

sussex interpreting services

annual review
april 2018 - march 2019



CELEBRATING 25 YEARS

providing language support services at the **heart** of the community



Jen Henwood
SIS chairperson

chair's message

Chair's Introduction to SIS Annual Review 2018 – 2019

Welcome to SIS's Annual Review for the year April 2018 - March 2019, which is also a reflection on and celebration of SIS' first 25 years!

From a modest start, providing fifty interpreting sessions per month, by its 25th year SIS was providing 1200 interpreting sessions per month, as well as a range of related services, namely Community Translation, Emergency Interpreting, Bilingual Advocacy, Social Prescribing, Community Navigation, Community Research and a Drop-in service.

This anniversary provides an opportunity to reflect on our **vision** "*of an inclusive society where people of all cultural and linguistic backgrounds are able to live in harmony, play a full and valued role and enjoy the same rights*" and our **mission** "*to enable full access, for people with language needs, to publicly funded services in order to improve health, education and overall quality of life.*"

In our 25th year, SIS is proud to be *providing language support services at the heart of the community.*

The phrase language support services, aptly describes the range of services which SIS provides. What do we mean by, *at the heart of the community?*

In this context, *heart* suggests the centre, the hub, the core, the nucleus. In addition, I like to think that the use of the word *heart*, as opposed to one of those alternatives, also brings with it connotations of compassion, humanity and courage.

And what of *community*? It may be defined as "a group of people living in the same place or having other interests in common." So, the community might be the people of Sussex. In addition, *community*, means so much more. Martin Luther King, Jr. described community as a complex "web of

mutuality". Frances Moore Lappe, defined community as "nurturing human connection" and as "essential to our well being". *Community* implies a sense of belonging, connectedness and communication. We are each members of a number of communities at the same time. SIS seeks to build a community and communities which respect and celebrate difference and diversity, whilst recognising our connectedness and common humanity. To quote Jo Cox, "we are far more united and have far more in common with each other than the things which divide us." Building a sense of community, and building communities, is a process, which requires, amongst other things, that we can communicate with each other and that everyone can take part. Hence, SIS' language support services.

Thank you, to everyone who is part of the SIS community – our excellent staff team, our dedicated sessional linguists, our generous volunteers, our many and varied partners, our funders, trustees and of course, our service users.

Congratulations and best wishes for the next 25 years!



photo: Howard Davies



Arran Evans
SIS director

directors' report

april 2018 - march 2019

This is our 25th year!

We started in 1994 not knowing the level of need. We heard about people having serious medical procedures without understanding them. There was little informed consent.

We set out to make sure people with language needs could access public services; appreciated their treatment options; knew their rights. We also wanted to celebrate our communities and multi-cultural city.

We began small. We thought we might be around for 3 years. We were called Brighton, Hove & Lewes Interpreting Project and had a £50,000 annual grant. There were two of us job sharing and working in a busy corridor! We had support from Keith, our Finance Officer. There was no email, mobile phones or internet.

We championed Community Interpreting and collaborated to develop accreditation for the model. We placed professionalism, empathy and quality at the heart of our services. Community interpreters made it possible for service users to have a voice. They addressed isolation, frustration and misunderstanding.

In 1995 we delivered **50** interpreting sessions a month.

Today we have income over a £1m – mostly from competitive contracts. We have 7 services, 15 employees, a pool of 100 Self Employed Sessional Linguists and offices.

Today we deliver **1200** interpreting sessions a month.

Keith, Shahreen and I still work together – 75 years of combined service! Vikki, our Quality Assurance Manager, has served SIS for 18 years.

Our linguists inspire us. They are the reason we are successful. Our funders have played a vital role too. They understand how Community Interpreting supports the right of people to access health and social care.

We have come a long way and worked hard to pioneer equality and empowerment.

You can read more about the difference we make in the central pages of this Annual Review.

Culture

This year, charities experienced intense public scrutiny. Any perceived conflict between operations and values damaged reputations. We made sure our practices, ethos and behaviours worked together. We wanted to be seen as honest and having a strong moral compass. We encouraged independent scrutiny and embraced feedback in order to improve.

We complemented our Values with 4 Ethical Principles: Beneficiaries First, Integrity, Openness and the Right to Be Safe.

"I am proud to be associated with SIS; the professionalism, integrity and compassion of the organisation, and of everyone working for it, is exceptional".
(Hanno Koppel – SIS Trustee)

"SIS is one of my few clients that takes action on the points raised in a comprehensive and timely manner."
(Chariot House – Independent Auditors)

Team Work

The staff team has grown by 60% in 5 years. We have focused on strengthening trust and effective Team Work. The free flow of ideas is important. We believe 'no question is a wrong question' and that everyone can contribute. We shared ideas on; reducing unmet need, streamlining and a comprehensive Job Quality Survey. It showed us that people have strong support and good relationships at work but need more focus on wellbeing.

Continued page 4



photo: Howard Davies

directors' report

april 2018 - march 2019

"We empower and encourage all employees to actively promote and participate in the customer-focused culture of our organisation".

(Customer Service Excellence - Compliance Plus)

"The SIS team have been wonderful! You have all, always been so helpful, patient, understanding and kind and I am honoured to have been a part of that".

(Bengali Speaking Community Interpreter)

Digital

We developed our digital capability and thinking. We aimed to support the culture, practices, processes and technologies of the internet era to respond to customer need.

We created a new position of Digital Support Worker. Our Digital Team improved cyber security, business continuity and website accessibility. It was thrilling to see people who attended our AGM using their phones to scan Quick Response Codes linking them to our translated web pages. We produced a video overview of services and promoted our secure booking tool, reducing duplicate appointments and saving money for the NHS.

Services

We mobilised across Sussex to deliver a new integrated interpreting contract. There was a 25% increase in emergency interpreting – which can happen any time of the day or night. There was a similar increase in weekend bookings. We improved our responsiveness to the 2,500 requests made with less than 3 days' notice. We did all of this whilst delivering more interpreting for more people. Once again, we experienced significant new registrations from service users, with some smaller communities growing.

"The Doctors, the Care Coordinator and I all felt the Interpreter was fantastic. She was brilliant at conveying some very difficult Mental Health terms and legislation. Having her there has improved our relationship with the client and he has now agreed to engage with our service again. This was largely due to her ability to build relationships in a very short space of time".

(James Parlett - Approved Mental Health Professional)

We developed our newer services and designed a 'Services Tube Map' to make it easier to understand how we can help. We enhanced social prescribing through our pool of Bilingual Community Navigators. We trained Volunteer Linguists to help Service Users prepare their Universal Credit applications. We used our regular

'Drop-in' as a gateway to support. We promoted befriending services and health messages.

"I came to SIS depressed and feeling isolated – I was suffering emotionally and physically. It made a massive difference to feel that people were listening carefully and genuinely wanted to help. The help vastly improved my emotional state. I really appreciated the follow up call from the Volunteer Linguist to check on my progress - this showed that SIS was still thinking of me".

(Arabic Speaking Service User)

Engagement

We held another successful Service User Day. 34 people shared their experience of SIS and gave invaluable feedback on befriending. We built a dialogue by encouraging those who previously attended to return. We reported on 'you said, we did'. We guided people through our website and explained where they could go for support with digital skills.

We participated in Pride 2018. Our 'walking float' included staff, interpreters and volunteer linguists. We carried translated placards with messages of pride and unity.

Quality

We arranged our Customer Service Excellence visit for our AGM in February 2019. It was very positive for people to see that our work is externally assessed and to be involved in giving feedback. We were delighted with the unprecedented 5 areas of Compliance Plus!

"SIS have always provided an excellent service for the Mental Health Homeless Team and we would not hesitate to recommend you".

We used Net Promoter Scores with 306 people from our customer groups. We scored 74%, which makes SIS World Class!

You can read more at sussexinterpreting.org.uk/news



photo: Howard Davies



Vikki Gimson
quality assurance
manager

TSIP partnership work

SIS has a long history of working collaboratively with individuals, communities, commissioners and organisations to further our Mission and Values.

We have been consistently commended for this approach by Customer Service Excellence (CSE) which, since 2015, has endowed SIS with “compliance plus” for partnership work which is seen as having “demonstrable benefits for our customers” and “partners feel is providing extremely good value for money”.

“Through working with a wide range of partners, SIS continue to benefit their service users. They remain ‘more than just an interpreting service’ and see partner working as a way for their service users to access a ‘complicated jigsaw’ of public services. More partners have been added to SIS’s ‘Tube Map’ to show service users the wide range of services available” (CSE Assessor Feb 2019)

Alongside two key service delivery partnerships; Social Prescribing Plus (2018-2021) and Sussex Advocacy Partnership (2019-2023) - profiled on our website - we were part of two successful partnerships within the Third Sector Investment Programme (2017-2020), funded by Brighton & Hove City Council and Brighton & Hove Clinical Commissioning Group.

Befriending Links

SIS has worked with Together Co Befriending to widen engagement from people with language needs, with the Neighbourhood Care Scheme (NCS). NCS matches people to create friendships that can transform the lives of the elderly and housebound through weekly social visits and help with practical matters for which people have lost confidence.

SIS held Service Users Days in 2017 and 2018, each attended by approximately 40 people, to help understand loneliness and isolation. Together, we considered what services could help, what community assets are available and co-designed accessible promotional information which attendees pledged to distribute.

We are currently bidding for the next phase of this partnership to explore issues of isolation and intersectionality (individuals who have multiple minority identities and equalities barriers) and develop the Befriending Scheme to support newly arrived people in the city.

Community Engagement

SIS has worked with the Trust for Developing Communities to provide opportunities for SIS Service Users to have their voice heard on issues affecting them, with a particular focus on barriers to equality and integration.

Each year, Brighton & Hove City Council and the NHS suggested a number of themes for discussion such as diabetes and heart disease, employment, dementia, volunteering and urgent care. Groups and individuals were able to share their experiences of current service provision and give their views on local priorities. They were consulted on service design, and supported to raise issues and develop solutions to support community well-being and resilience.

Engagement included individual one-to-one interviews with Service Users, focus groups of linguists, distribution of digital surveys and attendance at community events.

We are also bidding for the next phase of this partnership to bring together a reference group of Service Users to act as community representatives both for consultation and for cascading information as “walking community noticeboards”.

working in partnership with



photo: Tella Butler



Shahreen Shebli
SIS director

Voices – Past and Present

**"Time is not measured by the passing of years but by what one does, what one feels and what one achieves."
(Jawaharlal Nehru- Indian Independence Activist)**

25 years ago the Brighton, Hove & District Ethnic Minorities Representative Council (EMRC) published the Report, "We don't know what we're missing". The 6 month pilot project had researched the health needs of local Black and Minority Ethnic (BME) communities.

A wide range of statutory and voluntary agencies worked together to ensure its success. The collaboration reflected an important shift in attitude from that prevailing at the time – i.e. that the health problems experienced by Black and Minority Ethnic communities were the result of their own customs and culture.

10 local BME communities were involved as part of the Study - African and African-Caribbean, Bengali, Gujarati, Punjabi, Pakistani, Chinese, Iranian, Sudanese and Somali.

The findings painted a dismal picture of the health inequality that existed.

The Report helped secure Joint Finance (Health and Social Care) funding for Brighton, Hove and Lewes Interpreting Project, which in 2000 became **Sussex Interpreting Services**.

Service Users interviewed as part of the Research voiced feelings of frustration and alienation. They spoke of barriers in accessing services arising from language needs, but also from a broader communication gap that included information, culture and power.

They pointed to challenges; lack of knowledge of services available to them, limited awareness of their rights, and not knowing how or who to complain to.

The Report highlighted risks for BME patients, associated with the absence of language support; misdiagnosis, lack of informed consent, unsafe practices and quality concerns.

It showed a need for services (particularly within hospital and care settings), to better reflect the religious, cultural and dietary needs of these communities.

Service Users also spoke of encountering racist and discriminatory behaviour from NHS staff.

Confidentiality and privacy issues, and the pressures and repercussions on family members and friends (including children) were also indicated as areas of concern.

The overwhelming sense of dis-empowerment, isolation, frustration, and the distress experienced by BME communities at the time was tangible!

The observations of dedicated health and social care professionals were equally damning! They noticed BME patients, having to wait longer to be seen, not being given appropriate information or support about their care during delivery or on discharge from hospitals.



voices from the past



"During childbirth I was asked many questions about vitamins, pain relief, medication and allergies. If my interpreter had not been there, it would have been very difficult."

Brazilian Speaker

"In the past I wasn't aware of my rights or how to ask for an explanation. Now I am able to ask and discuss certain issues... My confidence came from having used SIS"

Portuguese Speaker

"Many different people at SIS have helped me at times with urgent, stressful situations like my council tax, emergency accommodation, benefits and bills. This support has been vital and timely and made my family more secure."

Farsi Speaker

The interpreter was able to demonstrate a comprehensive knowledge of Cognitive Behavioural Therapy... She was also able to provide a cultural backdrop and I was therefore able to adjust my questions and support.

Sonya Nacev – Psychological Wellbeing Practitioner, Time to Talk, (July 2018)

voices from the present

Some staff had witnessed BME patients being confused and scared, and noted that referral and uptake of crucial early intervention services, including mental health services, were low.

The research also highlighted a need for greater respect and cultural awareness training of NHS staff and recommended ethnic monitoring as a priority within health and social care.

"We don't know what we're missing" called for:

- Professional interpreting including Emergency Out of Hours provision
- Bilingual Advocacy and research into health issues affecting BME communities
- Recruitment of more BME individuals in Health & Social Care; e.g. Social Workers, Counsellors, Community Nurses and Health Promotion Advisors
- Health Promotion
- Translated resources
- Improving cultural understanding through Link-workers, Advisors and Community Development Workers
- Volunteer befrienders and counselling support
- The establishment of a BME Community Centre (now realised through the Black and Minority Ethnic Community Partnership Resource Centre)

SIS have worked for 25 years to harness the collective talents and creativity within our BME communities. Our engagement practice has been directed to community empowerment and development. We have seized opportunities for partnerships and collaborations to help our BME communities be more resilient and confident. We have trusted their abilities and seen their potential. Our inclusive approach has brought people together from across all local BME communities and partners to deliver real and lasting change.

Our wider offer of services helps reduce barriers and improve access:

- **Bilingual Advocacy**
sussexinterpreting.org.uk/bap
- **Community Translation**
sussexinterpreting.org.uk/translation
- **Drop-In**
sussexinterpreting.org.uk/drop-in
- **Social Prescribing**
sussexinterpreting.org.uk/sp
- **Volunteer Linguists**
supporting Befriending and Health Promotion
- **Community Researchers**
sussexinterpreting.org.uk/communityresearch
- **Free Translated Resources (including English) for Service Users**
sussexinterpreting.org.uk/service-users

Service Users now tell a very different story of their experience in accessing services.

- Safety and quality is improved.
- People can navigate more easily to other organisations for social, emotional and practical help.
- Health Professionals can accurately assess and prescribe.

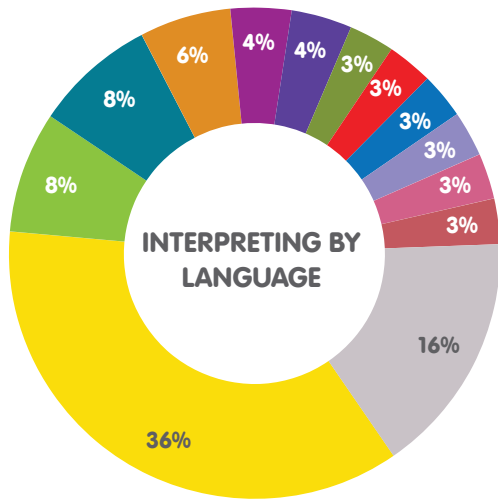
SIS is proud to have realised many of the hopes, aspirations and ambitions outlined in the EMRC Report. This has been made possible through the determination and commitment of SIS Staff, Trustees, Sessional Linguists and Volunteers.

There remains no simple way to improve the health and social wellbeing of BME communities. Wider social and economic factors (low pay, bad housing and unemployment) all continue to contribute to ill health. Subtle and overt forms of racism and discrimination still continue and have a cumulative effect aggravating feelings of isolation and impacting on wellbeing.

In spite of the challenges, SIS will remain resolute in listening to the voices of our Service Users over the next 25 years!

community interpreting

april 2018 - march 2019

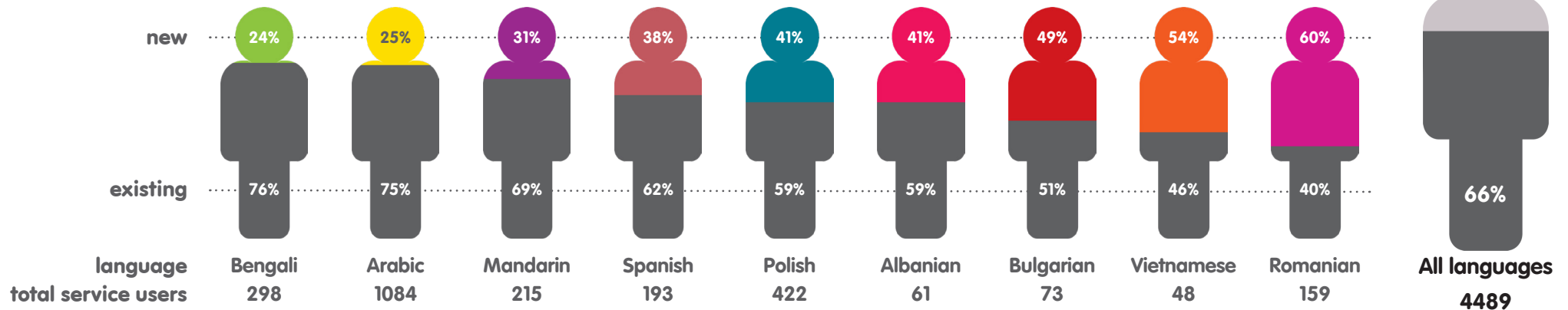


| language | sessions |
|------------|----------|
| Arabic | 6228 |
| Bengali | 1375 |
| Polish | 1332 |
| Farsi | 1067 |
| Mandarin | 688 |
| Portuguese | 662 |
| Italian | 611 |
| Cantonese | 558 |
| Turkish | 521 |
| Russian | 490 |
| Hungarian | 480 |
| Spanish | 460 |
| All Other | 2974 |



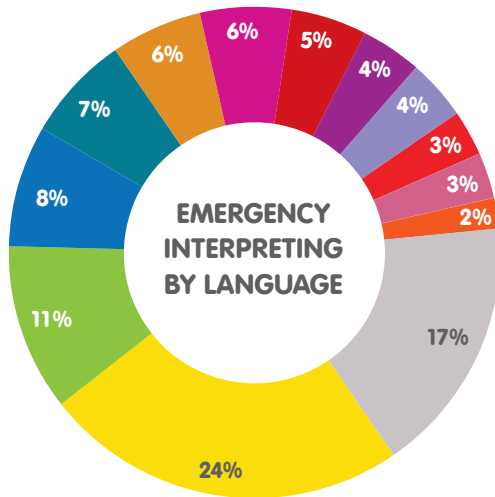
new vs existing service users

april 2018 - march 2019



emergency interpreting

april 2018 - march 2019



| language | sessions |
|--------------|------------|
| Arabic | 61 |
| Bengali | 28 |
| Turkish | 20 |
| Polish | 18 |
| Farsi | 15 |
| Romanian | 15 |
| Bulgarian | 13 |
| Mandarin | 11 |
| Russian | 9 |
| Cantonese | 7 |
| Hungarian | 7 |
| French | 6 |
| All Other | 42 |
| TOTAL | 252 |



536
hours



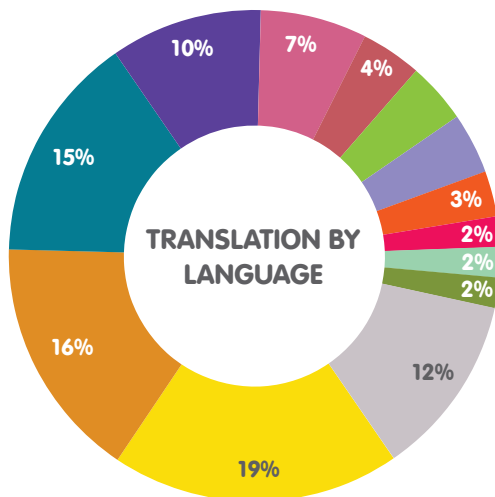
28
languages



25%
increase in
sessions

community translation

april 2018 - march 2019



| language | words |
|------------|-------|
| Arabic | 43215 |
| Farsi | 15392 |
| Polish | 9802 |
| Portuguese | 8675 |
| Hungarian | 8149 |
| Spanish | 5366 |
| Bengali | 5047 |
| Russian | 4818 |
| French | 4258 |
| Albanian | 4008 |
| Lithuanian | 3661 |
| Italian | 3596 |
| All Other | 21044 |



197
translations



31
languages

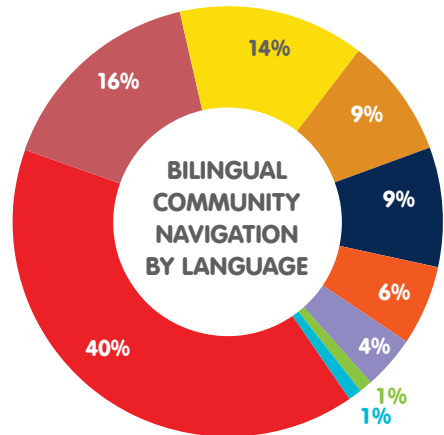


137031
words

social prescribing projects

bilingual community navigation

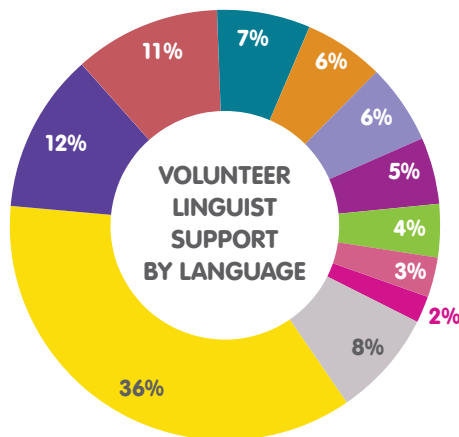
november 2018 - march 2019



| language | hours |
|--------------|------------|
| Cantonese | 45 |
| Spanish | 18 |
| Arabic | 15 |
| Farsi | 10 |
| Sorani | 10 |
| French | 7 |
| Russian | 4 |
| Bengali | 1 |
| Czech | 1 |
| TOTAL | 111 |

volunteer linguist support

april 2018 - march 2019



| language | sessions |
|--------------|------------|
| Arabic | 84 |
| Portuguese | 27 |
| Spanish | 26 |
| Polish | 17 |
| Farsi | 14 |
| Russian | 14 |
| Mandarin | 11 |
| Bengali | 10 |
| Hungarian | 8 |
| Romanian | 5 |
| Other | 19 |
| TOTAL | 235 |



finance report

april 2018 - march 2019

STATEMENT OF FINANCIAL ACTIVITIES

(INCLUDING INCOME AND EXPENDITURE ACCOUNT) FOR THE YEAR ENDED 31 MARCH 2019

| | Unrestricted Funds 2019 £ | Restricted Funds 2019 £ | Total Funds 2019 £ | Total Funds 2018 £ |
|---|---------------------------------|-------------------------------|--------------------------|--------------------------|
| INCOMING RESOURCES | | | | |
| Incoming Resources from Generated funds: | | | | |
| Interest Receivable | - | | - | - |
| Grants | 48,473 | | 48,473 | 53,226 |
| Contract Fees | 1,031,870 | | 1,031,870 | 980,349 |
| TOTAL INCOMING RESOURCES | <u>1,080,343</u> | | <u>1,080,343</u> | <u>1,033,575</u> |
| RESOURCES EXPENDED | | | | |
| Charitable Activities | 1,100,261 | | 1,100,261 | 1,031,967 |
| TOTAL RESOURCES EXPENDED | <u>1,100,261</u> | | <u>1,100,261</u> | <u>1,031,967</u> |
| NET INCOMING/(OUTGOING) RESOURCES FOR THE YEAR | <u>(19,918)</u> | | <u>(19,918)</u> | <u>1,608</u> |
| ACCUMULATED FUNDS AT 1 APRIL 2018 | 334,238 | | 334,238 | 332,630 |
| ACCUMULATED FUNDS AT 31 MARCH 2019 | <u>314,320</u> | | <u>314,320</u> | <u>334,238</u> |

BALANCE SHEET AS AT 31 MARCH 2019

| | 2019 £ | £ | 2018 £ | £ |
|---|------------------|----------------|------------------|----------------|
| FIXED ASSETS | | | | |
| Tangible Assets | | 292 | | 585 |
| CURRENT ASSETS | | | | |
| Debtors | 262,394 | | 239,957 | |
| Bank and Cash | <u>197,591</u> | | <u>238,080</u> | |
| | <u>459,985</u> | | <u>478,037</u> | |
| CREDITORS: Amounts falling due within one year | | | | |
| Trade and other Creditors | <u>(145,957)</u> | | <u>(144,384)</u> | |
| NET CURRENT ASSETS | | <u>314,028</u> | | <u>333,653</u> |
| TOTAL ASSETS LESS CURRENT LIABILITIES | | <u>314,320</u> | | <u>334,238</u> |
| RESERVES | | | | |
| Unrestricted Fund | | 64,320 | | 84,238 |
| General Designated | | <u>250,000</u> | | <u>250,000</u> |
| | | <u>314,320</u> | | <u>334,238</u> |

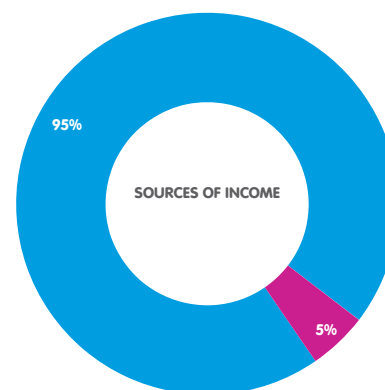
Our audit was carried out by:

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

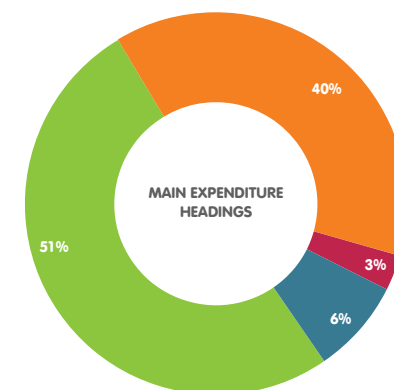
Then and now: 25 years on

The first days of SIS finance 'department' were spent holed up in a cupboard (commonly known as the small room) in the CVS offices, struggling with a truculent computer, trying to design a form that could capture data needed for the new service. The computer was state-of-the-art; it even had a small floppy disk drive and 1MB of RAM. The main programme had to be loaded from 40 disks. This was time-consuming, but we were young! Fast forward a quarter of a century and three of us are still here – that's a combined total of 75 years; a lifetime of experience! Some things have changed, others haven't. The one thing that never changes is the challenge of finding interesting things to say about finances. Maybe a thought from Albert Camus sums up the hidden importance of the finances: "Having money is a way of being free of money". Or maybe I should learn from Wittgenstein and say nothing: "What we cannot speak about we must pass over in silence."

- Last financial year (2018/2019) we witnessed an increase in turnover of 4.5% compared to the previous year (2017/2018). This was largely due to increased income from contract activity, rather than from project activity, which decreased.
- However, there was also a related increase in our expenditure, which was 6.6% higher than the previous year. The change in both income and expenditure resulted in a net deficit of £19,918 (compared to a surplus of £1,608 the previous year). Overall this accounted for a reduction of net income of £21,526 compared to the previous year.
- During the current year (2019/2020) we have again set a deficit budget, to account for continuing social, political and economic uncertainty – a prudent approach that assumes a worst-case scenario.
- For the fourth year in a row we have a turnover exceeding £1,000,000, a substantial increase since our early days (2002 total income was £205,000).
- A statutory audit was carried out and a copy of the full report is obtainable from SIS.



contract fees 95%
project grants 5%



interpreting fees 51%
staffing costs 40%
premises costs 3%
other costs 6%

staff directory



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