



# Women's Interpreting Service



Trained in  
Safeguarding,  
Health &  
Safety

Employing local  
minority ethnic  
women

100%

Women's  
Social  
Enterprise

Fully trained  
in Community  
Interpreting  
Level 2

Tameside  
Based

Trained in local  
services



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 /DiversityMNW  
 @DiversityMNW

[www.diversitymattersnw.org.uk](http://www.diversitymattersnw.org.uk)

Company Registration No. 6442869  
Charity Registration No. 1125544



# About DMNW

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- DMNW is an award winning independent local charity based in Tameside. Set up in 2007, it exists to combat health inequalities, social exclusion and to promote community cohesion. Our generic work is centered around education, employment, health & wellbeing, advice, and support.
- We have a proven track record of bridging the gap between services and people and partnership working. With over 14 years of trust built in a community which other agencies find difficult to engage with, we have the skills, expertise, and experience to provide services, advocacy, and support. We harness multiple language skills in Punjabi, Gujrati, Urdu, Hindi, and Bangla.
- Our services are targeted at all residents in Tameside and the wider Northwest community with a focus on women from Bangladeshi and Pakistani heritage. We collaborate with people from ethnic minority communities, including new and emerging migrant communities, asylum seekers and refugees, to develop their confidence, learning skills and to enable them to move on to further education and training. Gain employment if they want and/or to be able to access services and support they may need to become productive and included citizens.
- Being placed in the heart of an ethnic minority community we have the knowledge and understanding of community issues and the challenges it faces including the language and cultural factors. We provide support in a culturally sensitive manner and in a safe environment.
- We have access to over seventy volunteers at any one time, mainly women from minority ethnic backgrounds.

“Absolutely invaluable service, DMNW has guided us to improve our diversity and reach to minority ethnic residents of Tameside, they have been a valuable partner in enabling this”.  
**Karen Mercer, Being There.**

“We currently have very little in place for BAMER women, DMNW is pivotal for this engagement”. **Growth Company.**

“It is very useful to have professional bilingual staff supporting us to access other services, I have my confidence back”. **Access Support Service, Beneficiary.**

“Without the language support, I would not be able to get help to start my business and earn a little for my family”. **Women’s Digital Entrepreneur participant.**

# Service

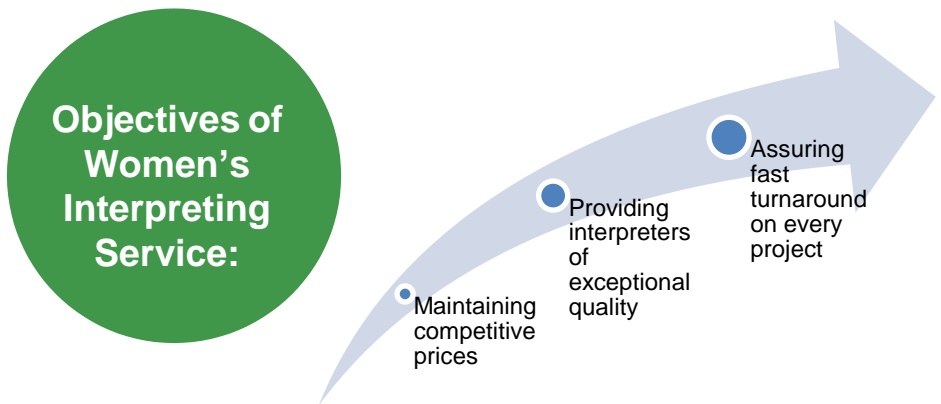
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We can offer you the following services:

- ✓ Competitive Prices
- ✓ Simultaneous translation and interpretation.
- ✓ Face to Face Interpretation Services both 1:1 and group
- ✓ Telephone Interpretation Services
- ✓ SKYPE/ Zoom/ Video Interpretation Services
- ✓ Translation, Transcription and Additional Services
- ✓ Sending invitations to participants in their own languages.
- ✓ Proofreading
- ✓ Cultural awareness training and consultancy
- ✓ Any other language-related matters.

Our mission for this service, is to provide a community Interpreting service to meet the appropriate communication needs of all clients. We believe clients have the right to equality and equitable access to public and customer services.

Our aim is to ensure a confidential service solution that promotes the ethics and standards of the health and social care and education sectors; that meets the needs of the Local Authority's, VSCF (Voluntary, Community and Faith Sectors), and Business sectors their staff, their patients, and customers.



# Languages Supported

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We offer a pool of trained interpreters who are qualified to a minimum level 2 in Community Interpreting, Adult Safeguarding, Health & Safety and have an awareness of local services. We currently provide interpreters in the following languages:

Bengali /  
Sylheti  
dialect

Urdu

Hindi

Gujrati

Punjabi

## Social Value Model

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- ❖ To provide equity and access to all service users or customers
- ❖ To deliver services to the highest standards of care and treatment regardless of race, culture, sex, age, disability, religion, or socio-economic status
- ❖ To employ staff locally, investing in the economies in Tameside and the Northwest
- ❖ To provide employment opportunities to women from minority ethnic communities who face multiple barriers when entering the labour market.
- ❖ To provide accessible community-based interpreting i.e., training, workshops, activities, one to one appointment to access support services in a variety of venues

## Booking Process

We require a minimum of 48 hours' notice.  
Emergency bookings will be considered and will be dependent upon availability.

**For enquiries, quotes and bookings please contact:**

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