



PAB Community Engagement Division.

Build **Real Relationships** in your Community



PAB is committed to establishing sustainable dialogues with individuals and groups, to **support, empower and connect people of different cultural backgrounds.**

Our native-speaking, cultural experts facilitate new relationships and enhance existing bonds to promote inclusivity and unify communities.

We work together as a team who share a genuine passion for making a difference in people's lives and helping organisations openly communicate and engage with communities.

Build **Real Relationships** in your Community

Delivering Award Winning Service.

Why PAB?

PAB has long-standing relationships with a range of public and private sector organisations in Cambridgeshire, Lincolnshire, Nottinghamshire, Derbyshire and Essex, delivering award-winning, quality multilingual services across the regions.



Our onboarding process involves thorough training and comprehensive screening checks under Safer Recruitment Principles, Employment Check Standards, UK Code of Practice for Recruitment, and Baseline Personnel Security Standards.

PAB. Actively Supporting...

- Children's services
- The courts
- Family liaison
- Children's links
- Local schools and colleges
- District Council
- Training providers
- Large local employers
- Lithuanian and Polish newspapers
- ESOL Providers
- Community Leaders
- Foreign Businesses
- NHS
- Churches
- Local Community Centres

Awards and Accreditations



What can PAB do for you?

High-Quality Translation, Guaranteed.

At PAB Languages, we're ISO9001 Quality Management Systems accredited, a registered supplier on a range of public sector frameworks, including ESPO 402_20 Language Services Framework.



Every single project or piece of work is delivered via our **robust 5-step quality assurance process:**

1.

Your translation is reviewed by a subject matter expert.

2.

Your initial translator edits the document/s based on any recommendations made.

3.

Your Project Manager applies any standard formatting or styles requested.

4.

The document is sent to an experienced proofreader to be checked for accuracy.

5.

A final quality control check verifies we've met your requirements.

Highly Qualified Native Speakers.

Unlike many of our competitors, we only employ native-speaking linguists and every project we deliver is overseen by an experienced project manager. Each member of our translation team holds professional qualifications.



Accurate Interpreting Services.

Our team also provides face-to-face, video and telephone interpreters for health and social services settings as well as for GPs, hospitals, and the legal system. We can also assist with legal and medical document translation, video subtitles, voiceovers, transcriptions, and British Sign Language.



Community Projects



Family Welfare and Inclusion Support

PAB has built close relationships with many areas of the public and third sector services to empower families to access the early years offer available to them.



PAB is committed to ensuring that targeted inclusion support is flexible and tailored to meet the needs of vulnerable and hard-to-reach families.

PAB service delivery complies with all applicable laws including but not limited to:

- The Adoption and Children Act 2002;
- The Children Act 1989 and 2004;
- The Childcare Act 2006;
- The Children and Families Act 2014;
- The Education Act 1996, 2002, 2005 and 2011;
- The Children and Social Work Act, 2017;
- Working Together to Safeguard Children, 2018;
- 1001 Critical Days, 2020;
- Healthy Child Programme 0-19, and The Early Years Foundation Stage Curriculum.

“ ★★★★★ ”

PAB has remained Good in terms of performance and the performance against the contract at times has been rated as Outstanding

The Council's Children's Strategic Commissioning Service

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CASE STUDY

Best Start - Lincolnshire

PAB provided an Inclusion Service for ethnic minority children in their early years and supported families across Lincolnshire since 2014.

Overcoming barriers for Ethnic Minorities

Promoting diversity and inclusion are at the heart of PAB. This is why we are committed to providing a range of activities, consultancy, and services for free, or at heavily discounted services, to charitable, public sector and non-profit organisations within our community.



We have developed FREE materials for local councils, police services, children's centres, and retail stores across Lincolnshire to support communication and cultural awareness, including

- Celebrating Cultural and Language Diversity campaign
- Translation cards
- International holiday and celebration cards
- FREE 5-minute telephone interpreting services



Overcome multicultural barriers such as:

- Cultural barriers where disabilities, vulnerabilities or mental health issues aren't recognised or aren't seen as important
- Language barriers
- Professionals having a lack of knowledge about things that are important to someone from an ethnic background or their cultural heritage
- Some social care, children care and healthcare professionals not being able to fully understand what racism or discrimination is like
- Fear of being in a foreign country
- The feeling of isolation, alienation, and lack of support

Multilingual Community Engagement projects

PAB Languages can provide a multilingual engagement strategy to ensure you effectively communicate key messages that resonate with multicultural target audiences in your community.



We are proud to have contributed to:

- Thorough proofreading and corrective translations of existing and upcoming medical documentation and vaccination uptake promotion.
- Upskill the NHS team to support ongoing campaigns and implement a new culturally sensitive marketing strategy.
- Support the development and outreach of community champions who advocate the medical support services available to their community.
- The creation of Engagement Events to establish an open and sustainable dialogue with individuals and groups about medical support services.



CASE STUDY

NHS Lincolnshire, NHS CCG, and Boston Borough

We provided NHS Lincolnshire with a multilingual engagement plan that identified key areas of improvement within their multilingual communications.

Working closely with NHS Lincolnshire, NHS CCG, and Boston Borough, PAB provided multilingual support for existing initiatives, as well as leading the creation of community engagement events, social media promotion and translation of key messages.

E- Learning Platform

Our cultural experts have created a **series of dedicated cultural awareness e-training courses** that are purpose-built to help users understand and navigate cross-cultural differences.

From developing **an effective communication strategy to working with multicultural residents and children**, our cultural training courses are designed to optimise a partners' ability to operate successfully across cultures and languages.

<https://courses.pablanguages.co.uk>



Our Online Training Courses include

- General Cultural Awareness Webinars
- Religion Training Webinar
- Intercultural Communications Training for Local Service Providers
- Myths and Stereotypes about Migrant Populations
- Cultural Awareness Webinar for Probation Services
- Cultural Awareness Webinar for Children Services
- Cultural Adaptation Training ; available in English, Arabic,
- Polish, Latvian, Lithuanian, Bulgarian and Romanian.



Celebrating Cultural and Language Diversity Campaign

Bridging cultural gaps to enable relationships between people from different countries and cultures is a mission here at PAB Languages.

For this reason, PAB launched its innovative Celebrating Cultural and Language Diversity campaign in March 2019. It aims to champion a good understanding of cross-cultural challenges and to support people to develop culturally intelligent communities



Free Cultural Awareness and Celebration Events

PAB delivered a series of related FREE events across the UK to raise awareness, encourage discussions, and deepen understanding of the opportunities, and understanding different languages and cultures can provide.

With over 300 delegates attending to date, including politicians, business owners, and community leaders, they offer everyone an open opportunity to expand their knowledge and understand diversity.

Our physical events are organised across the region including in London, Colchester, Peterborough, Lincoln, Boston, Nottingham, and Leeds, have been featured in over 40 independent online and paper publications.

Build **Real Relationships** in your Community



Speak to Our experts

For over a decade, we have been providing fast, reliable, and high-quality multilingual services designed to connect local communities regardless of language or cultural barriers.

Get in touch...

and find out if we can help you do the same.

Tel: (+44) 01205 310 004

Email us: info@pablanguages.co.uk

