



SIS Annual Report Information 2022-23

Outputs

53 cases for 33 individuals

Average case length of 6 hours

| ISSUE | |
|---------------------------|-----|
| access to physical health | 26% |
| vaccess to mental health | 15% |
| raising a complaint | 7% |
| Social Care need | 26% |
| Carer need | 26% |

| REFERRAL | |
|----------------------|-----|
| SIS staff / linguist | 24% |
| NHS | 7% |
| Local Authority | 32% |
| CVS | 20% |
| self-referral | 17% |

A significant increase in the number of referrals from Brighton and Hove City Council, which was a key aim from the 2021-22 report; we had carried out extensive targeted promotional activities resulting in increased recognition and familiarity with the service.

| LANGUAGES | |
|---------------------|-----|
| Arabic | 40% |
| Farsi | 33% |
| Portuguese | 13% |
| Spanish | 4% |
| Other (5 languages) | 10% |

Themes, Trends and Observations

There are continuing themes from previous years;

- Productive collaborative partnerships with the Carer's Hub
- Challenges regards Mental Health thresholds and Service Users falling between the gaps

- Access to health appointments particularly GPs because of telephone triage and remote booking
- Communication issues with public services because correspondence is not routinely translated to account for language barriers

Repeat Customers

Over 30 SAP Service Users over the past three years have returned for further support.

- 10% for concurrent BA cases on different issues e.g. Access to Health and Adult Social Care Assessment
- 27% needed help with associated issues in the same financial year e.g. repeat support to Access Physical or Mental Health Services or, Access to Adult Social Care Assessment then additional support for Care Planning.
- 70% needed support for the same issue in subsequent years e.g. yearly review of adult social care provision and/or carer's assessment and support.

Repeat customers (33%) are more likely to make a self-referral than a new customer (19%).

It is difficult to draw conclusions from data, however it would indicate that both Service Users and Service Providers value the interventions and support provided by SAP.

"You are the best bilingual advocacy service in Brighton. What would I have done without your help, I was behind the scenes as an Asylum seeker for over 6 years, when you contacted me I started to see the light at the end of the channel.

I had a charity helping me while I was waiting for the Home Office's decision but when you came on board, I was able to start English classes, find accommodation with a host family, register for support from the Wellbeing service, register for physiotherapy and once I got my status as refugee, you helped me access the housing register, access benefit due to my illness, get support from Adult Social Care and apply for PIP.

When you closed my case after the first course of support I then felt alone and felt that everything has stopped for me until you opened a new case for the ongoing support. A special thank you to Meryam and Ben, who are always available to take my calls and messages whenever needed and who never disappointed me or refused my request for support. Your help is very much appreciated "

Arabic Speaking Service User cases;
BA121 ASC Needs Assessment (2021)
BA138 Access to Mental Health Support (2021)
BA 171 Review with ASC (2022)
plus social prescribing casework support for issues outside of SAP remit

"Where to start from? I feel like you are a family or a friend I can count on him or her. I don't speak any English and as a single mom of 3, it was very difficult to deal with so many things without your support. You helped me access lot of services and made me discover and know about what support is available out there for me.

Thank you so much for being always there to read and translate my letters, help me with all



my appointments and with finding support from different services such as the Council, my children's school, my GP, the JobCentre, charities, food banks, immigration services, wellbeing services, the Carers Centre...etc

I was able to get all the financial support needed as well as help with paying my bills. I am now learning English and trying to find a cleaning job so that I can be independent and can further support my family. I would definitely recommend your service''

Arabic Speaking Service User cases

BA126 – Access to Mental Health Support (2021)

BA147 - Access to Primary Care (2021)

BA 172 – ASC Needs Assessment (2022)

BA180 – Access to Mental Health Support (2022)

plus social prescribing casework support for issues outside of SAP remit

Delays

Some advocates reported communication issues with local authority staff causing delays with progressing cases because they are unable to get responses to questions. It seems that staff changes and long term sick leave are at the root of the issue.

Staff changes at the Carer's Hub resulted in waiting lists for people to be assessed.

Some Service Users can be challenging to get hold of and to maintain open communication channels with. This takes up a lot of time chasing, leaving messages, sending emails and texts to try and get a response.

Remit

The strict limits on the remit (social care and health issues only) were negotiated by the partnership and commissioners agreed that Housing and Benefit issues directly related to their social care case could be support by advocates. This has had a positive affect on the overall wellbeing of SIS service users.

Outcomes and Impact

Sussex Advocacy Partnership uses NDTi outcomes measures to gauge the impact of service delivery. NDTi has 21 outcome measures that could be relevant to the Service User. The top outcomes reported by Service User in this period are very similar to previous years;

- 88% achieved the outcome they were seeking
- 83% felt listened to by professionals
- 66% had increased personal dignity and respect
- 63% had improved quality of life
- 59% had their rights protected
- 56% rhad improved health or treatment
- 51% accessed information to support decision making
- 46% had influenced the decision making processes
- 46% has increased independence
- 46% has increased confidence

Feedback

"I'm so pleased that my complaint was taken seriously - the outcome of the complaints process had exceeded her expectations." **Portuguese-speaking service user BA164**

"In the end I feel pleased with the treatment plan offered. I was ultimately treated with respect I now have the confidence to access healthcare in the future." **Farsi-speaking service user BA166**

"I am really grateful for this service, and all the support provided up to now. I appreciate your help with language support and information about how the health service operates. I am happy to know that someone can help with passing on messages between me and the Health Service so that I am less likely to miss appointments". **Arabic Speaker case BA175**

"Thank you so much for your support. We never knew that we can get support as Carers. Thanks to your referral to the Carers Hub, my husband, my daughter and I know that someone can help. We were able to get a huge support such as the Carer's Cards, money transferred to our accounts to help with food shopping and phones purchase.

Your help is much appreciated. As a refugee family of 5, we are struggling with the cost of life despite the financial support we are getting since we arrived few months ago. We always need someone like you to help as we don't know where to go." **Arabic Speaking Service User BA169**

"SIS was very helpful a few years ago with my housing situation as an asylum seeker. Now that I have my refugee status and can access more services, I hoped that they could help me again with my health and care situation. I am very grateful for their help with my application and assessment with Adult Social Care. The advocate's support helped me to get the right equipment in my home, and get an appointment for help completing my PIP application, this will make life much easier and more comfortable." **Arabic Speaking Service User BA171**

"Before getting a Bilingual Advocate, I was very confused and worried about my future. It was really difficult to get an appointment [about a spine tumour], many had been cancelled or were phone appointments which I couldn't understand properly, I didn't know how to sort it out and it was making me feel panicked. With the advocates help I learnt to stay calm and focus on my problems and search for solutions. I have much more control over my life and I am so thankful to the advocate." **Italian Speaking Service User BA181**

"I thank you from the bottom of my heart for all your help. I was really frustrated and stressed by the GP, long waiting times and mistakes being made. I wasn't getting the services I needed but having you with me meant I was listened to and got a better answer than when I tried to sort it out alone. I was so happy that I could ask all the questions I wanted to and got detailed answers I could understand" **Portuguese Speaking Service User BA187**

"Thank you so much for your great help and the truth is that you have helped me a lot. You have done an excellent work". **Spanish Speaking Service User BA191**

"I can understand some English but I am a very shy person and I am nervous about making mistakes. You [the advocate] have helped me to understand how the system works and get appointments I need with an interpreter" **Turkish Speaking Service User BA198**

"F has been extremely helpful in supporting us as a Farsi/English linguist; a great Advocate who has been able to represent the client's and his wife's wishes and outcomes; he is professional and able to identify what's important for those who he represents.

F has been able to translate emails as well which has helped the client's wife to have a much better understanding about Adult Social Care processes (as you imagine, it can be daunting).

It has been an absolute pleasure working with F. I feel my client and his wife have been fairly represented when F supports them.

He even taught me few words in Farsi which helped me to gain a better understanding of what was being talked about between us." **Eduardo Dias - Social Worker - Hospital Responsive Service**

"Thank you for getting in contact and supporting Y with this case. We've been able to prescribe daily living equipment to meet his needs. I have also applied for a grant for a more suitable chair that he can use which Y has reported as making his discomfort more manageable." **Nick Austin | Carelink Care Manager BA179**

I am so pleased to have used Bilingual Advocate service. My advocate was so thoughtful to accompany me to visit the nursing home in Hove. After the visit, I feel relieved as the environment there is not as bad as I imagine. Or I wouldn't make this decision to let my husband to stay there. It was fine to have him stay there for short period of time. I am happy to have him home now. The advocate also informed the social worker my thoughts and concerns about my husband's care, my voice is heard and I am respected.
Cantonese speaking Service User case 194

Without doubt, I am very happy that I have had a Bilingual Advocate there to help me at the appointments with the Social Worker and other professionals. His support has ensured that I have been able to understand everything – he has been able to fill in all the gaps for me, making sure that I have all the correct information. He has been so helpful – following up on all my requests and needs – helping me in between appointments too. Thank you very much for your help. **Farsi speaking Service User case 204**

I have been under so much pressure as a single mother and the carer for three children with many health issues. These responsibilities have made doing daily tasks a strain. I never have the time to rest, relax or socialise, and I have been suffering from frequent neck, shoulders and back pain which prevent me from sleeping well and concentrating on learning English at college and supporting the children at home. I was particularly pleased to know that the advocate helped me secure the wellbeing grant for massage treatment and the annual membership of Freedom Leisure. **Arabic speaking Service User case 201**

My advocate's help has made such a big difference – it has been absolutely fundamental. I live alone and my principal difficulties are with understanding spoken English (with written English I can sometimes use a translation function to help me to understand) and to understand the way the system works. My advocate is extremely efficient, hardworking and reliable. Words can't express how much this help from SIS means to me! Thank you so much! **Portuguese speaking Service User case 199**

I was very happy to know about the support available for carers like me. I am thankful for the service I am getting from SIS with all the information and putting me in touch with the CarersHub. Now I have extra money and the Carer's card. **Arabic speaking Service User case 205**

Thank you for your help. You have been a friend to me. God bless your life **Portuguese speaking Service User case 198**