

ATISN 12379 - Wales Interpreting and Translation Service – Correspondence with Gwent Police.

Information to disclose.

The below information details all communications, written, e-mailed, or recorded telephone conversations, between C.I. Wilcox/the Gwent Police and Welsh Government Officials, about the provisions of Sign Language interpreters, including those after the departure of C.I. Wilcox from the Gwent Police.

Item 1

Correspondence between Equality team in Welsh Government and Gwent Police regarding a previous FOI request. This is a third Party disclosure letter and the information to release.



<<Doc 2>> <<Doc 3>>

Item 2

An email exchange between the Welsh Government Health department and Superintendent Jon Burley, Wales Interpreters and Translation Service (WITS) on 27th April 2016. The content of the email was about arranging a meeting and therefore, mostly related to matters outside of this request. An extract which may be considered to fall within the remit of this request is pasted below. The email also contained two attachments which mention BSL services.



<<Doc 4>> <<Doc 5>>

From: [information redacted]
Sent: 27 April 2016 14:39
To: [information redacted]; [information redacted]; [information redacted]; [information redacted]
Cc: [information redacted]; [information redacted]
Subject: Agenda - WITS/Welsh Gov't meeting, 11:00 - 12:00 Thursday 28th April

All – here's an agenda for tomorrow:

1. Syrian resettlement programme and potential demand on Arabic interpreter services
2. Current demand for WITS services by language/health board (paper attached)
3. Procurement partnership issues
4. Transition to Cardiff Council for hosting service delivery
5. Broad Mental health training needs
6. Safety issues for interpreters
7. Support for counsellors if distressed by reports of violence/sexual violence

Kind regards

[information redacted]

Iechyd Meddwl Oedolion a Grŵpiau Agored i Niwed / Adult Mental Health & Vulnerable Groups

Y Grŵp Iechyd a Gwasanaethau Cymdeithasol / Health and Social Services Group
Llywodraeth Cymru / Welsh Government

[information redacted]

Hapus i gyfathrebu'n Saesneg neu yn y Gymraeg / Happy to communicate in English or Welsh

Item 3

A note of the sixth meeting of the Migrants Forum held on 30th September 2010. Welsh Assembly Government Office, Merthyr Tydfil. Most of the meeting was related to other matters, but Chief Inspector Tony Wilcox, Project Manager, Wales Interpretation and Translation Service (WITS) provided an update of the work of WITS. The note of the relevant agenda item is below.

Note of the Sixth Meeting of the Migrants Forum held on 30 Sep 2010. Welsh Assembly Government office - Merthyr Tydfil

Present:

Welsh Assembly Government Attendees

Carl Sargeant AM (Chair)	Minister for Social Justice & Local Government
Gill Lambert	Head of Equality, Inclusion & Diversity Division
Carol Mooney	Head of Inclusion Team
Jo Glenn	Head of Community Cohesion Unit
Robert Willis	Senior Researcher, Social Inclusion and Community Safety

Carol Godfrey (Secretariat)	Inclusion Team
Christine Grimshaw	Strategic Relationship Manager, DCELLs
Sam Huckle	Head of Employability Branch, DCELLS
Daisy Cole	Inclusion Team

External Attendees

Joanne Elliot	UK Border Agency, Wales and South West
Anne Hubbard	Director, Wales Strategic Migration Partnership
Chris Hartwell	Wales TUC
Clare Owen	Health & Safety Executive (HSE) Wales
Jeremy Bevan	HSE
Fran Targett	Director, CAB Cymru
Mihai Csaki	Wales Interpretation & Translation Service
Chris Hartwell	Wales TUC
Wayne Vincent	Equality & Human Rights Commission
Tony Wilcox	Wales Interpretation & Translation Service
Matthew Williams	Equality & Human Rights Commission

Agenda Item 3: Presentation by Chief Inspector Tony Wilcox, Project Manager, Wales Interpretation & Translation Service (WITS) providing an update on the work of WITS.

During the presentation it was noted that prior to the advent of WITS:

- only 1% of interpreters used by public services lived in Wales;
- there was no recruitment or training taking place in Wales and there was still currently a lack of training;
- vetting of interpreters had not been carried out, people with criminal records had been used;
- friends and family had also been used in some areas and this had led to serious issues;
- there was no Call Centre available on a 24 hour basis even though many services worked 24 hours;
- it had taken public service staff up to an hour to find a suitable person.

The current position was:

- WITS was now self supporting;
- they were a partnership of public services and it was open for any public/voluntary service to join the partnership;
- WITS supplied a wide range of organisations with services, including 34 of the 43 UK Police Forces;

- there were no geographical boundaries for services wishing to join the partnership or to employing WITS to provide translation/interpretation services.

The Minister thanked Tony for his presentation and opened up the meeting to questions.

Jo Glenn commented that WITS appeared to be working predominantly in South Wales and asked if there was any interest in the service from the Wrexham area. Tony agreed that WITS had originally worked predominantly in the South when it was set up, as this was where the main players behind the setting up of the service were based, that the South had been targeted from November 09 and the North from April 10. He informed members that the North Wales Police Force would shortly be one of the partners - subject to the finalization of the paperwork and that one of the North Wales Local Authorities (LAs) was also at the same stage.

Wayne Vincent stated that their research had highlighted concerns around employers and migrant workers having difficulties understanding their rights and asked if anyone could approach WITS for their services. Tony replied that there was no restriction but that they were a not for profit organisation and could not afford to take on someone who would delay payment, that many commercial interpreting organisations charged higher fees than WITS as there was an element built in to cover bad debts.

Fran Targett noted that all the partners were within Wales and enquired about large UK organisations such as Department of Work and Pensions (DWP), Tony replied that they had been approached but all the large UK organisations including DWP and HSE almost without exception had responded that they had national arrangements; however, the story from staff on the ground was very different. Tony stated the problem was how to address this.

The Minister stated that he was concerned over the absence of training in Wales and that he intended to bring this to the attention of the Deputy Minister for Skills. The Minister stated that the cost savings were very interesting and asked for more information regarding the 30% saving to South Wales Police as percentages could be very misleading and he was also concerned that public services in Wales were not utilizing WITS due to national UK arrangements. Tony explained that other public services may not have the same level of cost savings as South Wales Police. This was due to the fact that South Wales Police had previously used the National Register of Interpreters, who were seen as professional suppliers but were also very expensive, so by using WITS they had cut their costs dramatically. Whereas health bodies and LAs use of this Register had been patchy as they had previously often relied on patient's family members and friends. They now avoided this practice due to a number of incidents when things had gone wrong. Tony also pointed out that WITS staff were security vetted to Police standards which were higher than CRB standards and that they were all language assured and fully trained. WITS training courses were accredited and also available for specific areas of work, that Cardiff and the Vale University Local Health Board were currently putting together a training package leading to a recognised qualification in that area.

Chris Hartwell asked that as formal records were now being kept of requests, could this contribute to the mapping of migrants in Wales and could this be drilled down further regarding the reason e.g. abuse. Chris added that due to the recession our mapping in Wales was no longer accurate. Tony advised that mapping of where the requests were from was possible but due to Data Protection, WITS received very little information from organisations as to the reason for the request, that they often had to go back to organisations to obtain the subject matter in order to ensure they provided a suitable person for sensitive cases involving rape, abortion etc. He added that the Health Service when asked about the cost of translation services were unable to provide this information, as they did not keep records of costs neither did they keep records of related incidental expenses as they were already included in their budgets as a legal requirement.

Anne Hubbard enquired about the UK Border Agency and Joanne Elliot stated that they were looking for an opportunity to improve their service and she would welcome a conversation with Tony outside of the meeting. Christine Grimshaw stated that regarding mapping, DCELLs school census would provide information, that this Year – Year 1 details of first language was been requested on a voluntary basis, that it was not perfect but would give general indications. Tony Wilcox stated that one school had recorded 92 different languages but the main questions were, did the pupils also have English language skills and did their parents have any English language skills or as was often the case with the parents, either no or very limited English language skills.

The Minister requested an Action Point to ascertain if Public Bodies in Wales understood their spend on translation and language services. The Minister closed the discussion by thanking Tony for his attendance and presentation.

Item 4

An email exchange of 20th November 2013 between the Further Education and Apprenticeships Division of the Welsh Government and Chief Inspector Tony Wilcox, WITS regarding tracking down a copy of the Final Report on WITS which was undertaken by Cardiff Health Alliance in 2009. The email exchange would not fall within the remit of this request, but contains a copy of this report along with the previous year's annual report for WITS which mention BSL provision. Both attached.



Annual report
2012-2013 draft.pdf

<<Doc 6>



WITS Report 0209
v1.3.pdf

<<Doc 7>

Item 5

An email exchange between WITS and the National Procurement Service. Copy attached.

Annex 1



Email from Jon
Burley.pdf

<<Doc 8>>

Item 6

An email exchange between Superintendent Jon Burley (WITS), the Health Department and Inclusion team within the Welsh Government on 5th and 6th April 2016. The emails related to other matters, but included two attachments which mention the provision of BSL.



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2015-16
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