

# How Interpretation & Translation (I&T) services across East of England are maintaining quality, value for money and safeguarding people & services

**Presentation By: Valerie Gidney, Partnership Manager**

**07/12/2018**

**ADASS Physical Disabilities, Sensory Impairment and HIV/Aids Network Meeting**

# Background Information

- Not-for-Profit Public Sector I&T Partnership
- Health, Local Government, Criminal Justice, Housing, Voluntary Sector, Education, and other public sector bodies
- No or Limited English Proficiency
- Better together
- Acknowledgement and management of complexities in everything we do

# Contexts

- Demographics
- English Proficiency Levels
- Legislation
- Economics
- Commissioning characteristics

# Market Choices: INTRAN Membership

- Commissioning of Language Access aligned with key principles and partnership objectives
- Access to unique framework
  - British Sign Language Interpreting
  - Telephone Interpreting
  - Face to Face Interpreting
  - Translation and Braille services
  - Video Interpreting
- Innovation and Developments for partner benefits

# Market Choices : Alternatives

- Tendering for services
- Employing Staff responsible for sourcing booking requests
- Ad-hoc purchasing
- Functional or National Framework Agreements

# We're different for better outcomes

Quality

Value for Money

*Communication  
for All*

Access

Safety

# Service Design

Local people access to information and services



Frontline staff and their managers



Organisation, senior management



County



Region

# Our Service helps

- Increase access to care, protection and preventative services
- Promote the welfare of vulnerable people, and protect them from harm
- Staff make informed and more effective decisions leading to:
  - Improve needs' and risk assessments
  - Improved understandings
  - Reduce unnecessary diagnostic tests, admissions, inappropriate interventions
- Service users are better informed:
  - Increased adherence to plans
- Partners can evidence how they meet legal duties by:
  - Actively promoting and delivering accessible information and services
  - Early intervention
  - Cutting down unnecessary use of emergency services
  - Reducing health and social care costs
  - Limiting risks including avoidable deaths



# Doing things right first time



# Do you recognise this sign?



Lower Risk



Save Money



Better Outcomes



Why we're different



Learn and Improve



Improved Access

For More Information

[www.intran.org](http://www.intran.org)

