

Case study for businesses and advisers:
Public and voluntary sector

The Director of a small, voluntary organisation providing support for disabled people in the local borough is looking for advice on helping clients in the community whose first language isn't English.

Prior discussion with business adviser

1. They have **contact on a daily basis with people from different cultural and language backgrounds**, which can lead to additional barriers for the very people they are trying to help. This is a big issue as their disabilities already make access to services difficult.
2. Being based in a multicultural area, **many volunteers come from similar backgrounds** to their clients – but when **recruiting people** they've never systematically recorded who is from where, and which languages they speak.
3. It's not always possible to have someone around anyway with the right languages – but the Director wondered whether **something translated on paper** could help? Or whether **someone could be called in to help in face-to-face discussions?**
4. The Director realises that people from different backgrounds have different customs and expectations, but doesn't really know where to find this **information about different cultures**. She thinks this would really help in getting their service right.

my business the team business support

I want advice on languages and culture for:

The public and voluntary sector

- I want to learn how to communicate effectively with our multicultural workforce
- I want to know more about language and cultural services
- I want language training for my staff
- I want cultural training for my staff
- I want to recruit people with different language and cultural skills
- I want to translate written information
- I want to use an interpreter at meetings and events
- I want my website to work better for people from other countries and cultures
- I want to promote my business to people from other countries and cultures

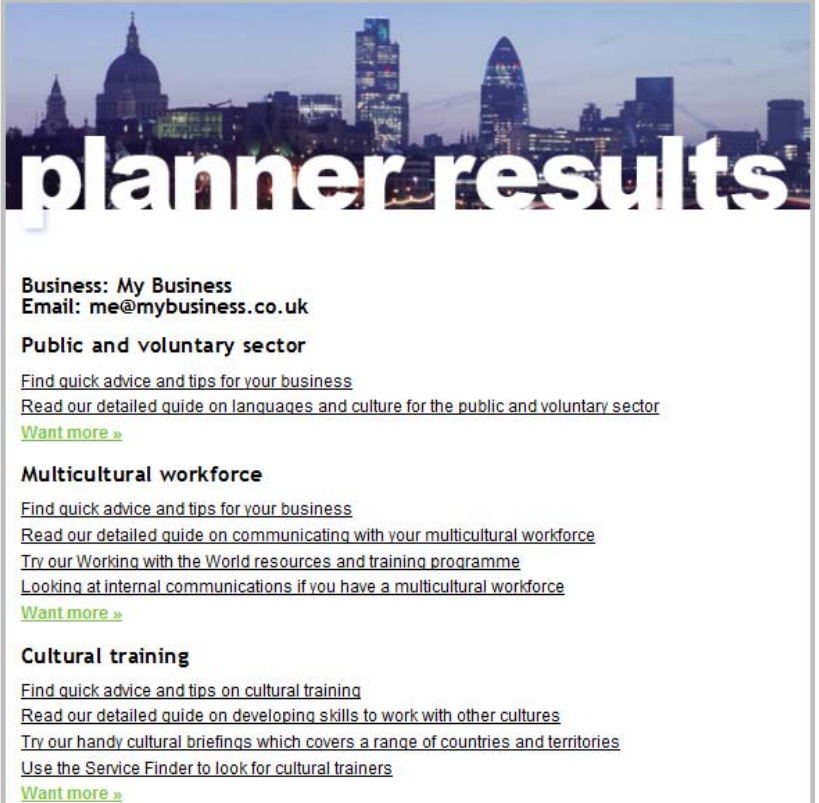
An initial discussion with the adviser helps to draw out the key issues and questions

Results

The information and solutions highlighted above helped the client to answer questions in the Planner, and find a tailored range of advice, resources and case studies, which are highlighted below.

1. The guide on [communicating in the public and voluntary sector](#) really helped the Director to understand the issues. Alongside [case studies](#), she is beginning to get ideas from what similar businesses had done.
2. Having read RLN London's advice on having a [multicultural workforce](#), she now realises how easy it can be to plot the skills and knowledge she has in the team and consider this when forming work rotas – or even when [recruiting volunteers](#).
3. She got up to speed on [translation and interpreting](#) with RLN London's guides, and has decided to get basic information on funded support for disabled people translated into three languages other than English. She is also planning to contact a British Sign Language interpreter she found through the [Service Finder](#) who is now on call.
4. The Director is more aware now of the importance of cultural understanding for their operation. She doesn't think they can afford [cultural training](#), but is researching information online about key countries and cultures in their borough.

Our [Planner](#) takes the hard work out of pointing you to all of these resources and services. [Let's get started!](#)



The screenshot shows a webpage titled "planner results" with a background image of the London skyline. The page lists three categories of resources:

- Business: My Business**
Email: me@mybusiness.co.uk
- Public and voluntary sector**
[Find quick advice and tips for your business](#)
[Read our detailed guide on languages and culture for the public and voluntary sector](#)
[Want more »](#)
- Multicultural workforce**
[Find quick advice and tips for your business](#)
[Read our detailed guide on communicating with your multicultural workforce](#)
[Try our Working with the World resources and training programme](#)
[Looking at internal communications if you have a multicultural workforce](#)
[Want more »](#)
- Cultural training**
[Find quick advice and tips on cultural training](#)
[Read our detailed guide on developing skills to work with other cultures](#)
[Try our handy cultural briefings which covers a range of countries and territories](#)
[Use the Service Finder to look for cultural trainers](#)
[Want more »](#)

The Planner highlights the most suitable resources and services