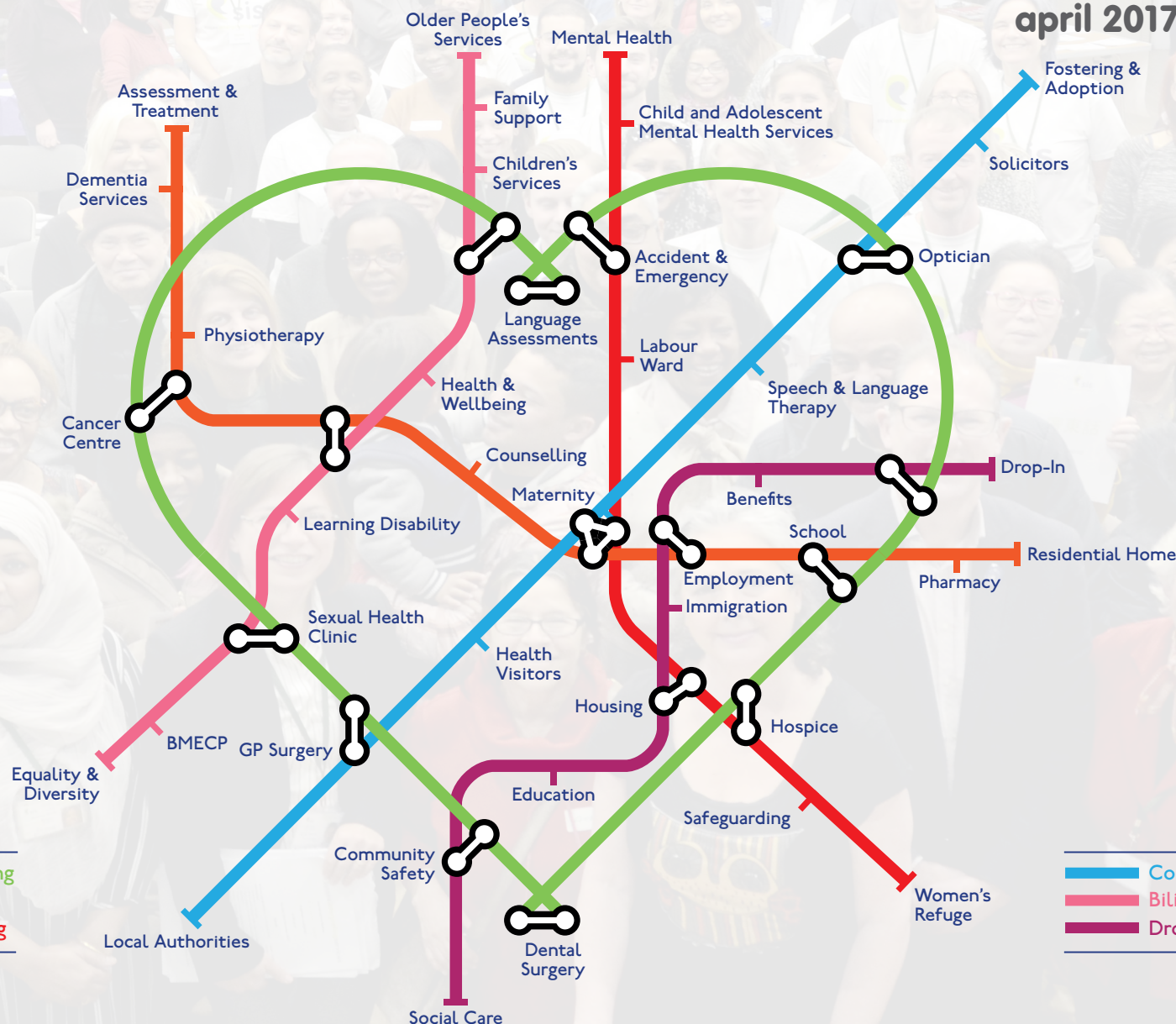


sussexinterpreting services

annual review

april 2017 - march 2018



Community Interpreting
Social Prescribing
Emergency Interpreting

Community Translation
Bilingual Advocacy
Drop-In

language support services at the heart of the community

chair's message

Jen Henwood
SIS chairperson



Welcome to SIS's Annual Review for the year April 2017-March 2018. I hope that you will find it as interesting and inspiring as I do.

Introducing last year's Annual Review, I made the point that SIS is not simply an interpreting service, and that whilst the provision of high quality community interpreting remains our core service, SIS is always looking for new ways to fulfill our mission, by removing obstacles and empowering our service users. This year, SIS introduced a new service, Community Research, which is described on page 10. I am particularly excited about this development, which enables and encourages service users to participate in public service consultations, and so influence future service provision. Community Research thus moves beyond enabling individuals to access services, to empowering communities which might otherwise be overlooked, so that their voices are heard. It also enables some of our talented linguists to develop their skills, and to contribute in another way, to the building of the inclusive and diverse society of SIS's vision.

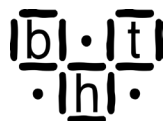
This was a challenging year for SIS's Management Committee, as we sought to find the balance between courage to pursue SIS's vision and invest in the future, and caution to protect existing services in very uncertain times. I hope that this report shows that we struck the right balance.

This year, we said goodbye to Rachel Greenan, Administrative Assistant and Kevin Dugdale, Co-ordination Support Worker, who both moved on to new jobs. Betty (Bethlehem) Attfield (Administrative Assistant) also left SIS to move with her family to Kathmandu, in Nepal. We thank all three for their contributions to SIS, and wish them all the very best.

Now, I simply wish to say a really big thank you, to everyone who makes SIS possible – our fantastic staff team, our excellent sessional linguists, our generous volunteers, our many and varied partners, our funders, trustees and of course, our service users.



supported by / working in partnership with



Pete West, Brighton & Hove City Councillor with SIS
AGM attendees in 2017.

© Howard Davies/www.eye-camera.com

Challenges

This was a year of uncertainty. Funders reviewed contracts to balance budgets. Interpreting services were competitively tendered. Contract decisions were delayed. New General Data Protection Regulations (GDPR) were introduced. Our Bilingual Advocacy Project closed at the end of December. Universal Credit caused concern. Racism increased. The future status of Migrants was unknown.

Success

We worked hard to meet these challenges. Our vision steered and encouraged us. We supported our beneficiaries to confidently exercise their right to access public services. We signed a local pledge to ensure equality of access to health services pledgeforthenhs.com/#pledge. We reduced unmet need. We improved our website. We secured the interpreting tender. We added Community Research as a 6th service. We widened our offer of support. We briefed linguists on the "Hidden Resources of the Welfare State". We supported the Advocacy Needs Assessment to understand the importance of bilingual advocacy.

"I feel that SIS has a more action-orientated approach. I see SIS as the centre point that links me to all the other services in the city. As long as this service exists, it will be so much easier for residents to navigate the city; without the service, there can be so much stress for the service users and their families."
Russian speaking service user

Team work

Success was assured by the calibre of our people, with high performing teams across the organisation. Managing a pool of freelance, community interpreters is complex.

Developing new partnerships, projects and digital strategies needs creativity. Administration has to be accurate and timely. Governance and leadership must be purposeful.

Above all, our linguists provided fantastic services! Being a linguist is much more than being bilingual; you have to understand people's emotions too. Again and again, feedback mentioned professionalism and empathy.

Reflective practice is key to motivating people. With the support of partners, we organised many more engaging briefing sessions for our linguists.

"The interpreter delivered an amazing service. We had been struggling to engage effectively with our patient who was very fearful and worried. The interpreters empathetic approach helped make the patient feel more relaxed and had a really positive impact on their general wellbeing."
Georgia Aloof – Physiotherapist, Trauma & Orthopaedics, Princess Royal Hospital

"The interpreter was fantastic and really great at listening to service users. He was very sensitive towards the service user during what was a complex session."
Stephanie Hunt – Lead Practitioner, Assessment & Treatment Centre, Millview Hospital

Together we are proud to provide language services at the heart of our communities!



Services

Three years ago, we set out to promote SIS as more than an interpreting service. This year we delivered with; a regular fortnightly Drop-In, Translated information on our website, Social Prescribing, Community Research and Bilingual Advocacy.

The front cover visualises the pathways and journeys offered by this 'infrastructure' of services. Next year, we will add Befriending and Community Navigation Plus (social prescribing for more vulnerable people).

We supported more people and helped in new ways. We worked with **five** new service users every day of the year – a **38% increase** on registrations over the year. The biggest demographic changes involved communities speaking Romanian, Creole, Bulgarian and Vietnamese.

Engagement

Our popular Service User Day helped us learn more about what people think of SIS and what they would like us to do. Service users met researchers and commissioners looking at what advocacy services are needed.

"SIS continue to use customer insight to influence their policies, plans and procedures...The continued determination to allow customers to influence both policy and strategy has culminated in a more holistic approach, which has taken SIS well beyond being solely an interpretation service".

Neil Potentier – Assessor, Customer Service Excellence

SIS community researchers supported the involvement of communities in the International Migrant Needs Assessment and the 'Big Health & Care Conversation'.

In April we celebrated with our communities at the BME Wellbeing Event 'Be unique, be active, be well'.

Our AGM continued to showcase SIS as the 'People's United Nations'

Quality

SIS was one of the first charities to apply for the Customer Service Excellence (CSE) Award. We use the criteria to focus on improvement and innovation. We achieved a fantastic Compliance+ in Four areas:

Customer Insight, Community Support, Employee Empowerment, Partnerships

We were also awarded Investing in Volunteers – the national quality mark for volunteers.

We surveyed volunteers and service providers – you can see the results at sussexinterpreting.org.uk/customer-surveys

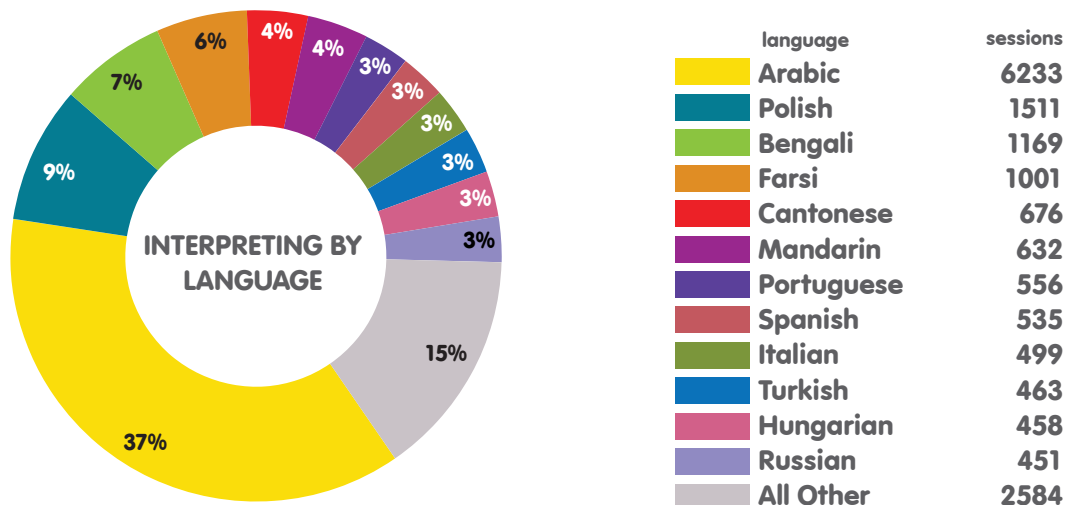
You can read more and watch a video here:

 sussexinterpreting.org.uk/news



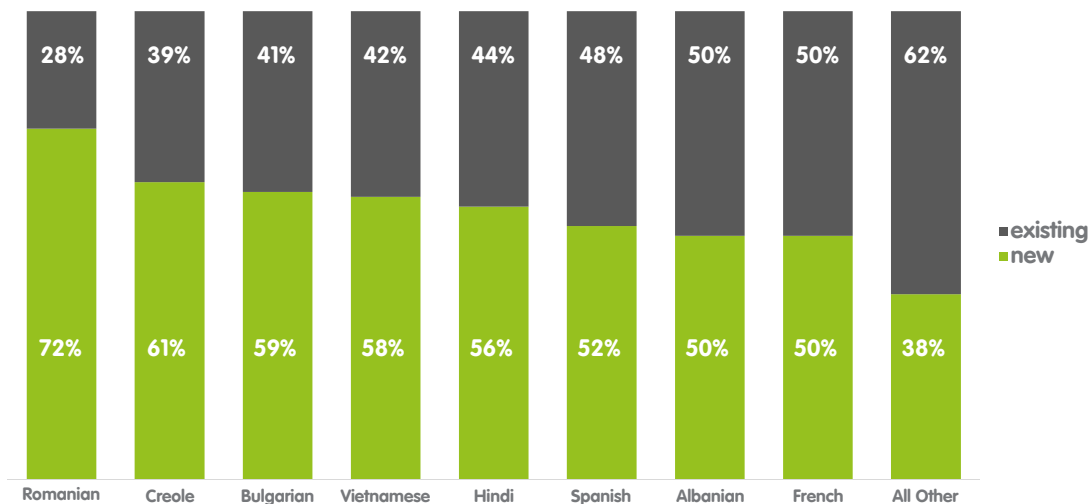
community interpreting

april 2017 - march 2018



new vs existing service users

april 2017 - march 2018



 **16768**
sessions

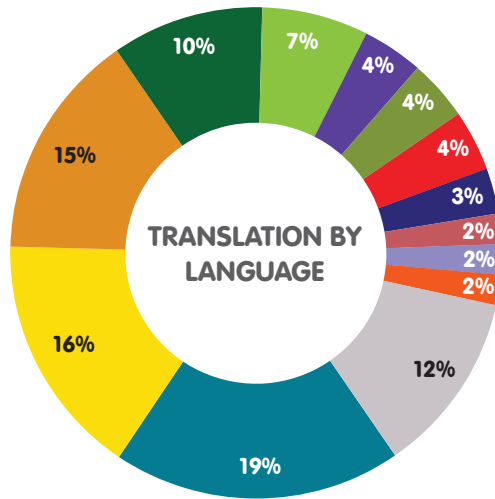
 **3992**
service
users

 **52**
languages



community translation

april 2017 - march 2018

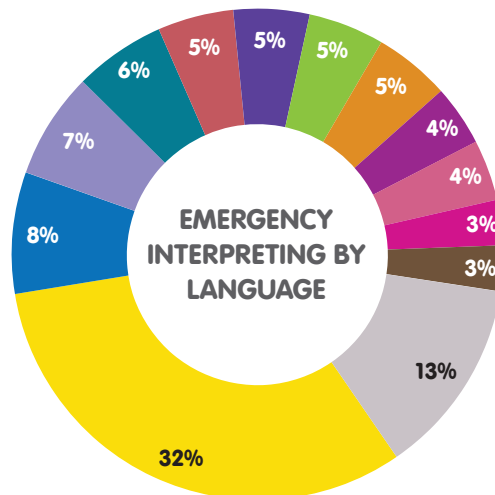


language	words
Polish	35592
Arabic	29296
Farsi	26868
Thai	18678
Bengali	13305
Portuguese	8104
Italian	7561
Cantonese	7469
Creole	5845
Spanish	4153
Russian	4063
French	3848
All Other	20429



emergency interpreting

april 2017 - march 2018



language	hours
Arabic	210
Turkish	52
Russian	46
Polish	39
Spanish	34
Portuguese	30
Bengali	30
Farsi	30
Mandarin	28
Hungarian	28
Romanian	22
Bulgarian	20
All Other	89
TOTAL	658

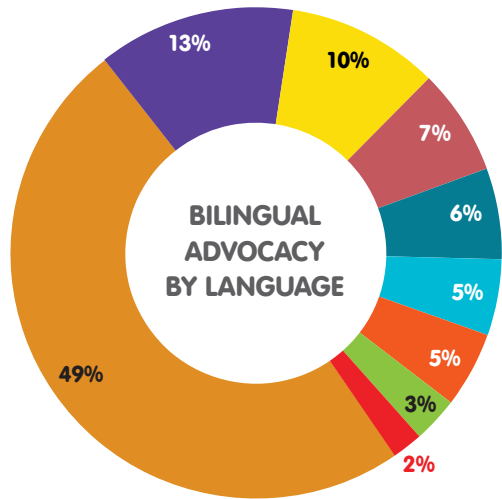
 **247**
translations

 **185211**
words

 **31**
languages

bilingual advocacy

april 2017 - december 2017



language	hours
Farsi	165
Portuguese	44
Arabic	34
Spanish	23
Polish	20
Czech	17
French	16
Bengali	11
Cantonese	10
TOTAL	340

top 3 issues

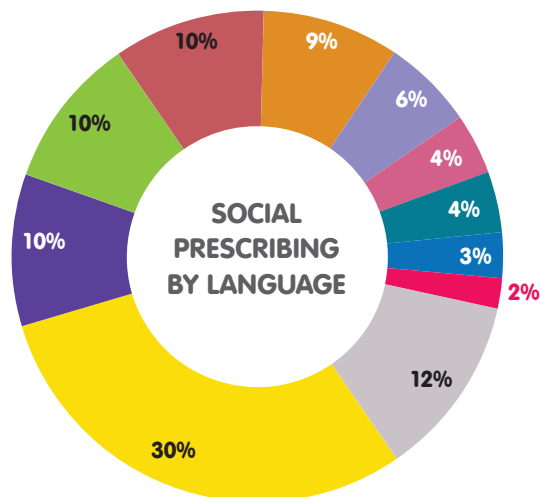
- 1 finances
- 2 housing
- 3 health

1 6 6
service
users

19
languages

social prescribing

april 2017 - march 2018



language	sessions
Arabic	64
Portuguese	22
Bengali	20
Spanish	20
Farsi	18
Russian	13
Hungarian	8
Polish	8
Turkish	6
Slovak	5
Other	26
TOTAL	210

case study

george & aziza

“Trust is the glue of life. It’s the most essential ingredient in effective communication. It’s the foundational principle that holds all relationships.”

Stephen R Covey

Building Trust with our service users remains the single most essential element to our ability to deliver services in an enduring way.

“You are part of our family, you are part of us.”

SIS service users have stories and journeys to share. We listen. We celebrate their background and heritage. We empathise with their hopes, dreams and fears.

The approach strengthens our relationships.

Our involvement and support of many service users have been longstanding.

One such couple are husband and wife, George Habib and Aziza Ibrahim.

They visited SIS and spoke movingly about what having an interpreter at a recent emergency interpreting session (at the Accident & Emergency department) had meant for them.

George and Aziza’s story

“Sometimes when I go to the hospital they provide interpreters from other services. I don’t want these interpreters. One time there was an Egyptian interpreter. I didn’t understand their dialect or their meaning. Even the doctor didn’t! We make it clear to NHS staff we don’t want an interpreter from any other organisation. I have many appointments, e.g. cardiology, orthopaedics. There are connections between my medical conditions. I am not suggesting other interpreters are not good, but

continuity is important and this is why I ask for the same SIS interpreter.

SIS has changed. You are bigger but there is still humanity in the work you do.

Recently I phoned for an ambulance. I was frantic and in a complete panic, stressed and anxious. I then called SIS. It was unique what you did. You reassured me that you would arrange an interpreter. You spoke to the ambulance people. It was like someone used a magic wand and made everything easy. You kept in touch asking how I was. When I was in the ambulance you still kept in touch. You gave calmness and assurances that everything will be fine.

When we arrived at the hospital, I saw Hocine (SIS interpreter). I thought, what a relief – he is already here, he will keep me informed, he will convey my message correctly and I trust him. George also visibly relaxed.

Our interpreter always shows kindness and cares about what he does – his presence speaks to us almost to say “I’m here – I can give you comfort”.

Continued over the page.



Emergency service vehicles
photo: Wikimedia

case study

george & aziza

"After he started interpreting, everything proceeded smoothly. Doctors checked George, gave a drip and pain relief. The consultant organised an MRI scan, and we were informed of plans. Hocine stayed the entire time.

What was initially terrible ended up being OK.

I said to myself 'when you are in need – SIS does everything for you'

We know this is what you do (provide interpreters) – for you it may be a small thing – but for us it is a big thing – we are proud of SIS.

Empathy comes through in the tone of voice, body language and allows for building of trust and helps us to speak easily. This is not something that we receive just from SIS interpreters, but also from all SIS staff."

What Service Users really think about a service can be answered by the simple question: Would they recommend us?

"We have been with SIS now for 20 years.

We had a look on the SIS website and noticed that you now have a Drop-In. We spoke to people we know, and explained where they could go to get interpreters, and information and help with form filling.

We do want to say thank you. We are so happy and grateful for the service you provide and have always provided to us."

George and Aziza

To George and Aziza we say:

على الرحب والسعة

- You are welcome!

"I felt sorry seeing George in pain. He was in a bad way, holding his stomach and crying. I knew it was important to stay impartial but you cannot help but have empathy.

Sometimes it is necessary for interpreters to intervene. I spoke to a nurse to insist on pain relief, and ensured he received this quickly.

Half an hour later, I could see colour returning to George's face and knew he was feeling better. I was glad I had chosen to intervene."

Hocine Baiche, Arabic interpreter

"SIS continue to adopt an approach of being 'more than interpreting' and exercise a social conscience in always looking at the bigger picture in providing additional support. This means they are often the catalyst for initiating a holistic approach, which meets the needs of the service users".
Neil Potentier – Assessor, Customer Service Excellence

to read more case studies visit

 sussexinterpreting.org.uk/casestudies



George and Aziza at a recent Service User Day

SIS became involved in Community Research (CR) via the Brighton & Hove City Council International Migrants Needs Assessment when 10 SIS linguists were trained to help people with language needs fully engage and contribute.

Their feedback was very positive:

"People in my community face problems, vulnerability and uncertainty, CR helps find solutions to problems which improve the lives of people and society."

Aleceia de Juan – Spanish speaking community researcher

"I was attracted to CR by its grassroots approach; recognising that we're all different, come from different culture backgrounds and have different ideas and needs."

Magda Pasuit – Polish speaking community researcher

Service users had also clearly stated at the SIS Service User Day 2012 their wish to have their voices heard in public service consultations.

SIS saw a chance to build an additional service which would be welcomed by all stakeholders. We have subsequently trained and contracted with a team of 10 community researchers with a further four expressing interest.

In July 2017, we joined a partnership led by Community Works for community researchers to enable "hard to reach" people participate in the Clinical Commissioning Group Big Health and Care Conversation. Views were gathered across the city on local health and care services

in order to shape how they are designed and delivered. SIS community researchers conducted in-depth interviews with 21 individuals who had no other way of getting involved.

"Many migrants are marginalised and not included and integrated in the wider community mainly because of language and cultural barriers."

Dr Mohanad Badeen - Arabic speaking community researcher

SIS went on to use community researchers at the Service User Day 2017. The day was split between collecting feedback about SIS services and research on isolation and loneliness to inform enhancements to the Impetus Neighbourhood Care Scheme.

"A lot of money can be saved by doing CR before projects are implemented, it prevents money being invested in services which do not meet the needs of the community."

Juliet Batista – Portuguese speaking community researcher

All community researchers have commented on the rewards of the process especially training, positive outcomes and working as part of a diverse multicultural team.

Community researchers agree that the biggest challenge is promoting the research and encouraging people to get involved. There is still scepticism within migrant communities that their input will be taken seriously and make a difference.



Henrietta Izso, Hungarian community researcher (left) with a service user

to find out more visit

sussexinterpreting.org.uk/communityresearch

STATEMENT OF FINANCIAL ACTIVITIES

(INCLUDING INCOME AND EXPENDITURE ACCOUNT) FOR THE YEAR ENDED 31 MARCH 2018

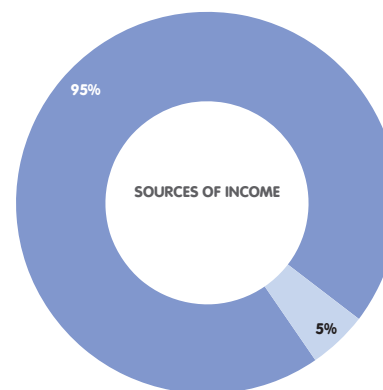
	Unrestricted Funds 2018 £	Restricted Funds 2018 £	Total Funds 2018 £	Total Funds 2017 £
INCOMING RESOURCES				
Incoming Resources from Generated funds:				
Interest Receivable	-	-	-	-
Grants	53,226		53,226	105,000
Contract Fees	980,349		980,349	977,938
TOTAL INCOMING RESOURCES	1,033,575		1,033,575	1,082,938
RESOURCES EXPENDED				
Charitable Activities	1,031,967		1,031,967	1,071,161
TOTAL RESOURCES EXPENDED	1,031,967		1,031,967	1,071,161
NET INCOMING/(OUTGOING) RESOURCES FOR THE YEAR	1,608		1,608	11,777
ACCUMULATED FUNDS AT 1 APRIL 2017	332,630		332,630	320,853
ACCUMULATED FUNDS AT 31 MARCH 2018	334,238		334,238	332,630

BALANCE SHEET AS AT 31 MARCH 2018

	2018 £	2017 £
FIXED ASSETS		
Tangible Assets	585	395
CURRENT ASSETS		
Debtors	239,957	280,790
Bank and Cash	238,080	210,570
	478,037	491,360
CREDITORS: Amounts falling due within one year		
Trade and other Creditors	(144,384)	(159,125)
NET CURRENT ASSETS	333,653	332,235
TOTAL ASSETS LESS CURRENT LIABILITIES	334,238	332,630
RESERVES		
Unrestricted Fund	84,238	82,630
General Designated	250,000	250,000
	334,238	332,630

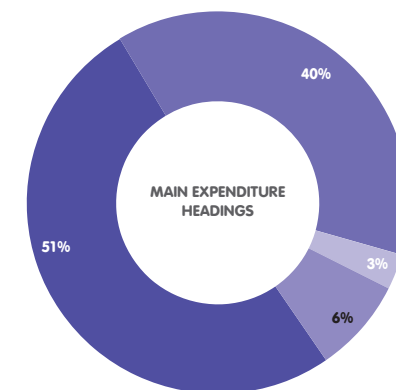
Our audit was carried out by:

Chariot House Ltd, Chartered Accountants and Statutory Auditors, 44 Grand Parade, Brighton, East Sussex BN2 9QA



contract fees
grants

95%
5%



interpreting fees
staffing costs
premises costs
other costs

51%
40%
3%
6%

- The year under review (2017/2018) saw a reduction in turnover of almost 4.6% compared to the previous year (2016/2017).
- There was also a related reduction in our expenditure, which was some 3.7% lower than the previous year. This figure was largely due to the decreased income from project activity though, rather than from other activity, which saw an increase.
- The result of all this was reduced a net surplus of £1,608 (compared to £11,777 the previous year). This represents a reduction of net income of some £10,169, which is an almost 86% decrease.
- During the current year (2018/2019) we have set a deficit budget, in order to take account of the continuing social and political situation and uncertainties over the economy in general; this is very much a worse-case scenario, but there are so many unknown variables at play that this approach is thought prudent for the time being.
- For the third year in a row we have a turnover exceeding the £1,000,000 mark, which is a massive change since our early days, when, for example, in 2002 our income was around £205,000.
- A full statutory audit was carried out this year to keep in line with current legislation (The Charities Act 2011 (Accounts and Audit) Order 2015) section 3). A copy of the full report is obtainable from our office.

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Your co-operation is appreciated. All reasonable requests will be granted.