



APRIL 2020 - MARCH 2021



PROJECT DESCRIPTION

Background

Let's Interpret is a group of female community interpreters based in Cardiff. The group came into being following a "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 (- a project that 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 their journey together online, with the support of a project coordinator. This was made possible by funding from Community Foundation Wales.

The group has continued on its journey for over a year now and this report provides an overview of what the members have achieved in this time.



Efforts have also been made to expand and build on the success of Let's Interpret, and in January 2021 a second "First Steps to Public Service Interpreting" course was delivered for a new cohort of trainee interpreters. More recently Let's Interpret has been successful in securing funding from with First Campus (www.firstcampus.org). As well as offering a valuable opportunity to bi/multilingual women in the local community, this will expand the relevance and reach of the project, in a community where around 74 different languages are spoken.

PROJECT DESCRIPTION CONT...

Aims

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

- peer support,
- opportunities for continuous professional development,
- support to become self-employed interpreters, 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 12 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 for 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 11 interpreters from the local community who offer interpretation in...



Albanian

Arabic

French

Italian

Pashto

Polish

Romanian

Somali

Spanish

Urdu

Welsh

TRAINING & DEVELOPMENT

Courses and training completed

- First Steps to Public Service Interpreting, Cardiff University “Live Local, Learn Local” programme
- Introduction to health interpretation, Cardiff University “Live Local, Learn Local” programme
- Starting and running a successful small business, Cardiff University “Live Local, Learn Local” programme
- Self-Care for Interpreters workshop, Hollie Thomas Wellbeing Services
- 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 attended

- Self-employment and starting a business, delivered by Business Wales
- Self-employment and welfare benefits, delivered by DWP
- "Translating community documents", 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 information leaflets, recipes 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/>
- Translation of information sheets and tenancy-related documents for Nightingale House hostel, Cadwyn Housing Association (Arabic, Albanian)
- Translation of information leaflet for Grow Riverside (Arabic)



PARTNERSHIPS AND COLLABORATIONS

Let's Interpret has started to develop important links and partnerships with local organisations and agencies, including...

- The Birth Partner Project (www.birthpartnerproject.org)
- Business Wales (<https://businesswales.gov.wales/>)
- Department of Work and Pensions
- Health Screening Team, Public Health Wales (<https://phw.nhs.wales/services-and-teams/screening/>)
- Settled (<https://settled.org.uk/en/>)
- Taff Housing (www.taffhousing.co.uk)
- Nightingale House hostel (www.cadwyn.co.uk)

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.

SUSTAINABILITY OF THE PROJECT

Thanks to the weekly online meetings held throughout the past year, the 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 further education or 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 work and community involvement.

Having recently been successful in securing funding from the First Campus Innovation Fund, Let's Interpret is now busy preparing to...

- recruit new members;
- deliver further Level 3 community interpretation courses;
- provide continuous professional development opportunities for existing and new members, and develop further opportunities for peer learning;
- provide advice on self-employment and create new work experience opportunities, including the piloting of a community language podcast;
- increase links with local organisations, and gain a better understanding of their interpretation needs, via guest speaker Q&A sessions;
- provide support to further members' learning and enable them to access higher level interpretation courses.



FUTURE ROADMAP

Recruit and train a new cohort of interpreters

- > in partnership with Cardiff University's "Live Local, Learn Local" outreach programme



Provide further CPD and peer learning opportunities

- > to build skills and confidence, and encourage peer support and mentoring

Pilot a community language podcast

- > to promote local services and put interpretation skills into practice



Provide support to access higher level interpretation courses

- > in partnership with First Campus

Further develop links and partnerships with local organisations

- > and increase our understanding of their interpretation needs



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

- > In partnership with DWP, Business Wales and local organisations



For further information please contact
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