



## SERVICE USER IMPACT SURVEY

Service Users have often told SIS, in interviews and focus groups, about **areas of their lives that have improved since working with SIS Community Interpreters.**

Although SIS couldn't be completely responsible for these changes (other things would also have had an effect) the anecdotal evidence shows **SIS services have a significant positive impact and influence.**

**We have been measuring and quantifying these changes** via a survey with Service Users looking at the seven main areas indicated anecdotally

1. Feeling respected
2. Feeling socially included
3. Feeling confident
4. Feeling independent
5. Feeling safe
6. Knowledge
7. Ability to overcome difficulties

Having provided explanatory information about these areas of impact (with examples), Service Users were asked to complete an impact grid; on a scale of 1 to 10, Service Users were asked to **show how they felt before using SIS Community Interpreters and how they feel now.**

Information and Impact Grids were sent to the following cohort from the SIS database

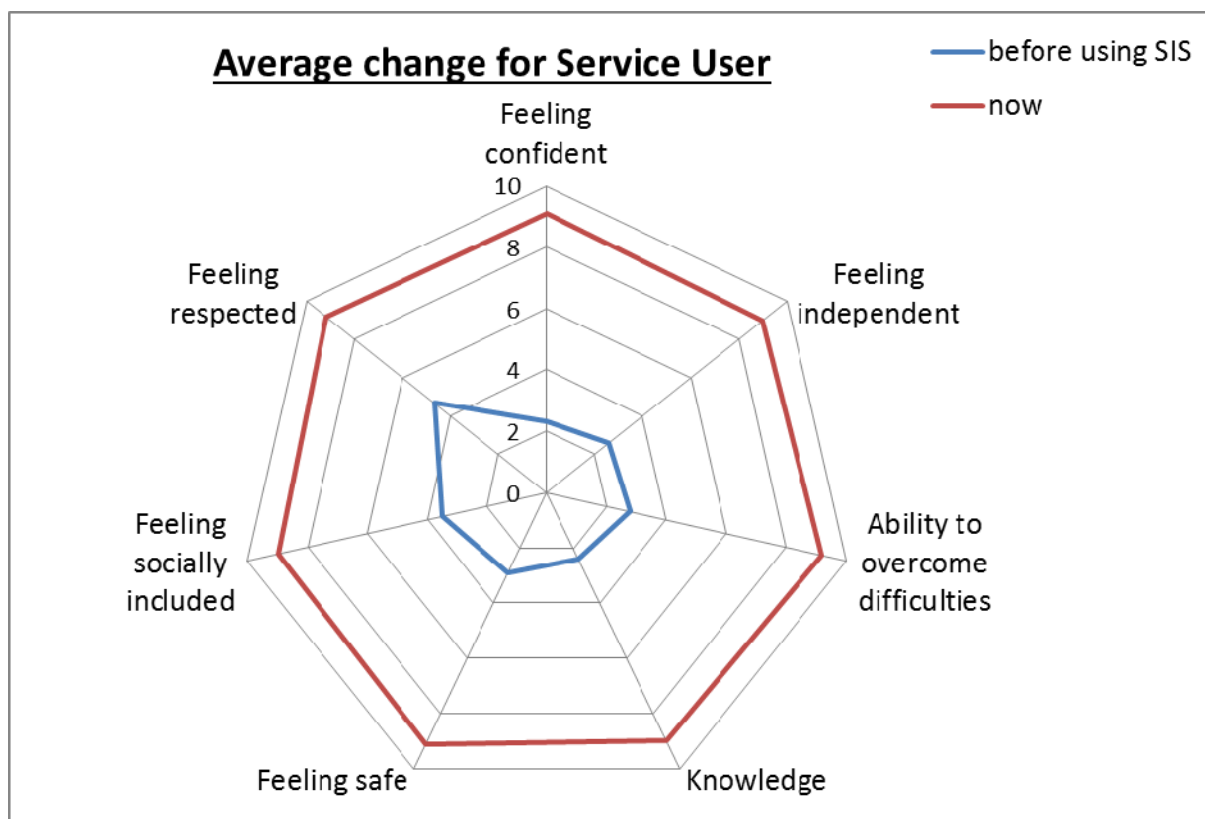
Service User Language	Number sent	Total responses	Valid responses
Arabic	42	3	0
Farsi	31	6	6
Cantonese	30	11	9
Mandarin	14	0	0
Polish	8	1	1
Portuguese	12	1	0
Turkish	8	3	3
Russian	14	3	0
<b>TOTAL</b>	<b>159</b>	<b>28</b>	<b>19</b>

18% response rate

It was disappointing not to get any valid response from some language groups via the postal survey. **The second phase has distributed the information and grid via Community Interpreters** who were able to offer additional explanation and help, we are awaiting the returned forms and will report results in early 2014.

## Results

It was clear from the results that SIS has a great positive impact on our Service Users. It also highlighted the individuality of Service Users – there was a wide variety of starting points for individuals and for specific areas. However, it also indicated common themes within language groups.



### **Headlines**

67% increase in feeling confident and sure of their own abilities

65% increase in knowledge of services, society, opportunities, rights etc

64% increase in feeling independent

64% increase in ability to overcome difficulties and solve problems

60% increase in feeling secure and safe from abuse or harassment

55% increase in feeling socially included with links to the wider community

46% increase in feeling respected and that their feelings and opinions were valued

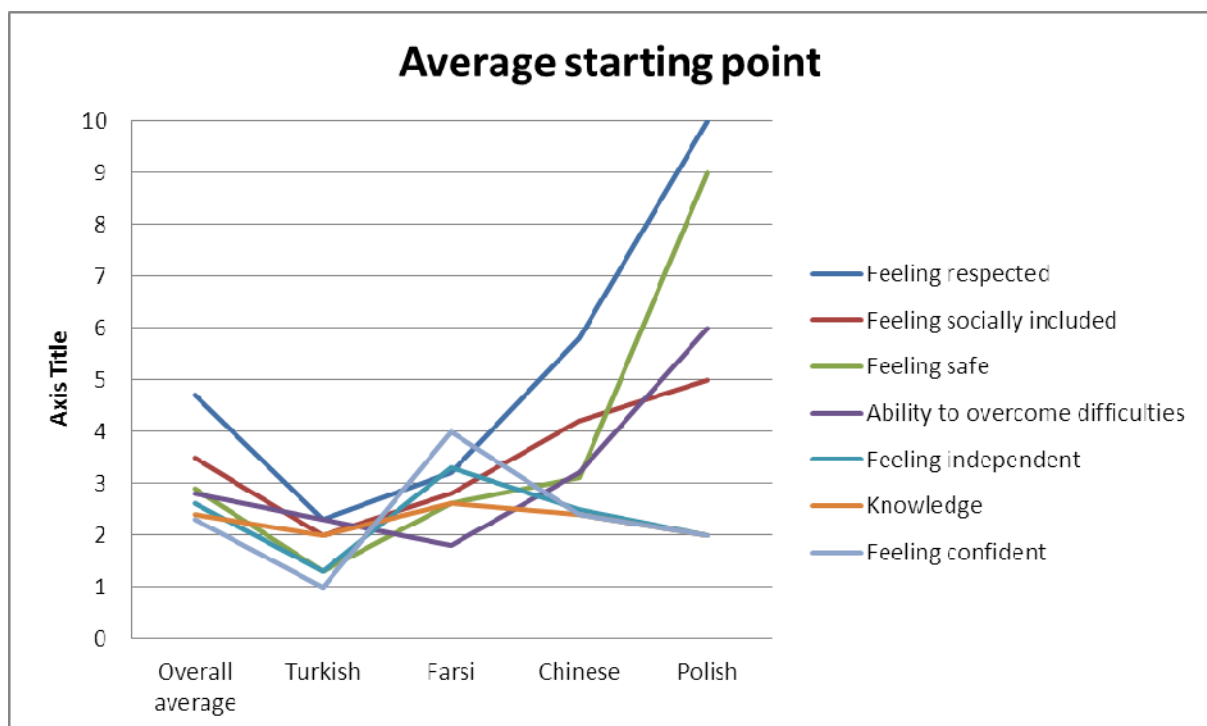
### Starting Point

Feeling Independent, Feeling Confident and Knowledge had the lowest starting points overall and this was also true for the Turkish, Cantonese and Polish speakers. However, this was not the case for Farsi speakers.

Feeling Respected, Feeling Social Included had the highest starting points overall, which was similar to most of the language groups.

The Turkish speakers had lower starting points in all areas than the average.

The Polish and Chinese speakers had relatively high starting points for many of the areas.



### Change

There was a strong positive change overall in all areas. This ranged from the high showing a 67% increase in feeling confident, to the low showing a 46% increase in feeling respected.

The Turkish speakers recorded the biggest distance travelled with an average 80% increase in all of the impact areas.

There were only 4 incidents where no change was recorded;

Feeling respected      2 x Cantonese speakers and 1 x Polish speaker indicated a starting and current point of 10.

Feeling safe              The Polish speaker indicated a starting and current point of 10.

## Average change

