



Describe SIS in One Word

Efficient

Helpful

Reachable

Convenient

Obliging

Welcoming

Sociable

Informative

Supportive

Humanitarian

Community





What additional services do you use?

Bilingual Advocacy

Translations

“Drop In” service

Voluntary support





What would like volunteers to help with?

Community information

Signposting to services

Information about English learning

Form filling

Making phone calls





What is important about a Community Interpreter?

- **they maintain confidentiality**
- **are respectful and not judgemental**
- **are knowledgeable about local services**
- **Prefer to have continuity**





Preference for Face to Face

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





Wider use of SIS in the city

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





What can SIS develop or improve?

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

