

SERVICE USER DAY
“MEET SIS 2”
18th OCTOBER 2018

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Aim of “MEET SIS 2”

One of the key recommendation from “MEET SIS 1” on 25th 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 (appendix 3)

- 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 4)

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 5)

Collected the Net Promoter Scores

Service Users completed a journey map with SIS bus stops (appendix 6)

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 made a comment regards 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