



## POSITIVE FEEDBACK – 2nd QUARTER 2019-20

### SERVICE PROVIDERS

**Simon Crane, Speech and Language Therapist, SPFT (Sept 2019)**

Just to say thanks very much for Bengali Interpreter [S]'s input yesterday. The feedback from the meeting was that she was extremely effective and assiduous in her work to clarify meanings and content.

We greatly appreciated the service and would like to pass on our thanks to S.

**Lynne Arnold, Help to Claim Support Officer, Brighton and Hove CAB ( Aug 2019)**

I have appreciated your expertise and the interesting questions that you have shared with me - I have learned so much! I know that we have managed to support some very vulnerable clients through the minefield that is Universal Credit and sometimes managed to avoid it. It is still a system that needs improvement but we have managed some small wins here and there

**Helen Philips, Hearing Screener, BSUH (July 2019)**

I feel that Portuguese Interpreter [P] is an excellent interpreter, and I am so happy that someone so competent has been able to accompany our client and her partner on this journey. With P as their interpreter I felt at ease, and did not have a single doubt in regards to her interpreting skills.

Thank you for having such a kind, lovely, knowledgeable and professional interpreter!

**Dan Curtis, BHESCO (Sept 2019)**

I would like to say that Farsi Interpreter [T] is an absolute pleasure to work with, very professional and considerate and helpful.

### SERVICE USERS

**Bengali Speaking Service User (Sept 2019)**

We were very happy with the outcome of this session, it felt like we were at a doctor's surgery in Bangladesh because everything was clearly explained and

interpreted for us. We usually use our children and daughter-in-law to interpret at the doctors surgeries but not everything is so clearly interpreted as it was today.

**Hungarian Speaking Service User re Volunteer Social Prescribing** *(July 2019)*

Thanks very much for all your unselfish help, to the whole team and particularly to those two people who worked with me face to face and on the phone.

**Portuguese Speaking Service User re Bilingual Advocacy** *(Sept 2019)*

Thank you very much for the support and help. Everybody now respects me at work and treats me much better because Portuguese Bilingual Advocate [X] came to represent me. I've told all my colleagues that you're the best service. I'm very very happy – thank you very much.

**SELF EMPLOYED SESSIONAL LINGUISTS**

**Oromo Speaking Community Interpreter** *(on leaving SIS in Sept 2019)*

I have been working with SIS since the arrival of the Oromo & Amhara community in Brighton, in 2006, I was not sure I could manage this long. I ended up leaving my other fostering role, and enjoyed working with SIS and the community people. Even when there was difficult times and saddened, I felt that there was much supports and to share and having new experience between both Community and SIS. It was like on going learning experience and now part of my life journey.