



CUSTOMER  
SERVICE  
EXCELLENCE



## **POSITIVE FEEDBACK – 3rd QUARTER 2019-20**

### **SERVICE PROVIDERS**

#### **Beth, Support Coordinator, Safe Haven Sussex, CIC (Nov 2019)**

I appreciate greatly the interpreting services that we received.... I would like to take this opportunity to thank the Romanian Interpreter [N], as he was very helpful and professional, and he assisted a great deal with the session. I would highly recommend his services in the future.

#### **Nia, Team Leader, Safe Haven Sussex, CIC (Dec 2019)**

The use of an interpreter in this instance was a one-off booking to ensure that a full understanding was gained for both parties during a case meeting regarding a supported accommodation placement.

The service was very helpful and allowed us to support the client in the best way possible. It meant that we were able to work together to protect his placement and he was able to understand the terms of this.

It was much appreciated to be given access to this service for no cost as we do not have a funding stream that includes provision for this service. The outcome was very positive for us and the client.

#### **Nick Rolt, Money Advice Plus ( Oct 2019)**

I really am very grateful for SIS being able to provide a service (in this instance) without charge. Hindi Interpreter [O] is an excellent interpreter and her work with us on this matter in particular has made a huge difference.

#### **Ann Kingaby, Sec. to Dr J Dent, Locum Consultant Psychiatrist, SPFT (Oct 2019)**

Just to let you know that the Chinese Interpreter [P] got high praise from the Tribunal panel on Monday. They said that they were impressed with how he conducted himself and that when interpreting to the parents, there was no disturbance to the rest of the Tribunal.

**Ramune Murauskaite, Health Independent Domestic Violence Advisors, RISE (Oct)**  
THANK YOU soooooo much for your help, service, generosity. Your service gives voice to those who do not speak English. I am very happy to signpost my clients to your service/drop-in sessions.

**Dr Alana Tooze, Clinical Psychologist in Neuropsychology, SPFT (Oct 2019)**

The Albanian Interpreter [Q] came in to do an afternoon interpreting session, even though she had only got home from holiday in the early hours of that morning (her late night did not negatively affect her interpreting, this was not a problem).

Because she came in at such short notice, I was able to complete an assessment to make a referral to specialist rehab. If she had not done this, the patient would have had to wait another 4 days for me to be available again which would have held up the whole pathway, potentially increased time in hospital and the delay would have upset the patient who was ready to move on.

It would have been reasonable not to work less than 12 hours after you return from holiday, particularly when I only asked if she was free at 24 hours' notice (I wasn't expecting it but worth the ask), and yet the interpreter did it anyway.

## **SERVICE USERS**

**Chinese Speaking Service User** via Chair of the Chinese Elderly Group (Nov 2019)

The elderly lady, 84 years old, asks me to send her many thanks to the marvellous team.

**Arabic Speaking Service User (Dec 2019)**

Thanks to everyone for all the support my husband and I have received from SIS in recent weeks. Interpreters [R] and [S] have been extremely responsive to several emergencies.

**Turkish Speaking Service User (Dec 2019)**

Hey we had a baby girl yesterday and as my wife can't speak english the hospital arranged an interpreter [T]. T came and we saw her a few times during my wife's pregnancy. She is a very, very, lovely person. She is doing her job more than 100%! Me and my wife are sending all the best to your company and T! Thank you very much again!

**1 x 5 star review on Google Business**

## **SELF EMPLOYED SESSIONAL LINGUISTS**

### **Spanish, Portuguese and Arabic Volunteer Linguist (Dec 2019)**

Thanks for all your support and encouragement. SIS is a really special organisation that makes so many people feel more connected and valued despite their difference or alienation- this is immeasurably a good thing.

I would never have approached medical training without my work with SIS and its patient centred focus.

Ben (Projects Coordinator) is a genius in comforting and supporting others and in emotional intelligence - I'm sure you recognise that anyway.

### **3 x thanks to the Coordination Team for their support and help**

### **Feedback, regarding SIS customer services, provided by 6 x Volunteer Linguists (speaking Bengali, Greek, Spanish, Hungarian, Romanian, Farsi and Polish) at a support session (Dec)**

#### **Customer Insight**

"I can see that SIS is always striving to improve and particular to listen and respond to people. This meeting (VL peer support session) is a great example; you started by letting us know what was new and we went on to discuss the challenges that volunteers face and what help and support we might need from SIS."

"SIS understands that it is important for customers to see the volunteers as member of their own community first and as part of SIS second. Service Users can recognise themselves in us and see that we have lived experience of the challenges they are facing. They can feel comfortable with us because they don't have to explain themselves, their situation and cultural background before getting help. They feel less isolated."

"It seems to me that everyone in the community and lots of other support organisations know about SIS"

#### **Organisational Culture**

"The support we get from SIS is amazing. SIS is very open and ensures we get all the information we need, providing additional help and support with tricky cases. You keep us up to date on opportunities for training and education."

"I really feel like I am part of something special, a family. SIS invites us to lots of parties and get-together's as well as these peer support sessions."

#### **Information and Access**

"I always feel confident that I can give accurate information and will get good advice from Ben (projects coordinator). This means I can be relaxed in the appointments with service users and put them at ease."

"Ben's support and guidance is very reassuring. It's a relief to know we aren't alone, this makes me feel comfortable in my role."

### **Delivery**

“Ben has been so fantastic to work with. I am usually very shy about using English but Ben makes me feel confident, we understand each other very easily. It’s as straightforward as if I was speaking Bengali. He is an honorary Bengali.”

“It is really a great opportunity to be a volunteer with SIS. I know that I am helping people to have a better life, overcome their struggles simply by providing a language “crossing” .”

“The Drop-In is a very welcome service for people. It not only makes a practical impact by helping people with their issues but also has an emotional impact. One service user told me she comes to the Drop-In whether she needs help or not because she likes the atmosphere and the social connections and network. She would like to volunteer with SIS if there is an opportunity for her.”

“SIS has many named contacts at other agencies which means our referrals for help and support can be made quickly and efficiently.”

“We deliver an amazing service, the Bengali speaking Service Users are extremely happy.”

“As a volunteer, I am very satisfied with the service delivered by the supportive SIS team.”

### **Timeliness and Quality**

“Working with a long term resident of Brighton and Hove and realising they had never registered with a GP, which is something so simple to help with. It was clear that people often don’t know what they are missing or what they might need.”

“What we do at the drop in is spread by word-of-mouth, and many people make repeat visits. I think that is evidence of a good service.”

“One Farsi speaking service user came to the Drop-In last week just to say thank you for the help we had provided. He had been so desperate because another organisation had turned him away and said he needed to take a friend to interpret but he didn’t have anyone he could ask. SIS listened to what he needed, sent an interpreter to help him and things are really different now.”