

# SERVICE USER DAY

## “MEET SIS 2”

### 18<sup>th</sup> OCTOBER 2018

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### Aim of “MEET SIS 2”

One of the key recommendation from “MEET SIS 1” on 25<sup>th</sup> September 2018 was that

Service Users wanted feedback on the key findings and recommendations

One of the key findings from the SIS Service User Days in 2012 and 2013

Service Users would like to have a voice in service development consultations

SIS has a strategic aims around

Volunteering

Empowering Service Users

Community Development

Take forward the Neighbourhood Care Scheme recommendations from “MEET SIS 1”

- Help SUs gain a better understanding of NCS
- Co-design the new promotional material
- Engagement from local community groups
- Get active involvement from Service Users in promotion
- Recruit volunteers for NCS

Build on the relationship between SIS and the Service Users

- “You said, We did”
- Demonstration of SIS website
- Promotion of digital inclusion and learning
- Journey Mapping with Service Users
- Initiate the creation of a Service User Reference Group

## **Approach**

### ***Languages***

- Arabic, Mandarin, Farsi, Hungarian, Polish, Portuguese, Spanish
- We did not include Bengali this time as no one from that language group had attended previously
- We included Cantonese because TDC had consulted with the Chinese Elderly group in phase 1 of the NCS project

### ***Invitations Packs*** (appendix 1)

- feedback on the findings and recommendations from “Meet SIS 1”
- invitation for the new event
- bespoke letters for
  - Service Users who came to Meet SIS 1
  - Service Users who hadn’t attended previously
  - Community Leaders and groups who we would like to attend

### ***Promotion***

- Mailing to previous attendees
- Unable to mail to other Service Users because of GDPR restrictions
- Distribution via SIS Community Interpreters and Volunteers
- Mailing to Community Groups and Leaders
- There was no digital promotion via website or facebook due to internal capacity

### ***Staffing***

- Contracted with the same 7 Bilingual Community Researchers
- Recruited an additional Bilingual Community Researcher in Cantonese
- A 2 hour briefing session was held with BCR and an instructions leaflet provided (appendix 2)

## Methodology

### **Part 1      *Neighbourhood Care Scheme***

NCS staff and a volunteer gave a presentation about their work

- Vision for the partnership with SIS
  - reasons for the partnership
  - possible benefits for everyone involved
- Feedback from NCS volunteers and Service Users
- referral and volunteer recruit process
  - time frames
  - expectations
  - matching

Regards the new promotional material, SIS asked SUs to

- sense check and proofread the translated text and terminology
- choose 4 from a possible 13 NCS images to appear on the material
- volunteer to appear in images on the material
- suggest community groups for their logos to feature

Regards promotion and distribution, SIS asked SUs to

- suggest specific places to display or send the material
- make individual pledges to help with promotion





## **Part 2**      ***Sussex Interpreting Services***

SIS gave a powerpoint presentation on the feedback from 2017 (appendix 3)

SIS highlighted that “areas for improvement” are all related to communication

Demonstration of the SIS website via laptop, phones and tablets

- finding information
- requesting an interpreter
- sending an e mail
- Drop In updates
- Bilingual Appointment letters

Distributed information about IT, computer and internet support training (appendix 4)

Collected the Net Promoter Scores

Service Users completed a journey map with SIS bus stops (appendix 5)



## Outputs

<u>Language</u>	<u>Number of individuals</u>	<u>Number of returning attendees</u>
Arabic	9	5
Mandarin	7	2
Polish	1	1
Cantonese	6	n/a
Farsi	7	4
Portuguese	3	1
Spanish	1	1
Hungarian	0	0
TOTAL	34	14

In light of GDPR it was challenging to invite Service Users because previously held “marketing permission” is no longer valid and we cannot direct mail. This needs to be addressed before the AGM in February.

Despite this challenge, there were 20 new attendees who came via word of mouth from friends or having received the translated invite pack from Community Interpreters.

We have received three complaints from Service Users after the event that they hadn’t been invited. This had caused some insult but we were able to explain why. There may be other community members who remain upset.

We had expected a diminishing return but the figures are reassuring about the desire for engagement.

The timing of the event restricts attendance mainly to people who are not working (unemployed, elderly, parents of young children, disabled). This seems to have affected the attendance of European language speakers most significantly.

There was some representation from Community Groups

- Pastor Pang and his assistant from the Chinese Church on Lewes Road
- Sohayla from the Farsi school “Tavanah”
- Apologies received from the Reverend Edson of the Portuguese Church
- Apologies received from Maha from the International Cafe

## Outcomes

### **Part 1      *Neighbourhood Care Scheme***

#### Bespoke Materials

Service Users took ownership of the materials,

- making constructive suggestions for changes to the text to better reflect the nature of the project as they had understood it from workers
- all language groups chose different images from the selection
- a Cantonese speaker volunteered to be photographed to meet the desire for the flier to show Chinese people

Designs are being finalised ready for printing.

#### Distribution

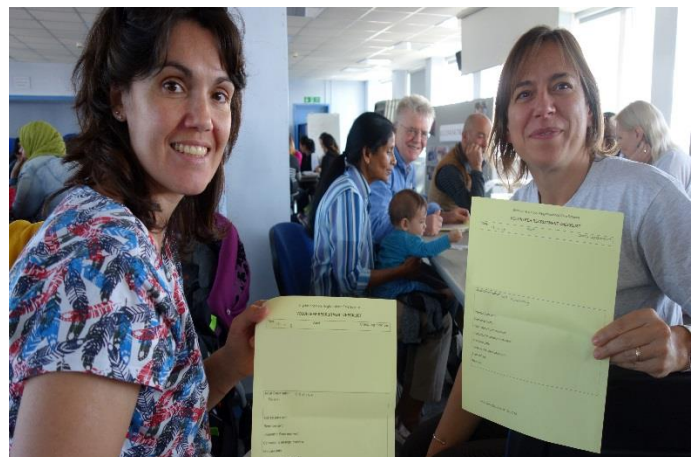
There were practical suggestions about places to take the fliers for distribution

17 personal pledges made by Service Users about promotion and distribution. The pledge cards will be returned to the Service User with the completed fliers

#### Volunteering

6 Service Users completed registration forms to become BNC befrienders.

SIS and NCS will work together to facilitate the recruitment, training and support process for the volunteers with limited English.



## **Part 2      *Sussex Interpreting Services***

### You Said, We Did

Service Users expressed their gratitude that their needs and priorities were being listened to.

Service Users asked questions about why SIS wasn't able to provide interpreters in schools and at the job centre.

### SIS Website and Digital Support

Approximately half of the Service Users hadn't seen the SIS website before.

Some Service Users saved the link into their phones

Some Service Users expressed total disinterest in using the internet and other digital platforms.

8 Service Users expressed an interest in IT courses that SIS had promoted. SIS volunteers will support access to the courses and registration, SIS Community Interpreters can be booked to facilitate the learning.

### Net Promoter Score

***On a scale of 0-10, where 0 is not at all and 10 is definitely, how likely would you be to recommend SIS to a friend or colleague?***

All Service Users marked 10

No Service Users answered the question – why?





## Journey Mapping

18 Service Users completed a journey map

This gives a useful snapshot into the service user journey but no deeper insight.

The questions were answered very briefly with one or two words only.

Journey mapping needs to be conducted 1 to 1 to gather meaningful information

SIS made my  
life easier

Arabic Speaker

I've recommended SIS  
to other, it's so helpful  
and means so much to  
me

Cantonese Speaker

I felt sad and  
depressed when I first  
arrived but SIS really  
helped me, they are  
great.

Farsi Speaker

I talk about SIS to my  
friends at every  
occasion or event I  
attend

Arabic Speaker

I arrived in the UK two months ago. This is the  
first time I am meeting SIS. I haven't used an  
interpreter yet but it will be a vital service and I  
feel relaxed knowing it can help me

Farsi Speaker



## Appendix 1: Translated Invitation Packs

All translated into target languages - Arabic, Cantonese, Farsi, Hungarian, Mandarin, Polish, Portuguese, Spanish

### 1. feedback on the findings and recommendations from “Meet SIS 1”



# : “MEET SIS” EVENT

25th SEPT 2017 - 30 SERVICE USERS SUPPORTED BY BILINGUAL COMMUNITY RESEARCHERS IN 7 LANGUAGES

### The Purpose

SIS staff would like to meet you in person to get to know you better.

**Chat Lunch Information**



We would like to get your opinions about SIS, understand your needs and share knowledge about your community elders and your culture.



### Key Findings

Loneliness and isolation are universal concepts.

Migrants are uniquely vulnerable to isolation. The elderly, disabled, and long term ill are particularly at risk.

There is a connection between isolation and poor physical and mental health.

It is difficult to identify people suffering from isolation.

Community Interpreters are well placed to identify sufferers.

Using existing voluntary, community and faith groups is the best way to tackle this issue.

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

NCS is a great scheme taking very positive action. An established organisation can help overcome barriers.

There are barriers to both volunteering and receiving support; lack of information, concerns about privacy, security, language, culture, customs, religion and confidence.

### The Recommendations

What Service Users recommended	What SIS and NCS are doing next
Make “befriending” open to all migrants not just the elderly or disabled	NCS is part of a “Befriending Coalition” with other services that can help younger migrants reduce their isolation
Produce specialist promotional materials for different languages and cultures	We are making translated fliers and posters with pictures showing community members and additional information to make the service more easily understood
Involve people regularly and keep them informed	We are organising a second “Meet SIS” event on 18th October 2018 for people to be consulted about the new promotional material and talk more about publicising the service
Use “Community Assets” to publicise NCS - community groups, schools, ESOL providers, faith venues	Community groups are invited to attend the new “Meet SIS” event to find out how they can and want to get involved
Make sure NCS staff understand the needs of different cultures and communities.	NCS will continue to work closely with SIS and other community groups and individuals



2. invitation for the new event



Community Base • 113 Queens Road  
Brighton • East Sussex BN1 3XG • UK

01273 702005  
@sussexinterpret

info@sussexinterpreting.org.uk  
sussexinterpreting.org.uk



Dear .....

Thank you very much for coming to the “Meet SIS” event on 25<sup>th</sup> September 2017.

It was such a fun day and we hope you enjoyed yourselves as much as we did.

Thank you for taking part in the discussion about the *Neighbourhood Care Scheme* (NCS), your knowledge and experiences were very interesting and insightful. The comments have been really valuable in helping SIS and NCS plan for the future.

We are ready to share those plans with you. Please find enclosed a summary of last year’s event – the purpose, key findings and recommendations.

We have also included an invitation to our second “Meet SIS” event which we hope you are able to come to.

I am looking forward to seeing you in October.

Yours Sincerely

Vikki Gimson

Quality Assurance Manager

SIS is a Social Enterprise, a Company limited by Guarantee (registration number 3892084) and a Registered Charity (registration number 1081284)

Supported by / working in partnership with:





3.      bespoke letters

# Meet



## Chat Lunch Information

We are looking forward to welcoming you to our second “Meet SIS” event.

We would like to get your opinions about the progress of our projects, understand your needs, and share your knowledge and expertise about your community and culture.

**Date** 18th October 2018

**Time** 10am to 2pm

**Venue** Conference Room,  
Community Base, 113 Queens  
road, Brighton, BN1 3XG

**We can't wait to meet  
you and share lunch**

.....

If you would like to come to the “Meet SIS” event, please complete this section, detach it and return to **SIS, Community Base, 113 Queens Road, Brighton, BN1 3XG** or e mail [vikki@sussexinterpreting.org.uk](mailto:vikki@sussexinterpreting.org.uk)

Name .....

Telephone .....

Address .....

.....

Children under 5 welcome

Interpreter provided





## Appendix 2: Community Researcher Instructions



### SERVICE USER DAY AGENDA

#### 10am Arriving, settling, welcome and introductions

As per the introduction information provided at training – interpreting needed at each table

I will try to keep us to time throughout the day!

#### 10.20 Feedback from Service User Day 2017

As per the circulated leaflets. The main points for today

- Learning more about NCS and how it works
- Creating Language specific fliers with the help and input of the attendees
- Thinking more about how to promote the service and distribute the fliers

#### 10.30 Presentation by NCS staff talk

The number of confirmed attendees continues to grow! It won't be possible to have small groups, this will have to be a presentation from the front with you interpreting at each table

The NCS attendees are

Sean Depodesta	NCS manager
Emily Daniel	volunteer co-ordinator (one of 5)
Ramya Perera	NCS volunteer

The NCS team will cover the items suggested at the training but they haven't given any further details.

If Service Users have any questions they can ask them directly (in their own language or English) or you can ask the questions for them – whatever is more comfortable

#### **10.50**      **Comfort Break**

#### **11.00**      **Bespoke Fliers**

1. *Translation sense check* (10-15 mins)

I will provide print outs of the translation we have undertaken (as per the training materials)

Keep a master copy with suggested amends

2. *Current English Language Fliers*

This will be right time to show the Service Users the current fliers and explain that we will be producing language specific ones

3. *Images* (5 – 10 mins)

I will stick the photos on the walls for people to go and look at, they will be numbered and we would like Service Users to choose

- 2 images for the Service Recipient Flier
- 4 images for the Volunteer Flier

These can be the same or different.

Only after they have chosen the images should be offer for them to “star” in the fliers (let me know if anyone says yes

4. *Logos of community groups/organisations* (5 mins)

Ask if there are any particular trusted community groups that the Service Users would like us to talk to about having their details on the fliers.

#### **11.25**      **Promotion and Distribution**

We are looking for specific details about places we should leave/display the fliers or give presentations to a group

Please be familiar with the previous ideas in the training information

Here are some more prompts of specific places and people to get details of

Places	People
Shops	Neighbour
Library	Aquaintance

Schools and playgroups Public Transport Place of worship Cultural Centre Community groups Health Centres	Friend Doctor Solicitors Counsellors Community Interpreter Social Worker Family member
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### **11.50 Pledges**

Ask the Service Users to think about how they could personally help with the distribution and promotion, anything and everything will help so this might be something small or something big!

Ask them to write a promise on the postcard and then place in the envelope on which they write their name and address.

### **12.00 LUNCH**

### **12.30 Feedback from Service User Day 2017**

I will give a brief presentation (please see separate documents)

### **12.45 SIS Website**

I will bring up the SIS website on the overhead screen and show the basic navigation

Please spend a little time looking at the site with your service users

NB     The form for requesting an interpreter needs to be completed using English text  
           The form for "other help" can be completed using their native language and text

### **12.55 Digital Inclusion Information**

Summary of places and opportunities to learn how to use digital platforms

SIS could help ensure that Service Users have language support if they want to access these services.

Please take down the name and number of anyone interested and we can liaise with them through a volunteer

### **13.00 Net Promotion Score**

Read out the question to your attendees

*On a scale of 0-10, where 0 is not at all and 10 is definitely, how likely would you be to recommend SIS to a friend or colleague?*

There are three number lines around the walls

Ask SUs to place a sticker on the number that is their answer

### **Why?**

Not obligatory but SUs can write this on a post it note and stick it to the number line too

### **13.10                      Comfort Break**

### **13.20                      Journey Mapping**

I would like to introduce the idea of journey mapping to the entire group. I will show an English journey map on the screen and describe what we are looking for and the stages as below. Please interpret

Now we can give the journey maps to SUs to complete

I suggest that SUs complete the journey map in stages

1. Look at the “bus stops” and write dates and/or other information
2. Look at the additional questions and answer any that are relevant
3. Put the additional stickers on the appropriate place on the map
4. Write any other information they would like to



### Appendix 3: PowerPoint Presentation for Service Users



Efficient

Reachable

Obliging

Sociable

Supportive

Community

Helpful

Convenient

Welcoming

Informative

Humanitarian



#### Services

Bilingual Advocacy

Translations

“Drop In” service

Voluntary support



#### Voluntary Support

Community information  
Signposting to services  
Information about English learning  
Form filling  
Making phone calls



#### Trained Community Interpreters

- they maintain confidentiality
- are respectful and not judgemental
- are knowledgeable about local services



#### FACE TO FACE

We will encourage services to use face to face interpreters not telephone interpreters



We help you to get an interpreter for schools and council appointments even if it's not a SIS interpreter





**We will try to provide the interpreter you have requested and offer continuity of the same interpreter**



## Improvements

**Improved communication with the office**

**Feel confident that an interpreter will attend**

**Interpreting for emergency and late notice appointments**

**Written information in your language**

**Updates about community events**



## Contact Us by Phone

**For Community Interpreting**

**sussexinterpretingservices**

To arrange for a free community interpreter contact us on 01273 702005 and leave the following information either in English or in your first language:

- Name
- Telephone number
- Date and time of the appointment
- Place of the appointment

**English**

**For Language Support**

Please call **01273 234825** after 3pm any day and leave a message in your language stating your name, phone number and which service you think you need. We will call you back as soon as possible.

send a text **07943 186454**

**sussexinterpretingservices**

英倫社會社區解釋服務 電話號碼 01273 702005  
聯絡方式 廣東話或國語或留下下列資料：

- 姓名
- 電話號碼
- 訂約日期及時間
- 訂約地點

**Cantonese**

যেকোন দিন বিকাল ৩টার পর  
**01273 234825**  
নম্বরে যেকোন বকল এবং থাকুন আপনার নাম, টেলিফোন নম্বরে ও যে সেবায়র বাপ্তরে সাহায্য চান তার নাম বকুন। আমরা যত তাড়াতাড়ি সম্ভব আপনাকে যেকোন করব।



## On-Line

**www.sussexinterpreting.org.uk**

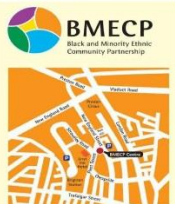


**Facebook Pages**



## Contact Us Face to Face

**BMECP**  
Black and Minority Ethnic  
Community Partnership



Near Sainsbury's and The Friends Centre in the New England Quarter

Come anytime between  
**11.00am - 1.00pm**  
on **1st and 3rd Tuesday** of  
every month starting from  
**3rd January 2017**  
No appointment necessary

If you need to contact us  
please call 01273 234825

Children are welcome

37b bus direct to Fleet Street  
OR 5 minute walk from bus  
stops at Brighton Train Station  
or London Road shops

Możesz przyjść o każdej porze  
pomiędzy 11.00 - 13.00  
w 1 i 3 wtorek każdego miesiąca  
zaczynając od 6 września 2016 r.  
Nie ma potrzeby umawiania wizyt  
Jeśli chcesz się z nami  
skontaktować proszę zadzwonić pod  
01273 234825  
Dzieci są mile widziane

**Linie autobusowe**  
37b bezpośrednio do Fleet Street  
LUB  
5 minut drogi pieszo od  
przystanków autobusowych przy  
stacji pociągów Brighton Train  
Station lub sklepów przy London  
Road





## SERVICES FOR COMPUTER AND INTERNET TRAINING AND SUPPORT

Service	Details	Area / specific criteria
Age UK IT Drop-In	01273 720603 <a href="http://www.bit.ly/1DSDZtZ">www.bit.ly/1DSDZtZ</a> Monday to Thursday from 10.00am - 1.00pm	BN1 <b>Age 50+</b>
The Hop 50+	01273 729603 <a href="mailto:thehop50@impact-initiatives.org.uk">thehop50@impact-initiatives.org.uk</a>	BN3 <b>Age 50+</b>
Friends Centre IT courses	01273 810210 <a href="mailto:info@friendscentre.org">info@friendscentre.org</a> <a href="http://www.friendscentre.org/courses/categories/information-technology/">www.friendscentre.org/courses/categories/information-technology/</a>	BN1 £ Courses from £10
Fresh Start Sussex computer training	07956 909220 <a href="mailto:freshstartsussex@hotmail.com">freshstartsussex@hotmail.com</a> FREE courses Wednesdays or Saturdays for 4 sessions.	BN41 <b>Age 55+</b>
HaKIT Computer Drop-In	Free drop-in Contact Lulu 01273 881446 <a href="http://www.hkproject.org.uk/hakit">http://www.hkproject.org.uk/hakit</a>	BN3 <b>Age 50+</b>
Council Connect Sessions	Free 1-2-1 45 minute computer help sessions run by volunteer in libraries Up to 10 free sessions available. Jubilee Library on 01273 290800 or contact local library directly.	All libraries in B&H
Digital Brighton & Hove	runs gadget drop ins for help with smartphones /tablets. <a href="mailto:DigitalBH@citizensonline.org.uk">DigitalBH@citizensonline.org.uk</a> 07471 351969 (Judith Field, Local Project Coordinator) <a href="http://digitalbrightonandhove.org.uk">digitalbrightonandhove.org.uk</a>	Brighton & Hove

**Appendix 5: Journey Mapping Bus Stops**

