sussexinterpreting**services**

BEFRIENDING LINKS PARTNERSHIP
PHASE 1 REPORT

Contents   **Page**

sussexinterpreting**services**

sussexinterpretingservices

Aim of SIS involvement in the BLP

People from BME and LGBT groups will be better able to access services that reduce their isolation and improve their mental wellbeing.

Phase 1 of BLP

Consultation with groups known to experience isolation to learn more about the issues and need and how befriending and centre-based services could help meet that need.

SIS to hold a consultation event with a minimum of 35 individuals from the 8 core language communities in the city and a report (including translated version for attendees) summarising findings/recommendations

Summary Key Findings

Concepts of loneliness and isolation are universally recognised.

Migrants in general, and especially the newly arrived, are uniquely vulnerable to isolation.

The elderly, disabled, long term ill and their families/carers are particularly vulnerable to isolation.

There connection between isolation and poor physical and mental health is well recognised.

It is difficult to identify people suffering from isolation because, intrinsically, they have little contact with other people.

Community Interpreters are uniquely placed to identify sufferers because of their frequent interactions in a wide variety of settings.

A "community asset" approach, using existing voluntary sector, community and faith groups, would be the best way to tackle this issue.

There was no prior knowledge about the Neighbourhood Care Scheme (NCS).

Response to the general idea the NCS was overwhelmingly positive, the involvement of an established organisation would help to overcome barriers.

There was concensus on barriers to both volunteering and receiving support. The main issues were lack of information, concerns about privacy and security, concerns about language, culture, customs and religion, concerns about confidence.

There is a need for culturally competent service delivery partners already trusted by the community.

sussexinterpreting**services**

Summary Key Recommendations

Feedback of key findings and recommendations translated for the people involved

Regular feedback on the scheme's progress not just a one off

Consider widen the demographic of NCS to include newly arrived migrants

Bespoke promotional material for both potential volunteers and recipients
- Images which show the target demographic
- Translated into target languages
- Amended to fit the needs of different communities / cultures
- Logos of trusted VCS groups and/or directions to those groups for information
- Inclusion of information to help overcome identified barriers

Marketing Campaign
- Using the "community assets approach" suggested by SUs
- Using SIS as a key community asset
- Engaging the younger generation through schools and colleges
- Using ESOL providers as a key community asset

Review and adapt NCS processes
- Recruitment, Induction and Support of Volunteers
  - Keeping bureaucracy to a minimum
  - Group work for BME/language specific volunteers
  - Language support
- Work with service users
  - Clear referral pathways for community groups
  - Use of Community Interpreters in needs assessment meetings
  - Inclusion of specific questions regards cultural and language needs

Cultural Competency Training for NCS staff

sussexinterpretingservices

Approach

SIS chose 8 core languages for the research based on
- Uptake of interpreting services in Brighton and Hove
- Annecdotal evidence of isolation issues

Arabic, Bengali, Chinese, Farsi, Hungarian, Polish, Portuguese, Spanish

SIS contracted with 8 Bilingual Community Researchers (BCR) who had been recruited and trained for the BHCC commissioned "International Migrants Needs Assessment" (see Appendix 1). BCR facilitated a multilingual event on Monday 25th September at Community Base. BCR held additional interviews with community members

Invitations to the event were translated into the target languages (see Appendix 2).

Promotion of the event was undertaken by SIS volunteers and Community Interpreters via direct mailing, word of mouth, social media, community groups and telephone calls.

The Bengali speaking BCR had to withdraw from the project.

Findings and Recommendations incorporated the consultation carried out by Trust for Developing Communities (TDC) who worked with a further 21 people.

Methodology

SIS designed exercises for BCR (see Apprendix 3) which explored
1. concepts of loneliness and isolation
2. who might be affected by this
3. how it would affect behaviour
4. what could be done to tackle this issue
5. responses to the Neighbourhood Care Scheme
6. barriers to getting involved in NCS

Outputs

Language	Uptake of Interpreting per language	Number of individuals
Arabic	36%	16
Chinese	11%	5
Polish	10%	6
Bengali	7%	BCR withdrew
Farsi	6%	6
Portuguese	4%	2
Spanish	3%	7
Hungarian	2%	7
TOTAL	79%	41

sussexinterpretingservices

Key Findings

1. concepts of loneliness and isolation

> There are universal concepts to describe loneliness and isolation and they are widely recognised as being different. There was wide agreement on what it meant.

Loneliness	Isolation
A feeling of being alone, unloved, not needed and not cared about – lost in the world	A state in which something (a mental or physical obstacle) is preventing you from connecting with other people
Thinking you don't have friends	Isolation could be caused by choice but this is often for a negative reason – fear, lack of trust, avoidance
Despite being surrounded by many people and having a family you can still feel lonely	Isolation stops people from socialising or enjoying new experiences
It's not being able to share good or bad experiences and feelings or to communicate with other people	There is a gap between the individual and the rest of the world
Feeling like you don't fit in	
Not having any emotional support	Being closed off from society and community

"Loneliness for everyone means something different. There are lots of people who are alone and isolated but they don't feel lonely." Polish Speaker

"Even the interpreters can't help with loneliness but their job can help reduce isolation" Hungarian Speaker

2. who might be affected by this

> The main reasons raised are the same as those already targetted by NCS.

> All of the groups mentioned that migrants in general and the newly arrived specifically suffer from isolation. Language and cultural barriers were cited as particular issues.

Type of person	Frequency it was mentioned
The elderly	9
Migrants	9
People with language needs	8
The long term ill (inc mental health)	8
The disabled and their families	7
Low socio-economic status (inc poor education)	5

Single	4
The employed who are working too hard	2
Looking after young children (inc grandparents)	3
Addicts	2
The unemployed	1
Terrorists	1

"The acceptance of society is very important. Being with and interacting with English people is very difficult. I feel that a lot of them don't accept us." Arabic Speaker

"I try to avoid speaking Arabic with my children on the bus. When I speak Arabic, some people look at me angrily. This sometimes deter me from dealing with English people."
Arabic Speaker

People who can't speak the language are prevented from socialising and from taking part in the community because they can't communicate. It might prevent them from being able to obtain information, from the news or other sources." Spanish Speaker

Some Polish people have been living here for a long time, but they only interact with other Polish people" Polish Speaker

"Difference in culture and faith might make people that they are not understood and this leads to them suffering from loneliness and isolation." Farsi Speaker

3. how it would affect behaviour

> All the language groups made a clear connection between isolation and poor physical and mental health.

There was also frequent reference to personal behaviour and social problems.

Mental Health Symptoms Mentioned	Physical Health Symptoms Mentioned
Moody and disordered Low self-esteem Depression Suicidal thoughts or self-harm Lead addiction (drug abuse, alcoholism, , gambling, gaming)	putting on weight impact on length of life contribute to dementia or Alzheimers
Social problems	**Behavioural problems**
Unemployment, lack of ambition/ motivation Family conflict, separation and divorce Unable to deal with/overcome difficulties Unable to access information or support	aggression, irritability and low tolerance struggle to build relationships defensive judgemental

sussexinterpretingservices

"Isolation can cause illnesses because people need to communicate with others to be happy and mentally and physically well" Arabic Speaker

"It might create a cycle of dependency. The isolated person can't help themselves and relies on other people for help. This can feed feelings of low self-esteem and cause them to reject help, increasing the isolation and therefore needing more extreme help and intervention at a later date." Spanish Speaker

People don't know how to really talk to each other, honest conversations is replaced by the fiction created via Facebook or other online tools." Polish Speaker

4. how could individuals be identified?

There was consensus that it is difficult to identify people who are isolated because intrinsically this means they have little contact with other people.

Community Interpreters are uniquely placed to identify people who are suffering from isolation because of their frequent interations with individuals in specific situations and settings.

Even if the person is part of a group or attends community events it could be difficult to know they were isolated. Unless you know the person their behaviour would be hard to interpret.

"Sometimes it is necessary to have some previous knowledge either about the person or about their personal circumstances to be able to identify them." Spanish Speaker

"People use lots of techniques to hide their shame or embarassment -constantly showing off how busy they are (no time for a cup of tea etc.), use lots of excuses to avoid doing something, draw an idealistic picture of what is around" Polish Speakers

"If they come to community events, they might sit alone instead of sitting with people, or they won't participating with any activity. They could seem sad and introverted, sit alone or not look cared for." Arabic Speakers

This questions was interpreted in a variety of different ways with some groups focussing on the individuals behaviour (as above) and other groups focussing on where and who could identify the individuals.

Places	People
Medical Centre	Neighbour
Hospitals	Aquaintance

Immigration office / register	Friend
Shops	Doctor
Library	Solicitors
Schools and playgroups	Counsellors
Public Transport	Community Interpreter
Place of worship	Social Worker
Cultural Centre	Family member
Community groups	
Community Base	

"The interpreting service has the opportunity to identify people who are suffering with isolation or loneliness. This is because the interpreters get to know people and have the opportunity to observe them in different settings, and to perceive from the nature of conversations and if the persons behavior changes" Portuguese Speaker

"In modern life we are all so busy with our own lives to notice that others may feel lonely or need support. We are all working so hard, young people in particularly are so focussed on making and saving money. We have limited free time which we are very precious about and some people don't even know how to rest after work" Polish Speaker

"It would be good to train people working public places and services to identify these people." Spanish Speaker

5. *What could be done to tackle this issue?*

This question was posed to the groups prior to them being given information about NCS.

The aim was to find out what services they already knew about that helped with isolation issues and to gather any ideas they might have to tackle this issue.

The Farsi and Chinese groups suggested that health and social care professionals should be involved in tackling these issues but acknowledged help also needed to come from within the community.

> None of the groups knew about NCS or other organisations that may help with these issues.

> All the groups suggested similar "community asset models" for approaching this issue [Appendix 4] and reported on some of this work already being done in small and informal ways.

- Better communication and connections within language speaking communities facilitated by
  - faith groups/institutions (Arabic, Portuguese, Polish)

- - SIS (Farsi)
  - Community groups (Polish, Chinese, Bengali)
- Regular social meetings/gatherings/events where people can meet, have nice time together, learn from each other, support each other
- Volunteers (or paid workers) from the local communities who can be support/link workers
- Individualised needs assessments means the help offered is right for the person
- Information available in different languages to empower people

"The Church (especially the priests) already plays a significant role in helping these people in our community. Some volunteers work secretly to help people in need by preparing food for them and help them with cleaning." Arabic Speakers

"In our block of house, we have an elderly gentleman and every Saturday I visit him and bring him bread. I know he is very pleased with it, however with his cultural background it is hard to express that, but he signifies in many ways." Hungarian Speaker

"The main solution would be to have a centre like a one stop shop or an information point at the council or at another accessible public space where one could obtain information in his/her own language." Spanish Speaker

"The Portuguese community is scattered all over Brighton and there isn't one place where we can all meet up. We would love more opportunites like this to meet and talk to other service users so we can share experiences and help each other. The Brazilian church is a great place for Portuguese speakers to meet up and build relationships with the community. It is a good idea for leaders of local churches to help in promoting the services available, as immigrants often go to local churches looking for help or to build friendships." Portuguese

"More resources for community support run by Polish people for Polish people, better use of this community assets." Polish Speakers

"Polish Church in Brighton should be bringing people together (not opposite as its doing now). It should act as a first contact place (some kind of hub) for other local organisations to make sure that we know what kind of support they offer and how we can access theirs services." Polish Speakers

"We believe that SIS might have a significant impact in solving this problem. A community organization like SIS can write to immigrants and vulnerable people and invite them to an event like today. SIS can build a bridge for communicating between members of the immigrant community." Farsi Speaker

"I think this is a task for everybody in the community. Neighbourhood help is essential to help the city council/charity/organization identify those people who are suffering from loneliness/isolation and then provide further help" Chinese Speaker

"People spend a lot time on the internet and social media, using their phone instead of dealing with one another personally and making real connections. This would be a good

way to reach people, to help spread information and advertise services e.g. Hungarians in Brighton (Brightoni Magyarok) facebook page or mother and baby sites." Hungarian Speaker

6. Responses to the Neighbourhood Care Scheme

The responses to NCS were very positive.   However, the negative feedback reinforces the need for culturally competent service delivery in partnership with a trusted organisation or community group.

The NCS leaflets and information were shown to the groups. The information was sight translated for them by the Community Researcher and additional information was provided about potentially unfamiliar concepts such as "befriending" "volunteering" and "neighbourliness".

"It will not work with our community because of the huge differences between the British society and ours. We are different in culture, religion, language and many things." Arabic speaker

"Another opinion was it might work gradually if the volunteers were from the Arabic community and preferably from the same religion and they should be able to speak Arabic." Arabic speaker

"The neighbours care scheme would suit our community and we hope that it would be available, but it is important that volunteers would be known and trusted by the community because of crimes." Arabic speaker

"If I don't know the volunteers, I will not allow them to get in my house" Arabic speaker

It's a good idea for both sides, they both benefit, the volunteer and the person using the service, they both want to take part. It's a give/receive action. Spanish speaker

A negative aspect might be the dependency it creates. Also, if it is to be done with people from different cultures, there might be misinterpretations. Spanish speaker

very good scheme, equality, feel warm in this society Chinese speaker

7. What might be the barriers to getting involved in NCS

There was quite a lot of consensus on the biggest challenges (highlighted in red) and the same barriers were often sited as issues for both potential volunteers and recipients.

All the language groups saw the involvement of an established organisation as a solution to many of the barriers and challenges because of their experience, process and procedures.

Barrier to volunteering	Barriers to receiving support

Lack of information about volunteering
    a) Opportunities
    b) Benefits
	Lack of Information
	    a) about services
	about the volunteering role

Privacy	Privacy
Security	Security
Trust	Trust
Language	Language
Xenophobia	Xenophobia
Different religious or cultural views	Customs and traditions
Mental health	Mental Health

Challenging role
    a) lack of empathy
    b) poor communication skills
    c) poor English
    d) big responsibility
    e) big commitment
	Fear

Money	Lack of confidence
Travel and transport	Embarassment
Time	Gender
Immigration status	

"Elderly people feel themselves ashamed, that they need someone's help and they cannot find a solution themselves" Hungarian Speaker

we believe that a community organization like SIS would be the best option and able to conduct this duty very well. Farsi Speaker

"It is really important to include the benefits of volunteering in promotional material and in the training. This will establish expectations." Spanish Speaker

"One possible way to help resolve these barriers is for SIS to set up a project where English teachers can volunteer to teach English to immigrants. This would be a great opportunity to

help people who want to learn English but don't have money for English lessons. It can also be sociable and help to make connections without embarrassment" Portuguese Speaker

"There should be a Polish language information campaign, with fliers and posters to promote the service. Especially highlighting the benefits of this type of work. Also use feedback from people who used service." Polish speaker

Lack of volunteering culture and not accepting to work without money. Arabic speaker

There would have to be some sort of training for the volunteers. They would need very clear guidelines on how to act in certain circumstances. The responsibility this involves is also a potential barrier. Spanish speaker

sussexinterpreting**services**

Recommendations

Recommendations have been formulated by combining findings from SIS study with those of TDC and the recommendations that their study has made.

Feedback
- key finding and recommendations translated and mailed to the people involved in the consultations
- Regular feedback on the scheme's progress also translated and mailed so that the follow up is not just a one off

Key Decisions

Widening Demographic
- Should / can NCS widen their traditional demographic to include migrants in general and especially the newly arrived?

Language skills of volunteers
- Can NCS accommodate volunteers who have very limited English or should they target recruitment of bilingual volunteers

Pilot scheme
- Should a small number of language groups be targetted in a pilot phase?
- How would these be chosen?

Bespoke Promotional Material
- Images which show the target demographic
- Translated into target languages
- Amended to fit the needs of different communities / cultures
- Logos of trusted VCS groups and/or directions to those groups for information

- Inclusion of information to help overcome identified barriers

    Potential Volunteers
    o Definition of volunteering
    o Reasons/benefits of volunteering
    o Identifying skills people have via life experience
    o Role description
    o Option of interests, culture and language matching
    o Safety and security checks
    o Expenses paid
    o Training and induction

    o   Time commitments re intensity, duration and flexibility

Potential Recipients
- Definition of volunteering
- Reasons/benefits of volunteering
- Role description
- Safety and security checks
- Option of interests, culture and language matching

Marketing Campaign
- Using the "community assets approach" suggested by SUs
  - Connecting with language/BME specific community and faith groups
  - Regular visits to build up relationship and rapport
  - Presentations and briefings about
    - NCS scheme and SDC
    - How to identify and approach potential recipients
    - How to harness potential volunteers
  - Identify champions at these groups to help maintain the link with NCS
  - Engaging with faith leaders about their pastoral care
  - Clear referral pathway into NCS
  - Use of their logo on bespoke promotional material

- Using SIS as a key community asset
  - Presentations and briefings to interpreters and volunteers about
    - NCS scheme and SDC
    - How to identify and approach potential recipients
    - How to harness potential volunteers
  - Use of language specific media
    - Website pages
    - Facebook pages
  - Clear referral pathway into NCS

- Engaging the younger generation
  - Partnership with schools
  - Partnership with EMAS re language specific students
  - Presentations and briefings to children about
    - Loneliness and isolation in elderly
    - NCS scheme and SDC
    - Spreading information to family and community
  - Leaflet distribution

- Using ESOL providers as a key community asset

sussexinterpretingservices

Review and adapt NCS processes

Recruitment, Induction and Support of Volunteers
- Keeping bureaucracy to a minimum
- Different risk assessment if paperwork for DBS is too challenging
- Group induction for BME/language specific volunteers
- Inclusion of cultural competency element in induction
- Peer support group with BME/language specific volunteers
- Translation of information if literacy in English is a challenge
- Interpreting provision if spoken English is a challenge

Work with service users
- Clear referral pathways for community groups
- Use of Community Interpreters in needs assessment meetings
- Inclusion of specific questions regards cultural and language needs

Cultural Competency Training for NCS
- Help NCS core staff to understand/identify their own cultural bias
- Help NCS core staff have a better understanding of the target groups
  - Use of language
  - Existence of key concepts
  - Use of gestures
  - Society
    - Access to health
    - Access to education
    - Looking for work
    - Role of women
    - Bringing up children
    - Political systems
    - Religion
  - Lifestyle
    - Relationships between gender
    - Attitude to marriage, sexual orientation
    - Care of the elderly
    - Making complaints
    - Giving presents

sussexinterpretingservices

Befriending Links Partnership
Information for Community Researcher Post

The Befriending Links Partnership is a new, three year project led by the Neighbourhood Care Scheme. **The aim of the project is to improve knowledge of and access to Befriending and Centre Based Activities for BME individuals and communities**.

In Phase 1 of the project, **SIS is contracted to consult with a minimum of 35 individuals from the 8 core language communities in the city**.

SIS would like to contract with Community Researchers to deliver this consultation with a BACS payment of £175 per researcher on completion of the role as detailed below. You also be provided with a certificate confirming your role and involvement in the project.

Terms and Conditions

SIS will do the following;
- Provide a three hour briefing/training session on Monday 18th September 10am to 1pm @ Community Base, 113 Queens Road, Brighton
- Provide on-going support from SIS Quality Assurance Manager throughout the research process
- Organise a 4 hour consultation event on Monday 25th September 10am to 2pm @ Community Base, 113 Queens Road, Brighton, this event will include a communal lunch and the afternoon session will focus on getting feedback about SIS services.
- Produce the publicity and invitations in target languages for this event and will distribute to community groups, leaders and SIS service users.
- Provide resources for use at the consultation event
- Help organise two additional interviews in October and/or November with language specific community groups, community leaders or SIS service users
- Provide a "guided conversation" script for use in the interviews

Community Researchers will do the following;
- Attend the 3 hour briefing/training session on Monday 18th September 10am to 1pm @ Community Base, 113 Queens Road, Brighton
- Facilitate the 4 hour consultation event on Monday 25th September 10am to 2pm @ Community Base, 113 Queens Road, Brighton
- Help to promote this consultation event
- Transcribe the notes in target languages from the consultation event into English

sussexinterpretingservices

- Conduct two additional interviews in October and/or November with a language specific community group, community leader or SIS service user
- Produce notes of these interviews in English

sussexinterpretingservices

Appendix 3

BLP BRIEFING AND RESOURCES
FOR COMMUNITY RESEARCHERS

Neighbourhood Care Scheme and BLP

SIS is a partner in a new, three year project led by the Neighbourhood Care Scheme. The aim of the project is to improve knowledge of and access to Befriending and Centre Based Activities for BME individuals and communities. Befriending and Centre Based Activities are known to help reduce social isolation and improve mental wellbeing.

Neighbourhood care scheme is a good neighbour / befriending scheme in which volunteers are carefully matched to service users age 60+ who are socially isolated and younger adults and their carers with a disability. The volunteers are ordinary people who want to support an isolated individual who will benefit from their company. The volunteers typically send an hour or so each week with the service user either in their homes or help them to get out for a walk, shopping, café etc. Volunteers might also help with small repairs, gardening, shopping, dog walking, reading, correspondence etc

http://www.bh-impetus.org/projects/neighbourhood-care-scheme/

The partnership has been brought together to jointly delver on the following outcomes

1. **Reduce social isolation** of older people, people with disabilities and their carers.

2. **Improve mental wellbeing** of older people, people with disabilities and there carers.

3. People from **BME** and LGBT groups will be **better able to access services** that reduce their isolation and improve their mental wellbeing.

4. Voluntary sector organisations will **be better able to design services** and support people from **BME** and LGBT communities.

Phase 1
SIS to consult with a minimum of 35 individuals from the 8 core language communities in the city and report (including translated version for attendees) summarising findings and recommendations

Phase 2
SIS will provide consultation regarding translation and interpreting needs.

Phase 3

SIS will support and promote recruitment of volunteers and relevant communities into NCS volunteering roles.

SIS will promote befriending services to potential service users via drop in services, bilingual advocacy services and community group presentation.
The partnership will develop improved referral pathways between services.

Community Research Principles

Being a Community Researcher involves collecting the opinions and experiences of members of your community.

SIS Community Researchers speak the same language as the Service User, and have an understanding of the person's culture and community.

Morning session   Loneliness, Isolation and the Neighbourhood Care Scheme
Afternoon session   SIS services, additional needs, impact of SIS

Independent
- Elicit views, opinions, experiences, needs, expectations and concerns
- Be non- judgemental
- Don't project your own views or opinions
- Don't give people the answers
- Promote openness
- Maintain a professional detachment and don't get personally involved

Respectful
- Listen empathetically and actively
- Treated all participants in a fair and equitable manner
- Be respectful of service users` religious, cultural and spiritual needs
- Participants don't have to agree, all opinions are valid

Sensitive
- Be aware of potential literacy issues
- Anticipate controversial topics which may lead to heated debate
- Anticipate topics which may cause upset or distress
- Avoid probing personal circumstances, keep the discussion hypothetical
- No question is stupid

Confidential
- Maintain confidentiality outside of the research sessions
- Don't take personal advantage of any information obtained

- Don't disclose or publish any information externally

Recording
- Record service users' views but not filter them due to personal views
- Try to capture everything said even in informal chat
- Do not use names

Time Keeping
- Keep to the timeframes of the sessions
- Return to topics/comments later if there is time

Research Exercises and Preparation

Exercise 1

We are looking for gut reactions and quick responses.   There is 5 mins for each sheet and a bell/tambourine will be rung to alert you to move on.
Groups need to decide who is going to write the answers (be mindful of literacy issues) e.g. each person, particular nominated people, in pairs, the facilitator etc

1a
Loneliness / Isolation

Translation of the terminology into the simplest possible alternatives which show the difference as feeling versus state

Participants will be asked
- What do these words mean?
- What is difference between them?

1b
Who might suffer from this?
How might it affect their behaviour?

Alternative / additional question   What type of people …….
                                        How might it make them feel?

Translation must be in third person conditional so that participants don't take it personally and we can avoid potential upset/distress

1c
Who might suffer from this in the community?

Alternative / additional questions   Where could we find …?

Translation should say "the" rather than "your" community

The questions makes an assumption that there are people in the community, there may be some denial of this because of stigma / guilt etc – this may need to be sensitively probed with additional questions about why there aren't any!

Exercise 2
What can be done about it?

Stress that this with reference to people identified in 1b

This is a *Problem Tree*
- At the roots is the problem
- On the trunk is the questions
- On the branches are the possible solutions – post it notes make leaves

The words on the branches are only prompts and solutions don't need to match up. Looking for things that might already be happening and also new idea.

Exercise 3
Introducing the Neighbourhood Care Scheme

Use the leaflet and information provided by SIS to explain what this service does
Possible tricky concepts
- Volunteering
- Befriending
- Neighbourliness
- Support

CR need to record initial responses to the scheme / leaflet / idea

Does this match to any of the solutions on the problem tree?

Exercise 4
What would stop people getting involved?
Barriers to participation
Paper is folded in half so that participants don't see the second questions

How could we overcome this?
Solutions to the barriers

sussexinterpretingservices

SIS has already thought of a number of potential barriers and CRs should be ready to prompt and ask neutral questions to see if these are "real"

- Language used e.g. semantics / concepts are unfamiliar (befriending / volunteer etc)
- Spoken language of the user and volunteer
- Demographic of user and volunteer – religion, politics, gender, age, sexual preference, ethnicity etc etc
- Commitment
    o not so much about time per week but over a long period of time
    o to make challenging relationship with difficult individual work!
    o transient communities/individuals
- Delivery model
    o Recruitment via fliers in geographic locations (through doors, at community events, in community magazines)
    o DBS checks and references – how easier are these for migrants
    o Interview / induction – language and literacy barriers
    o Frequency of support and catch ups
- Stigma
- Trust
    o What trust issues might there be about a "stranger" coming into the home?
    o How could these trust issues be mitigated?
    o Would SIS's involvement be reassuring to community members?
    o Would involvement of other community groups help (e.g. Syrian Community)

sussexinterpretingservices

sussexinterpretingservices

COMMUNITY ASSET MODELS
AS SUGGESTED BY LANGUAGE COMMUNITIES

Arabic

Our community usually provide some help and advice to new arrivals.

"The Church (especially the priests) already plays a significant role in helping these people in our community.   Some volunteers work secretly to help people in need by preparing food for them and help them with cleaning." Arabic Speakers

However we only have 3 priests and over 1000 family. They do not have enough time to support all the needy families.

The community could come together to form a group of volunteers to help.

A weekly meeting could be set up for the whole community to come and socialise– maybe a breakfast.

People in need could be identified at the event and then each person approached individually by a volunteer to find out their individual needs and talk about how these could be met.

The volunteers would show that they care and choose the time and day when they can help.

The volunteers could help with organising meetings with specialists or to sign up for language courses to reduce their isolation by dealing with the language barrier.

Spanish

People need to know what organisations can help with this issue and how to access it.

The language barrier is the biggest problem.

Translated information is crucial for immigrants to understand what is on offer.

"The main solution would be to have a centre like a one stop shop or an information point at the council or at another accessible public space where one could obtain information in his/her own language." Spanish Speaker

Portuguese

There should be better advertising of services other than on-line. Lots of people still don't have access to the internet.

"The Portuguese community is scattered all over Brighton and there isn't one place where we can all meet up. We would love more opportunites like this to meet and talk to other

service users so we can share experiences and help each other. The Brazilian church is a great place for Portuguese speakers to meet up and build relationships with the community. It is a good idea for leaders of local churches to help in promoting the services available, as immigrants often go to local churches looking for help or to build friendships." Portuguese Speakers

Polish

- Having strong, well-organised and supportive Polish Community (like one in Eastbourne)
- Having lots of intergenerational gatherings/events where people can meet and have nice time together, learn from each other
- Being able to "really talk to others" about their feelings, problems
- Setting up a Polish family support service where people can go to discuss any concerns they have. Family advisor could inform them about other services and help them to access it
- Having strong links between a Polish family support service and local services
- Having someone to help who is also migrant with similar background
- Change Polish mentality: stop running after money, fight envy and jealously
- Lots of love, empathy, patience, being non-judgemental, selfless help, caring for others

"More resources for community support run by Polish people for Polish people, better use of this community assets." Polish Speakers

"Polish Church in Brighton should be bringing people together (not opposite as its doing now). It should act as a first contact place (some kind of hub) for other local organisations to make sure that we know what kind of support they offer and how we can access theirs services." Polish Speakers

Chinese
who: volunteers/city council/charities
where: at their home/community centre
how: talk to them/bring them out/sort out their problem in daily life
what: take a walk in the park/do shopping with them/read newspapers
when: when they feel comfortable

"I think this is a task for everybody in the community. Neighbourhood help is essential to help the city council/charity/organization identify those people who are suffering from loneliness/isolation and then provide further help" Chinese Speaker

Farsi

Who: Experienced people, Psychologist, Psychiatrist
Where: Medical centre, mental team, psychiatric hospital, charity centre, mosque and church
What: Counselling, information, assistance and for any individual problem, financing etc

What can be done? *(on trunk)*

Considering and care for each other, improving knowledge and get more and more information about our community
We are able to achieve those aims by attending at similar meeting like today

How could we solve this issue?
The issues need to be considered and tackled and for getting a better result we need to cooperate with community, local authorities, NHS etc.

We think that monthly community meeting for any aspect, cultural and religious events, might help a lot.

"We believe that SIS might have a significant impact in solving this problem. A community organization like SIS can write to immigrants and vulnerable people and invite them to an event like today. SIS can build a bridge for communicating between members of the immigrant community." Farsi Speaker

Hungarian

Roots: Isolated people need help!
1. We could not find people when we organised events for lonely people (in the church)
2. Try to talk and invite them to events. Just a smile. There is someone who barely can talk hence we have to ask questions. And than the conversation has been formed.
3. Many people unfortunately even do not recognise their own isolation because they used to it. So it is hard to move out.
Trunk: What can we do?
○ Common agreement: *To transfer and show the opportunities to more people for opening up*
Branches:
○ Who? : *Religious groups, school communities, clubs, playgroups*
○ Where? : *Facebook: Positive comments, Baby sites, Facebook group called Hungarians in Brighton (Brightoni Magyarok) could be used for more advertising, Media publicity, Community Centres*
○ How? : *Advertisement, Word of mouth*
○ What? : *Little time, lots of TV and Internet instead of dealing to one another, Too much Mobile Phone usage, Give information about the service to the people. Let them ask openly.*
○ When? : *Someone can volunteer just during the evenings which perhaps interfere with the interest of the elderly people.*

"People spend a lot time on the internet and social media, using their phone instead of dealing with one another personally and making real connections. This would be a good way to reach people, to help spread information and advertise services e.g. Hungarians in Brighton (Brightoni Magyarok) facebook page or mother and baby sites." Hungarian Speaker

sussexinterpretingservices

Budget and Spending

Event held Monday 25th September. It was split between BFPL consultation and SIS feedback, therefore costings are split between the two organisations according .

Budget					BFLP	SIS
					£4,400	£3,000

					BFLP	SIS
Staffing				£2,680	£1,469	internal
Invitations	T&P	200 words @ £35	10 languages	£350	£175	£175
	Copying	500 @ £20		£30	£15	£15
	Mailing	to SUs @ 56p each	300 SUs	£180	£90	£90
		to CIs @ 76p each	68 CIs	£52	£26	£26
Researchers		5 @ £175 and 2 @ £125	13 hours	£1,126	£688	£438
Training	venue costs	SW2		£20	£10	£10
	catering	tea coffee biscuits fruit		£20	£10	£10
	photocopying			£16	£8	£8
Event	venue costs	conference room		£90	£45	£45
	catering	lunch @ £7 per head		£500	£250	£250
	copying			£30	£15	£15
Findings	T&P	800 words @ £87	8 languages	£696	£348	£348
	Mailing	to 50 attendees @ 56p		£30	£15	£15
TOTAL					£3,163	£1,444

Remaining to be carried over to year 2		£1,237

sussexinterpretingservices