

NORTH LANARKSHIRE COUNCIL

REPORT

TO: Social Work Committee	Subject: Community Care Leaflets in Ethnic Minority Languages
FROM: Jim Dickie Director of Social Work	
DATE OF COMMITTEE: 7 March 2000	
REPORT AUTHOR: Alan Stewart	
REF: JD/GMCI/AD/AS	

1 PURPOSE OF REPORT

- 1.1 To advise the Social Work Committee of the publication of Community Care Information in Ethnic Minority Languages.

2 BACKGROUND

- 2.1 As part of its Public Information Strategy North Lanarkshire Council Social Work Department is committed to ensuring that, as far as is possible, people from all sections of the community can access the services they need and are entitled to. To this end the department can make available the text of all of its publications in a variety of media as requested such as in Braille or on audio tape.
- 2.2 The Social Work department recognises that English is not the first language of everyone within the community and that this should not be a barrier to accessing services.

3 PEOPLE FROM ETHNIC MINORITIES

- 3.1 The 1991 census identified some 2,634 people from ethnic minorities but the likelihood is that 9 years on this figure is in fact an under representation.
- 3.2 The four most popular ethnic minority languages spoken are Chinese, Hindi, Punjabi and Urdu.
- 3.2 Older people, in particular who may wish to access Community Care services, in ethnic minority communities are more likely not to have English as their first or main language.

4. CURRENT SITUATION

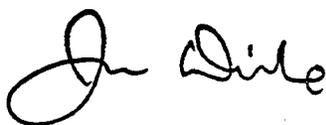
- 4.1 The Public Information Unit consulted with the West of Scotland Communities Relations Council and the Interpreting Services to have the Community Care leaflet translated into the four main languages as a first step in the process of informing and involving more people in the assessment of care needs process.
- 4.2 The first leaflets have now been produced, ready for distribution. Copies can be made available by the Social Work Department for Members' information.
- 4.3 The Complaints Procedure has also been translated and signs will be made welcoming people to Social Work offices in the four languages and informing them that an interpreter can be provided, if necessary, for their assistance.
- 4.3 It is anticipated that from the feedback we hope to receive following the distribution of these that we will be able to identify other ways to further improve our information services.

5 CONCLUSIONS

- 5.1 The Social Work Department, with support from Interpreting Services, is committed to ensuring that people from all parts of North Lanarkshire have the information they require in order to access its services irrespective of their ethnic background.
- 5.2 Further work needs to be done to develop information services for minority groups and this will be the subject of future work. In this connection, we will explore with South Lanarkshire the feasibility of future collaboration on joint production information for ethnic minority groups.

6 RECOMMENDATIONS

- 6.1 The committee is asked to note the contents of this report and proposed future collaboration with South Lanarkshire Social Work Department on this matter.



Jim Dickie
Director of Social Work
28 February 2000

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