



APRIL - SEPTEMBER 2020



PROJECT DESCRIPTION

Background

Let's Interpret is a group of female community interpreters based in Cardiff. The group came into being following an "First Steps to Public Service Interpreting" course that was delivered via Cardiff University's "Live Local, Learn Local" outreach programme in partnership with South Riverside Community Development Centre's "Believe/Credu" project (which works with women over 25 years of age, from a BAME background, with caring and/or childcare responsibilities).

10 women attended the course, the end of which coincided with the first Covid-19 lockdown in Wales. Having built a strong bond during the course as well as the motivation to further their learning in relation to interpretation, the group decided to continue meeting online and have done so on a weekly basis for the past 8 months.



Aims

The first aim of Let's Interpret is to provide the members of the group with:

- Peer support
- Continuous Professional Development
- Support to become self-employed interpreters
- Links and work experience opportunities with local organisations

The second aim of Let's Interpret is to work in partnership with organisations and agencies in the local community to identify and respond to their interpretation needs.

PROJECT DESCRIPTION CONT...

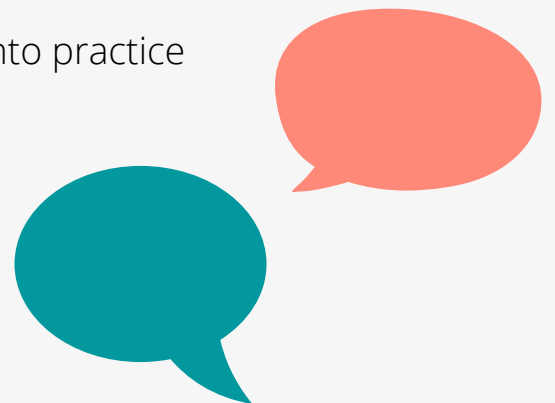
Outcomes

Over the past 8 months Let's Interpret has facilitated weekly online group meetings which have enabled the group to...

- engage in continuous professional development (see below);
- co-produce a Let's Interpret introduction clause, code of conduct and fee guidelines;
- gain vital knowledge on self-employment and develop links with relevant support agencies related to this;
- to come together on a regular basis and dedicate time to themselves, making a significant contribution to each other's wellbeing during the challenging time of the Covid-19 pandemic.

During this time important links and partnerships have also started to be made with local organisations and agencies, and opportunities for work experience have been created allowing members of the group to...

- put their interpretation and translation skills into practice
- gain in confidence
- gain work experience and expand their CVs
- make links with potential future clients



STAFF AND GROUP MEMBERS

Staff and support

- Sharon Krause - Believe / Credu Project Worker
- Michele Aitchison - Let's Interpret Project Coordinator
- Zora Jackman - Public Service Interpreting tutor at Cardiff University and the group mentor

Group members

The Let's Interpret group is currently made up of 10 apprentice interpreters from the local community who offer interpretation in...



Albanian

Arabic

French

Pashto

Polish

Romanian

Somali

Urdu

Welsh

TRAINING & DEVELOPMENT

Courses, training and workshops

- First Steps to Public Service Interpreting, Cardiff University “Live Local, Learn Local” programme
- Self-Care for Interpreters workshop x 2
- Assertiveness and confidence building course, via Women Connect First
- Safeguarding of Children & Vulnerable Adults training, delivered by Llamau
- Equality and diversity awareness training, delivered by Diverse Cymru

Information sessions

- Self-employment and starting a business, delivered by Business Wales
- Self-employment and welfare benefits, delivered by DWP
- “Remote interpretation”, delivered by group mentor - Zora Jackman
- “Translating community documents”, delivered by group mentor - Zora Jackman
- “Occupational hazards for interpreters, delivered by group mentor - Zora Jackman

TRAINING & DEVELOPMENT CONT...

Independent and peer learning

Worksheets were designed for the group to support independent learning on topics identified as important in the role of an interpreter, such as: safeguarding, equality and diversity awareness, mental health awareness and vicarious trauma. These worksheets were then discussed during online group meetings to promote peer learning, and the opportunity for the group members to share experiences and knowledge.



This project is funded by Henry Smith Charity & Community Foundation for Wales

Safeguarding children and vulnerable adults **Independent learning information sheet**

Below are links to short videos and documents that have been chosen to help you increase your awareness and knowledge of safeguarding. Please take your time to watch and read these then answer the questions below in preparation for our group learning session.

Videos

- [Understanding safeguarding: What is safeguarding?](#)
- [Understanding safeguarding: Abuse part 1](#)
- [Understanding safeguarding: Abuse part 2](#)
- [Understanding safeguarding: Signs and indicators](#)
- [Understanding safeguarding: Taking action](#)

Documents

- ['Child at risk' handout, Social Care Wales](#)
- ['Adult at risk' handout, Social Care Wales](#)
- ['Barriers to sharing allegations or suspicions' handout, Social Care Wales](#)
- ['Allegations and suspicions: do's and don'ts' handout, Social Care Wales](#)
- ['Top tips for good records' handout, Social Care Wales](#)

Webpages

- [Cardiff Council safeguarding contact details](#)

Questions (- answers to be prepared for group learning session)

1. List the different types of abuse that a child or adult might be subjected to?
2. List 3 different signs of abuse or neglect
3. Write down one "do" and one "don't" when you are dealing with allegations or suspicions
4. What was the most interesting or helpful new fact that you learnt from the sources provided?
5. What are the contact details for the teams to contact should you contact if you have any safeguarding concerns in Cardiff?

Useful websites for further independent learning

(these do not need to be read before the group learning session, but are here in case you would like to learn more)

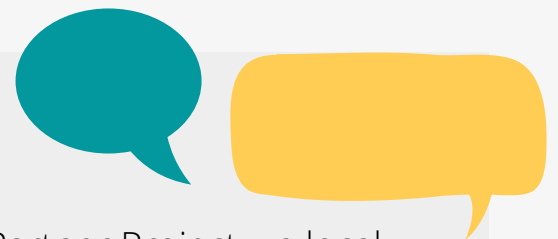
- [Welsh Government safeguarding guidance](#)
- ['Financial abuse' handout, Social Care Wales](#)
- ['Emotional / psychological abuse' handout, Social Care Wales](#)
- ['Physical abuse' handout, Social Care Wales](#)
- ['Sexual abuse' handout, Social Care Wales](#)
- ['Neglect' handout, Social Care Wales](#)

TRAINING & DEVELOPMENT CONT...

Work experience to date

- Translation of an 8-page document for the Birth Partner Project (Albanian)
- Translation of a recipe and cooking instructions for The Wyndham Street Pantry (Arabic & Polish)
- Translation of a “What’s Going On” activities leaflet for South Riverside Community Development Centre (SRCDC) (Arabic, French, Polish)
- Interpreting for Believe/Credu sewing project (Urdu)
- Interpreting for Believe/Credu employment support (French)
- Video of Covid-19 instructions for entering SRCDC community venues (Albanian, Arabic, Czech, English, French, Pashto, Polish, Romanian, Somali, Urdu, Welsh) - <https://www.srcdc.org.uk/visiting-srcdc-2020/>

Case study



Let’s Interpret arranged a meeting with The Birth Partner Project – a local organisation that seeks to ensure that all women to have access to birth partner support during pregnancy, birth and the first weeks with their new-born baby. During this meeting it was identified that Let’s Interpret could potentially help provide interpretation services in homes and at hospital, when the organisation is supporting women who have little English.

An immediate need that was also identified was their need for the translation of their information and support booklets into Albanian for the benefit of a current service-user. One of Let’s Interpret’s members was able to translate these documents and allowed the group to start developing a positive relationship with this important local organisation.

PARTNERSHIPS AND COLLABORATIONS

- Birth Partner Project (www.birthpartnerproject.org) - translation of documents for Albanian service users (see case study above)
- Business Wales (<https://businesswales.gov.wales/>) – information session on self-employment
- Department of Work and Pensions – information session on self-employment and welfare benefits
- Four Winds (www.4winds.org.uk) and Cardiff and Vale Action for Mental Health (www.cavamh.org.uk) – meeting to discuss potential partnership opportunities with these local mental health organisations
- Health Screening Team, Public Health Wales (<https://phw.nhs.wales/services-and-teams/screening/>) – meeting to discuss potential interpretation and training opportunities
- Cardiff University (www.cardiff.ac.uk) – organisation of a “Starting and Running a Successful Business” course for Let’s Interpret members
- Settled (<https://settled.org.uk/en/>) – organisation of volunteer training relating to EU Citizens Rights and applications for Settled Status
- South Riverside Community Development Centre (www.srcdc.org.uk) – translation of leaflet and filming of Covid-19 venue guidelines
- Wyndham Street Pantry (<https://www.srcdc.org.uk/wyndham-st-pantry/>) – translation of recipes and cooking methods for online videos


SUSTAINABILITY

Thanks to weekly online meetings since undertaking the interpretation course together, the 10 members of the Let's Interpret group have built up a strong and supportive relationship as fellow interpreters. This invaluable, peer support network will now be available to them as they progress with their learning and continue on their paths towards paid employment.

Whilst not all members may decide to pursue a career in interpretation, the skills, training, work experience and confidence gained thanks to their involvement in Let's Interpret are all valuable assets that are transferrable to other lines of paid employment.

Given the positive outcomes of Let's Interpret to date, Cardiff University has agreed to partner with Believe/Credu once again and will be delivering the "First Steps to Public Service Interpreting" once again in January 2021. A further 10-12 apprentice interpreters are currently being recruited. As well as offering a valuable opportunity to bi/multilingual women in the local community, this additional cohort of interpreters will expand the relevance and reach of the service, in a community where currently 74 different languages are spoken.

Further funding is now sought to...

- 
- train the existing members to become peer mentors;
 - provide essential training for next cohort of interpreters (safeguarding, confidentiality, equality and diversity awareness);
 - provide continued opportunities for CPD;
 - provide mobiles, SIMs and/or headsets for interpretation work;
 - support the development of co-produced community projects;
 - continue to fund the role of the project coordinator.

FUTURE ROADMAP



Support current members to start their business and/or gain further work experience

> In partnership with DWP, Business Wales, Cardiff University and local organisations

Train current members to become peer mentors

> to support future members, gain confidence and develop new skills



Recruit and train a new cohort of trainee interpreters

> To expand the relevance and reach of the service, in partnership with Cardiff University's "Live Local, Learn Local" outreach programme

Continue to promote Let's Interpret to potential partners and clients

> to provide work experience and potential paid employment for the group's members





For further information please contact
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