

Response to Scrutiny Challenge Session on Interpreting and Translation Provision

| Recommendation | Response / Comments | Date | Update – October 2008 |
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| <p>Recommendation 1 – That work is undertaken to review the collection and quality of data around interpreting and translation, and an examination of the practicalities and merits of implementing a customer tracking system across the authority is made.</p> | <p>The Corporate Equalities team receive regular monitoring data from Newham Language Shop. An examination of how we use and monitor this data will be made in order to consider how we can utilise this more effectively and improve our internal monitoring. An exploration will also be made of the practicalities of implementing a customer tracking system in consultation with other directorates, after seeking advice from other local authorities.</p> | <p>November 2008</p> | <p>An analysis of the interpreting and translation data has been undertaken to inform the Council's review of I&T. Initial discussions have taken place with Newham Language Shop about developing the way in which information is collected and reported to enable the Council to better use this information to inform service delivery.</p> <p>A Customer Tracking System has been adopted by Tower Hamlets Homes. A recommendation of the I&T Review is to explore how this can be expanded to services across the Council.</p> |
| <p>Recommendation 2 – That the Lifelong Learning Service examine ways in which new arrivals and those with limited English be targeted and offered</p> | <p>The Lifelong Learning Service work closely with the main providers of ESOL in the borough. There is co-ordination between the partners to ensure that</p> | <p>November 2008</p> | <p>Two projects targeting new arrivals, both funded by the EIF, run in the borough. One, run by the Arbor Centre, targets those</p> |

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| the opportunity to take an entry-level ESOL course. | learners looking for ESOL classes are assessed and e directed to where provision is available or onto a waiting list. This would include checking eligibility. Two European Integration Fund projects target new non EU new arrivals. This work is co-ordinated through the External Partners Action Group and regularly reviewed. A progress report will be made. | | here under a year and the project runs to 2010. The other is a consortium led by Tower Hamlets College and targets those in the UK less than five years . Progression for learners is co-ordinated by EPAG partners. |
| Recommendation 3 – That work be undertaken to examine alternative sources of funding for ESOL through a number of channels including the Local Strategic Partnership, Section 106 agreements and opportunities created by the 2012 Olympics. | Funding for ESOL is kept under review through the Adult Strategy Group and opportunities to secure different funding streams are actively followed up. A Working Neighbourhood Fund (WNF) bid will be made Section 106 and Olympic possibilities will be explored with the relevant directorates. A progress report will be made | November 2008 | A recent joint Tower Hamlets Newham application to the City Strategy Partnership was unsuccessful for the employment initiative targeting parents with ESOL needs. Nevertheless the resources will be available in the borough and managed by the successful contractor. Negotiations are near conclusion and local providers will be looking at ways to make appropriate referrals. |
| Recommendation 4 – That an examination be made of the feasibility of | ESOL classes are held in a variety of community venues including schools, | November 2008 | A WNF bid is being worked up by existing ESOL partners and |

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| <p>holding ESOL classes in conjunction with partner organisations, such as Poplar HARCA, and the voluntary sector at a range of accessible community locations, such as GP surgeries. Also to examine alternative methods of delivering English language courses.</p> | <p>community centres as well as at Idea Stores. Planning on a LAP basis will be taken forward more systematically in future in conjunction with the Extended Services co-ordinators and progression planned within cluster and mini-cluster groups. A progress report will be made.</p> <p>At entry level, ESOL needs to be organised as a structured learning programme with a teacher/tutor. We will explore other methods of delivery through EPAG</p> | | <p>providers to extend the overall availability of ESOL in the borough and to tackle some specific needs for example intensive support for speaking and listening for those whose confidence undermines their performance. Partners and providers continue to meet and cross – refer where possible</p> |
| <p>Recommendation 5 - That work be undertaken to examine advertising and sign posting of ESOL services.</p> | <p>A review of signposting will be undertaken and the feasibility of limited advertising considered. A progress report will be made.</p> | <p>November 2008</p> | <p>This review has not taken place yet.</p> |
| <p>Recommendation 6 – That an examination of the opportunities for partnership working on the issue of interpreting and translation be made.</p> | <p>The Corporate Equalities team are to explore the possibility of conducting a joint procurement exercise to procure interpreting and translation services in partnership with other organisations such as the PCT and Registered Social Landlords.</p> | <p>November 2008</p> | <p>A meeting with the PCT took place on at the beginning of Sept to explore the potential for joint procurement of I&T services.</p> |

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| <p>Recommendation 7 – That the arrangements for the provision of interpreting and translation services within the new ALMO be examined.</p> | <p>The Corporate Equalities team will liaise with colleagues in the Housing department to clarify the arrangements for the provision of interpreting and translation services within the new ALMO and take any necessary action.</p> | <p>November 2008</p> | <p>Tower Hamlets Homes (THH) will use the Council's main provider for interpreting and translation services, Newham Language Shop. It will access this service under the Council's arrangements. THH is currently developing a Communications Strategy, a subset of which will be an Accessible Communications Strategy setting out its policies and procedures in relation to interpreting and translation. This policy is being developed in liaison with the Council and will be consistent with the Council's I&T policies and procedures.</p> |