



Women's Interpreting and Translation Service Brief

Organisation: Diversity Matters North West Ltd

Project Start: As soon as possible

Project: Women's Interpreting and Translation Service (WITS)

Deadline for project: 6 months from start

Date: May 2022

Contact: Rehana Begum
rehana@diversitymattersnw.org.uk
0161 368 3268 | 07526073261

Executive Summary of Organisation

DMNW are an award-winning, independent Charity with an extensive track record of serving the most vulnerable and marginalised communities in the borough, tackling health inequalities, social exclusion and promoting community cohesion since its inception in 2007. The Charity provides services to disadvantage and / or excluded people who experience a multitude of barriers to accessing mainstream services. Our aims are to:

- Tackle issues that impact on people's health and well-being.
- Provide targeted support for disadvantaged and excluded groups.
- Promote improved community cohesion.

Our unique role is characterised by:

- Our track record in working with minority ethnic residents, specifically but not limited to, South Asian women.
- Our ability to reach socially excluded and hardly reached groups and link them into services.
- Our holistic approach to addressing the needs of our service users, empowering them, building their confidence and resilience.

The Charity has a people and community led approach, ensuring we are purely led by the needs of people in the local community rather than be driven by the need to secure funds. Our collaborations have achieved numerous awards both local and national, including awards for our innovative and trailblazing work with volunteers, local GP practice, for our work with vulnerable women, and for the work we conduct for local people. Using our asset-based, community led approach, we deliver culturally sensitive, place based, people centered, support provisions, including:

- a focus primarily although not exclusively upon the needs of women from South Asian communities.
- a community development approach to the development of schemes and/or provision designed to help people develop their potential, support each other, and enhance community involvement.
- the development and provision of education, training and employment support designed to increase integration, to improve confidence and to enhance employment prospects.
- the appreciation and valuing of diversity within communities, alongside the promotion and achievement of community cohesion and social integration.
- the promotion of active citizenship.

Working in local partnerships, we are leading work on tackling inequalities. Our expertise gives a voice to minority communities in Tameside. We are also actively expanding our influences in this area of work across GM platforms.

DMNW Current Programmes:

- Our Peer Mentoring project supports women from South Asian communities who are in crisis. This project works with women who are victims of domestic abuse and or have struggles with their mental health.
- We have an awareness raising project around improving the knowledge of minority communities in Tameside around mental health.
- We have a basic skills and employment project supporting women to become upskilled and empowered in order to obtain employment in the future.
- We deliver social activities including craft sessions, coffee mornings and virtual coffee mornings.
- We have a weekly women's hub to help address social isolation for women from the local Bangladeshi community
- Our befriending project provides over the phone befriending support to vulnerable adults who are facing social isolation and loneliness.

DMNW are a medium sized charity and have a staff team of 10, Board of 10 trustees and a volunteer pool of around 70 with an average grant income of £250k per year.

Summary and background of the project

We have successfully been securing grant funding to run and continue to run our core projects for the last 14years. However, with the rise in competition for funding and the uncertain economic climates, we needed to explore other avenues to bring in much needed funds. Our funding strategy has been reviewed and now we have an operational implementation plan, identifying the various streams of income generation and areas of focus. The startup of the social enterprise is crucial to this plan and the Charity's future sustainability.

In 2018 DMNW appointed an external consultant and conducted a pre-feasibility study on setting up a women's social enterprise which concluded that one of the most in demand and low-cost social enterprises that DMNW is in a prime position to set up and lead on was a local women's interpreting and translation service. This process involved market research, contacting potential interested buyers and interpreters. In 2019, DMNW appointed the same consultant and developed a robust Business Plan to help implement the initiative, a much-needed service for the marginalised residents of Tameside who face recurrent racial inequities.

This opportunity will be operated by drawing on a pool of freelance interpreters that will provide the translation and interpretation services and to sell the service to other local organisations to generate income for the social enterprise. As well as being trained in community interpreting and having knowledge and awareness of culture, attitudes, and practices of the countries which their specialist languages are spoken, a unique selling point of the service is to train women around specific health and well-being areas so they understand a range of subjects should they be interpreting in this environment.

From our previous work, and community consultations, we have found desperate need for employment opportunity for women from minority groups which will help facilitate access to language appropriate and culturally sensitive essential services. Community interpreting is a particularly vital service in diversely ethnic communities such as Tameside, enabling those minorities to access services where, due to the language barrier, they would otherwise find it difficult.

Our long-term sustainability strategy and expansion of the women’s work around employability, is enabling us to explore the development of a women’s social enterprise. The women’s interpreting service will have a dual purpose of a) be a first step into employment for many women we work with providing a much-needed community service and b) generating unrestricted income for the Charity. We are already working with other suppliers on improving our digital fundraising capabilities. To move this service forwards, we have already embarked on training future interpreters and have recruited a small pool. We have also trialed a management system for this service in preparation. This can be reviewed and adapted as required.

DMNW is now seeking to appoint an independent experienced consultant to implement our women’s social enterprise service in community interpreting and translation.

Project goals and success criteria

WITS vision is to become the recognised preferred supplier in its target market for interpreting services on a range of essential needs from community based social prescribing such as housing benefit, debt advice to healthcare and social activities, becoming a sub-contractor in the supply chain of these services.

We require you to:

- Work alongside CEO’s to execute the WITS Business Plan
- Network and secure service contracts / buyers by the 3rd month
- Work with the DMNW team to continue to recruit, train and develop a pool of Community interpreters and translators
- Oversee a small budget to ensure the effective startup of the service
- Work with CEO’s to secure funding to continue running the service
- Develop a plan of action by the 6th month, identify steps to generate surplus funds from the service to ensure the service breaks even by the 12th month

Hybrid working will be considered.

Communication

You will predominantly be working with both Chief Executive Officers, Rehana Begum and Gemma Gaskell, who will project manage and sign off any decisions. You will also work closely with our marketing and publicity officer on different elements of the service.

Timeframe

We have planned a 6-month turnaround time for this service to start up with an aim of starting to generate some level of income by the 3rd month and break even by the 6th month through income generation, therefore ensuring that the service is self-sustaining.

30minutes Informal Chat: Potential Candidates to ask any questions	30 th May & 8 th June 2022 Please contact to book in time.
Deadline for submission of proposal	12.06.2022 23:59
Discussion with shortlisted candidates	20.06.2022 – 22.06.2022
Decision	23.06.2022
Project start date	As soon as possible

Project completion date	<p>6 months from start.</p> <p>If you aren't able to meet the full brief within the brief timescales, please state what activities will be possible to complete within the budget and timeframes and what approach you would take to do this.</p> <p>We will also be seeking someone that can be available if we were able to extend this service beyond the 6 months funding.</p>
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Budget

We currently have £6,800 (Including VAT) to cover costs of the consultant for a period of 6 months. Thereafter, we envisage that funds generated from the service will continue to fund the role. You will work with CEO's to secure further funds. You will have a small budget to oversee any additional expenses required for the successful start up and running of the service.

Response criteria

We would like to receive proposals (no more than 6 pages) covering the following;

- A summary that describes your proposed approach to meeting the requirements
- A timeline for delivering the work. If you aren't able to meet the full brief within the required timeframe as above, please state what activities will be possible to complete within the budget and timeframes and what approach you would take to do this.

Person Specification: It is essential that the consultant appointed has:

- Experience and evidence of developing and implementing social enterprises in the voluntary sector.
- Working knowledge of social enterprise trading options and legal structures.
- Knowledge of Charity Commission and Companies House legal requirements.
- Experience in using an asset-based approach
- Experience of analysing, evaluating data to draw meaningful conclusions and reports.
- Experience in developing innovative opportunities for reflection and learning.
- Experience of training and supporting others to achieve joint outcomes.
- Outstanding communication and negotiation skills with the ability to articulate a vision, strategy or idea clearly and concisely with a vigorous eye for detail.
- Experience of working with different stakeholder groups
- Provide an independent and objective view working with the Chief Executive Officers, beneficiaries and other partners as required.
- Be able to gain an understanding of the organisation's needs when considering partnerships/co-working.
- Be familiar with the aims and objectives of DMNW.
- Work flexibly according to the availabilities of DMNW stakeholders as required (evenings and weekends maybe required).

Supplementary information: Please also include basic company information and background, covering;

- Your contact details
- Your track record and qualifications (also refer to person specification)
- Your availability to deliver
- Two relevant referees (with telephone numbers and email addresses)

Note: this supplemental information is not included within the 6-page proposal limit.