



Fingal Development Board

Forbairt Fhine Gall

Action Team 6 & 7

***Cultural Diversity Training &
Translation Services***

Background

Action Team 6 & 7 set up to oversee both
Actions:

- 6: Develop a multi-agency awareness training programme on cultural diversity for employers and community organisations in Fingal.
- 7: Ensure that Translation Services to Minority Ethnic Groups will be improved & costs reduced.

Process

- The action team met first in July 2006.
- On the inception of the group, nominees were requested from contributing partners but some declined for different reasons.
- Subsequent meetings occurred in September, October and November of that year.
- Thereafter the meetings were poorly attended by some of the nominees.
- A nominee from an Garda Siochana was not replaced when he left at the end of 2006.
- Difficulties were reported to the Board on a number of occasions in 2006 & 2007 through the CDB tracking system.

Action Team Members

DSFA – Kevin Hannigan

BAP – Lillian Harris

FCC – Pat Queenan

HSE – Margaret Campbell

FDB – Ciaran Staunton

Chair – Emer Mulligan

Work undertaken

- The active members of the team agreed to undertake an audit of existing cultural diversity training and translation services as a starting point in the process.
- The audit report was largely carried out by Ciaran Staunton, with group members altering the text on various drafts of the final report.
- The audit was designed to identify best practice and better practice in relation to both cultural diversity training and the provision of interpretation\translation services.

Outcomes

- An audit of Cultural Diversity Training and Translation services in Fingal was completed.
- This audit outlines key findings and recommendations on best practice.
- The audit highlighted the tailored nature of training within organisations to their customers/customer service environment.
- The prospect of developing a generic multi-agency cultural diversity programme was not feasible/practical.

Outcomes

- Work commissioned through NCCRI on “Quality cost-effective Interpretation & Translation for Government Services” would inform best practice in this field.
- The outcomes from this audit have been presented to FDB SIM members.
- Agreement has been reached to incorporate outcomes into broader Integration Actions in the remit of FDB SIM.

Recommendation 1 - Objectives

When organisations are designing Cultural Diversity training programmes it is recommended that the primary objectives become:

- *Improving the service to Minority Ethnic Customers*
- *Meeting the needs of the Minority Ethnic workforce*

The training should supplement the above objective with a “whole organisation” approach covering HR practices and staff, customers, and service plans.

Recommendation 2 - Training Approach

1. Promote best practice through sharing experiences of training between organisations in order to enhance content and add value. This is also a recommendation in the INDECON review of CDB's.
2. Promote the idea that all Board member organisations should carry out evaluations of the training they commission.

Recommendation 3 - Scope

- It is clear that organisations should look at how services could be culturally “proofed” to suit the new populations using them.
- In addition to general training, organisations should consider additional training to support HR functions and new policy development areas.
- Prior to the delivery of any cultural diversity training a pre-evaluation should be carried out with staff to determine their level of knowledge/expertise on cultural diversity.
- A post evaluation to determine effectiveness and future training needs should also be completed.

Recommendation 4 – Training Content

- As immigration is now a permanent phenomenon, the main focus in Fingal should be about delivering culturally appropriate services.
- Information about cultural etiquette is useful only for training case studies - Attempting to “cover all the main minority cultures” would be impossible.
- Cultural etiquette is of secondary value to open, flexible communications and policies.

Recommendation 5 - Interpretation Services

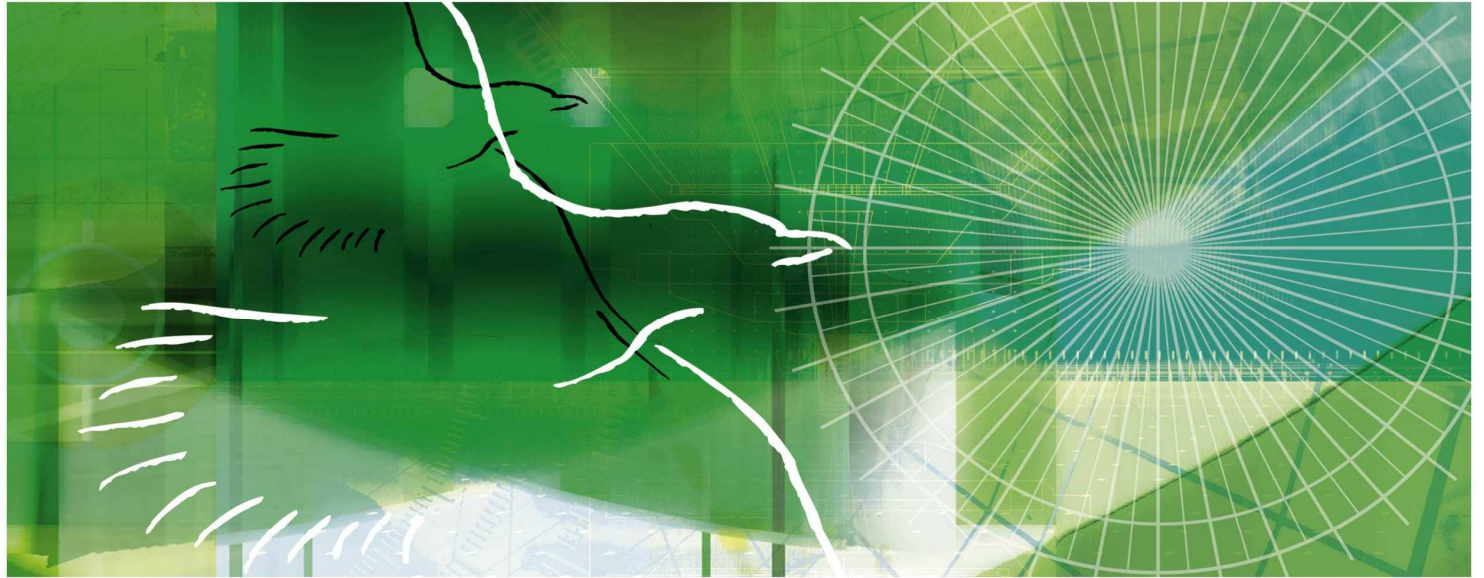
It is recommended that:

- Children are not used for the purposes of interpretation.
- Organisations check the standards, qualifications and expertise of interpretation services before they engage them to deliver a service.
- A panel of interpretation services who meet minimum standards is formed between those organisations that habitually use them.
- The outcome of the NCCRI study is used to inform best practice.

Recommendation 6 – Translation Services

It is recommended that the CDB promotes the idea that organisations are brought together to examine the translation of key documents into the various languages. The terms of reference for this group could include:

- To identify the languages that will allow 90% penetration into the Minority Ethnic Communities.
- To identify the key documents required for translation to benefit the client base.
- To explore resources like Babel-fish and Poltran for example in translating text.
- To explore non-typographic methods of signage.



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