




Impact Assessment of South Essex Homes

South Essex Homes is committed to engaging with diverse communities across Southend and breaking down barriers to communication if English is not a resident's language.

Team and lead officer	Minal Joshi (Equality and Diversity Manager)
Name of event	Officers that speak different languages
Date of event	Ongoing
<p>Summary of event</p>  	<p>A list of staff who speak a foreign language is available from the intranet or from Minal Joshi, to help all staff who come into contact with non-English speaking customers.</p> <p>These staff have offered to use their language skills to help resolve any language difficulties staff may experience when dealing with customers.</p> <p>It is important that volunteers should:</p> <ol style="list-style-type: none"> 1. Be clear that their role is to understand and translate the nature of the customer enquiry and not to translate specific advice that may be misinterpreted. 2. Be accompanied by a responsible officer at all times. 3. Make notes of their conversation for future references. 4. Advise customers that their query will be dealt with through an interpreter and advise them of date and time of the appointment. 5. Take part in a debrief after all meetings between the volunteer and the responsible officer. <p>The range of language spoken are:-</p> <p>Albanian, Polish, Arabic, Turkish, Serbo-Croatian, Macedonian, Bulgarian, Mandarin, Cantonese, French, German, Greek, Spanish, Italian, Gujarati and Zulu.</p>
Intended outcome	To break down barriers when a customer comes into contact

	with South Essex Homes if English is not their first language.
Actual outcome	To enable to break down the barriers if a residents language is not English.
Supporting evidence (quotes, improvement to service, VFM etc) 	<p>Case Study. Quote by a staff member:-Thank you very much for letting us have the use of Hai to translate to one of our residents. It was very useful and has given all agencies, nurses, social services and ourselves the best way to make decisions where to go with the gentleman in future ref. his personal care. We may request his assistance again in the future, which Hai has agreed to.</p> <p>A member of staff was able to talk to a resident in their community language when we had to ascertain that her husband had passed away and she talked it through with the resident discussing the next procedure.</p> <p>A member of staff used her language skills to obtain resident profile information.</p> <p>A member of staff was able to provide a written translation for a sign for our customer contact centre.</p>
Resources involved	None
Examples of feedback (explain where/who you will feed the results of the event/project etc to)	Results forwarded to: Staff, EDLG How: Via email, feedback written and oral