, timing etc.

Access to people: social dimensions, targeting, learning support etc.

Perceptions of access: How to change people's perceptions of the service.

Interpersonal communication.

Written communications: language, letters, publicity etc.

Curriculum matters: range, content, progression, resources etc.

Learning and teaching methods.

Staffing matters: recruitment and retention, staff training and development

Resources: equitable and appropriate use of.

Policies and procedures of the County Council that promote equal opportunities.

8. Once the guidelines have been produced they will be followed by a staff training programme to ensure that they are implemented at every level of the service.

#### Environmental, Financial and Staff Implications and Implications for People Living in Poverty

9. The implementation of equal opportunities policies will, resources permitting, result in improved and more accessible environments for people with disabilities and increased opportunities for people living in poverty to take part in adult education which can play a significant role in helping them to break the cycle of educational, social and financial disadvantage.

#### **RECOMMENDATIONS**

10. **The Sub-Committee are RECOMMENDED to:**

(a) **receive the report;**

(b) **approve the draft Disability Statement of Oxfordshire Adult Education Service;**

and

(c) **approve the Equal Opportunities Statement for Adult Education in Oxfordshire as a basis for final consultation with staff, the Equal Opportunities Working Party and the Ethnic Minorities Consultative Committee.**

G. M. BADMAN  
Chief Education Officer

Background papers:           Development Plans for Adult Education 1997-98 (CE.NOV2497RO9)  
  Learning Works: Widening participation in Further Education, Helena Kennedy  
  QC, FEFC, 1997  
  Learning for the Twenty-First Century: First Report of the National Advisory  
  Group for Continuing  
  Education and Lifelong Learning, Professor R.H.Fryer, (DfEE)1997,

Contact Officer:               Chris Sewell, Community Education Development Officer Tel: 810517

February 1998

**TRANSLATION & INTERPRETATION SERVICE - OUTCOME OF FIRST YEAR OF AGREEMENT WITH OXFORDSHIRE HEALTH AND SOCIAL SERVICES**

Report by Assistant Chief Executive & Solicitor to the Council

Introduction

1. The Committee in September 1996 were given details of funding under Joint Finance between Oxfordshire Health Authority and the County Council's Social Services Department for the County Council's Translation and Interpretation Service to provide an enhanced service to the Social Services Department and to providers within the health sector. The service was initially to operate for a 12 month trial period between 1 November 1996 and 31 October 1997 and a detailed specification for how the service was to be provided was produced by the Joint Commissioning Development Manager. This report sets out the outcomes from that pilot year and raises issues for both health and social services and the ethnic minorities communities. A further period of funding was agreed between 1 November 1997 and 31 March 1998. Funding for future years is currently under consideration.

Services Provided Under the Agreement

2. Under the agreement, the service was available between Monday to Friday, 8.00am - 6.00pm in five languages, Bengali/Sylheti, Cantonese, Hindi, Punjabi and Urdu. A two tier banding system for providing the service was developed. Level A gave Oxfordshire Health Authority, Social Services, GPs, Dentists, Opticians and Pharmacists an interpretation service, which was free at the point of delivery and for translation and tape recording services at reduced cost. Level B gave NHS Trusts and providers of services who have a service agreement of £15,000 or more with Social Services and the Health Authority, interpretation, translation and tape recording services at reduced cost. Services outside the Agreement, ie in other than the five languages, interpretation outside the contracted hours and for other County Council departments were charged at full cost.
3. The Agreement enabled the service to be managed full-time by the service manager, a part-time deputy manager, and three part-time translators/interpreters to be employed. The services of accredited freelance translators/interpreters were also used when and where needed to meet the demand. A great deal of effort was spent during the first six months in the training and development of staff and informing providers about the Agreement and the services which were available.

Analysis of Service Provided

4. During the pilot year the Service has provided:
  - (a) 395 hours of interpretation for level 'A' Clients
  - (b) 102 hours of interpretation for level 'B' Clients
  - (c) translation for level 'A' clients of letters, leaflets, posters, messages and two booklets
  - (d) translation for level 'B' clients of letters, documents, reports, feedback sheets, news bulletins, leaflets, messages and booklets
  - (e) translation of recorded interviews of patients from and into all the provided languages for hospitals.
  - (f) three-way communications between providers, and their users were made possible with the help of interpreters from the Unit.
5. Details of the distribution of interpretation services between languages is set out in Annex 1. The

evaluation of the pilot year indicates that where the interpretation service is provided free at the point of delivery, as in the case of Social Services it has been used extensively, or as in the case of General Practitioners its use increased once it had been used. However, where the service was provided at a reduced cost, as in the case of NHS Trusts its use was less than could have been expected. No requests were received from dentists, opticians and pharmacists.

6. Some of the anecdotal feedback given by users to the Service puts into a human context the needs of people with language and communication barriers. In one case hospital staff were unable to communicate effectively with a mother about her sick baby for several weeks, before an interpreter was called. The interpreter reported that the mother broke down with relief after she was able to communicate through the interpreter and thus knew about her baby's condition. In another case, a man, suffering from cancer who was very worried about his health, became so frustrated at his inability to make himself understood, that he was aggressive towards staff. An Interpreter was called, but only when the situation got beyond staff's control. After the second session of interpreting, the interpreter described, how the man's personality and behavior changed completely after he had been able to communicate through an interpreter. These examples demonstrate how much the service is valued by those who have used it during the pilot year.
7. The greatest demand for interpretation sessions was experienced in Oxford City although demand was met in Bicester, Wantage, Kidlington, Banbury, Abingdon and Wallingford. Interpretation has also been provided for Oxfordshire residents in London, Birmingham and Wokingham. Sessions have been provided in a wide range of settings such as, Social Services offices, hospitals, clinics, police stations, courts, General Practitioners surgeries, at users' homes, health centres, family centres and carers' centres. Interpreters have also been used to interpret on a wide range of issues relating to: police and court cases; family disputes; child abuse; adoption; mental health care; severely sick patients; mothers with special needs babies and tribunal cases.
8. Whilst a significant amount of translated material was produced during the pilot year, guidelines for providers are required to ensure that the material translated is appropriate for the proposed recipients and to ensure that it is distributed effectively. Translation and production of high quality booklets, leaflets and letters is a time absorbing activity and care needs to be taken to ensure that best value is achieved. The time taken to translate material varied depending upon the size and complexity of the document. Art work and printing of posters, leaflets and booklets were also undertaken by the Service. Not all translations undertaken were written, in court or tribunal cases, for example, interpreters were often asked to translate a report of more than 11 pages verbally for the user of the service. During the pilot year, tape recorded interviews of patients in the target languages were translated from and into these languages for hospitals, and information was also provided on tape in spoken form as an alternative to or supplement of written material.
9. Three-way communications were also made possible between clients and the users of the services with the help of interpreters from the Translation and Interpretation Unit, who acted as intermediaries between providers and their users' language, in order to send and receive messages. The Service received an average of 20 such requests every month.

#### Training in Social Care and Health Related Issues

10. The Social Services Department arranged a number of training sessions for the staff of the Translation and Interpretation Service relating to such issues as applying equal opportunities to practice, structure of the Social Services and Principles and Framework of the Children Act. This training helped to raise interpreters' confidence while providing interpretation in a range of settings and differing circumstances. Under the Agreement, training was also to have been provided for interpreters and translators on a range of health related issues. However, as the previous joint commissioning development manager left at the beginning of the pilot year, and has only recently been replaced, communications with the Health Authority over the Agreement were difficult and no training arrangements could be made.

#### Conclusion

11. Demand for Translation and Interpretation grew during the pilot year and no requests for service were turned down. Undoubtedly, the Service has made a start at helping social services and health

providers to more effectively meet the needs of those with language and communication difficulties. Not surprisingly, greatest demand has come from those providers, mainly within social services who have the service free at the point of delivery. The use made by NHS Trusts in particular is disappointing; the fact that the service was not free to them at the point of delivery, appears to have acted as a deterrent. Many providers do not regard professional interpretation for their users as a priority and continue to use children, other family members, friends and staff for interpretation. Generally, the service has been used by those providers as a last resort.

12. Lack of a Joint Commissioning Development Manager in post has also impeded penetration of the Translation and Interpretation Service within the health sector and has exacerbated communication problems. The support which should have been given by the Health Authority to fulfill many criteria specified in the Agreement was lacking during the pilot year. Now that a new Joint commissioning Development Manger is in place, it is hoped that these deficiencies will be rectified.
13. Following a review at the end of the pilot year, as Annex 1 shows, demand in the Urdu language was considerably higher than for others. The ability to meet it also exceeded the resources provided under the Agreement. A reconfiguration of the Service was carried out which whilst reducing the normal operating time for the service 9am -5pm and removing the post of Deputy Manager, enabled additional hours to be allocated for Urdu translation and interpretation.

#### Financial And Staff Implications

14. Joint Finance for the enhanced service was only guaranteed for the pilot year, but has since been extended until 31 March 1998, on the basis of the reconfiguration set out above. The Service did experience a considerable amount of staff turnover towards the end of the pilot year, in the main due to the lack of certainty over job security because of the short term nature of the funding. If staff are to be retained and the Service is to become successfully embedded within Social Services and Health then a longer term funding strategy which ensures that at least interpretation is free at the point of delivery for all health providers needs to be developed. Proposals to achieve this are being formulated by the Joint commissioning Development Manager.

#### Environmental Implications

15. Whenever Interpreters are required to travel to sessions they do so wherever possible using public transport.

#### Implications for People Living in Poverty

16. Research by the Policy Studies Institute and set out in their fourth national survey *Ethnic Minorities in Britain (1997)* restates that a significant number of people from ethnic minority communities are amongst the poorest and most disadvantaged in the country and experience significant barriers in accessing public services. Whilst the pilot year has helped to begin to help to overcome the language and communication barriers which exist, there is a lot more which needs to be done. Many providers and community groups, are still unaware of the services offered to them under the Agreement and positive action is required to raise awareness of the language services available. Community representatives should also be taking issues up with providers when members of their communities are not offered interpretation or information services in their heritage languages where this is needed.

#### **RECOMMENDATION**

17. **The Committee are RECOMMENDED to note the outcome of the pilot year for the provision of enhanced translation and interpretation services to social services and health providers in Oxfordshire.**

C J IMPEY  
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Background Papers: Ethnic Minorities in Britain Policy Studies Institute 1997.

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