

The Integrated Language Service Project will consider a number of areas including the following :

- Mapping out existing services;
- What languages are provided by each organisation;
- What is the demand/uptake
- What are the likely costs
- What are the booking arrangements - by the public and/or other partners;
- What are the quality standards, monitoring and evaluation arrangements, etc;
- Identifying good practice locally, regionally and nationally;
- Identifying gaps in provision.

In addition, demographic data will be analysed to identify patterns and population trends to plan ahead to see what the language needs might be in 10 or 15 years time.

The mapping exercise will be used to inform the development of recommendations. This could include:

- Agreeing district-wide quality standards
- Developing agreed guidelines for all interpreters and translators
- Trialling joint training sessions
- Looking towards possible joint working arrangements such as centralised booking arrangements and points of initial contact
- Promoting standards of excellence in interpreting and translation
- Establishing recruitment centres - information and advice on career opportunities, training and language skills assessment for competency

For further details please contact Nafees Nazir, Project Manager, at the following -

**Integrated Language Service Project**  
Bradford City Teaching Primary Care Trust  
1<sup>st</sup> Floor, Joseph Brennan House  
Sunbridge Road  
Bradford  
BD1 2SY  
Telephone: 01274 424780  
Fax: 01274 424781  
email: nnazir@bradford.nhs.uk

**'To learn a new language is to get a new soul'**  
Czech proverb

# Integrated Language Service Project



Airedale Primary Care Trust  
Bradford City Teaching Primary Care Trust  
Bradford South & West Primary Care Trust  
North Bradford Primary Care Trust  
Bradford Hospitals NHS Trust  
Bradford District Care Trust



Front row, from left: Charles Dacres, Bradford Council; Lynnette Throp, Bradford Health Partnership; Manoj Joshi, HEAT.  
Middle row, from left: Mohammed Ajeeb MBE, Bradford City Teaching PCT; Stuart Bootland, Bradford District Care Trust; Ali Jan Haider, Bradford district PCTs; Fiona Clark, Bradford City Teaching PCT.  
Back row, from left: Liz Kernohan, North Bradford PCT; Dipanker Sen, North Bradford PCT; Dee Kyle, Bradford South & West PCT.

The NHS and Social Services in Bradford District have made provision for language support needs for many years. The development of language support has grown and expanded in response to various factors such as demographic changes. On a district-wide level there are several interpreting and translation services based in health and social care agencies, and the voluntary and private sector.

The need for a review of current interpreting and translation services was highlighted in a report from the Health Equality Action Team (HEAT). Specifically, the report identified language as a major barrier to access of services, and raised questions about the availability, investment and future development of communication support services.

With the support of the Bradford Health Partnership (BHP), a project to map out existing services and propose a way forward to develop high quality, accessible language support was created. The Integrated Language Service (ILS) Project is funded by the Bradford Health Partnership and managed on its behalf by Bradford City Teaching Primary Care Trust.

The ILS Project will look at all language and communication needs, including minority ethnic communities, people with sensory impairments, learning and physical disabilities.

The ILS Project will enable partnership working with all key stakeholders in the district. The stakeholders will contribute to the development of proposals to create a responsive, fit for purpose, Integrated Language Service.

**'The most important thing in language is hearing what is not being said'**  
Persian proverb



The Integrated Language Service (ILS) Project was launched in July 2003 with a dual aim of bringing together those working in the field of interpreting and translation and raising awareness of the project itself. Over 60 people from across the district showed their commitment to the ILS Project by attending the launch.

A wide range of organisations were represented from the voluntary and statutory sector. Participants came from community groups, the four Primary Care Trusts (PCTs), Bradford District Care Trust, Bradford Teaching Hospitals, Airedale NHS Trust and Bradford Council.

Manoj Joshi, Chairman of HEAT, opened the event by giving a brief overview of the changing demography in Bradford. He highlighted the importance of communication in tackling health inequality. The role of communication in addressing health inequality should not be at an individual organisational level but a district wide strategic level.

The recent Race Relations (Amendment) Act 2000 and the Disability Discrimination Act 1995 have made it imperative for statutory agencies to tackle communication needs more comprehensively. Locally, Lord Ouseley's report 'Community Pride Not Prejudice' raised language as an issue in community cohesion.

The way forward would be to undertake a systematic analysis of communication needs and identification of resources to address them. As a result, there would be numerous benefits for both the population served and the agencies involved. For example, it could lead to common standards for interpreting and translation across the Bradford Health Partnership.

**'A different language is a different vision of life'**  
Italian proverb

Lynette Throp, Chair of the Bradford Health Partnership and Chief Executive of Bradford City Teaching Primary Care Trust, also addressed delegates at the project launch. Lynette explained there was a strong consensus at the Bradford Health Partnership (BHP) that services should be able to demonstrate continuous improvement in meeting the communication needs of local people. The BHP has given its full support to the Integrated Language Service Project. This is an opportunity to put Bradford at the leading edge of communication support provision.

The ILS Project will provide an evidence base for where we are now and where we wish to be with regard to language support services. The ILS Project will develop a common view and shared understanding of the issues surrounding communication needs.

Nafees Nazir, Project Manager of the Integrated Language Service Project, emphasised the importance of involvement in the project - whether from the perspective of service users or service providers.

A question and answer session led to discussion on the following points:

- Importance of involving front-line staff
- The project is overdue - people's health may be at risk due to language barriers
- Interpreting has traditionally been a poorly paid and undervalued job
- There must be a commitment to moving the project forward and responding to the final recommendations
- We cannot provide a good service if we cannot communicate with our service users
- It is not always about money, but also policy and strategy.

**'Words are the voice of the heart'**  
Anonymous