

sussexinterpreting services

annual review
april 2019 - march 2020



CELEBRATING 25 YEARS
providing language support services at the heart of the community



Jen Henwood
SIS Chair

CHAIR'S MESSAGE

WELCOME TO SIS'S ANNUAL REVIEW FOR THE YEAR APRIL 2019 – MARCH 2020.

Each year, when I am called upon to write an introduction to our annual review, I find myself going back to fundamentals, why we exist as a charity and social enterprise, and reflecting 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.”

It is 25 years since the launch of Brighton, Hove and Lewes Interpreting Project (which later became SIS). SIS's two Directors and the Finance Officer have been involved from the start, growing the organisation and developing new services as needs became apparent and opportunities arose. Within the staff team there is tremendous experience and knowledge of public services across Sussex. In 2019-20, SIS continued to grow and develop the ways we provide language support services at the heart of the community. The number of interpreting sessions delivered was up on the previous year, and SIS's various projects have developed and expanded.

SIS is so much more than an interpreting service. Ensuring full access, for people with language needs, to publicly funded services, obviously requires the provision of high-quality interpreting. SIS's model of community interpreting, promotes cultural understanding as well as basic linguistic communication, and empowers service users by allowing self-referral. Enabling full access, for people with language needs, to publicly funded services, in order to improve health, education and overall quality of life requires more than simply interpreting. This is why SIS has developed a range of services, ranging from a drop-in service through which volunteer linguists sign-post service users to relevant services, to Bi-Lingual Advocacy, in which bi-lingual advocates help service users to express their

needs and secure their rights. Details of the work done by this range of services are given in the following pages, along with case studies which make clear just how life-changing the right help at the right time can be.

Jane Lodge - Associate Director of Public Involvement – Sussex NHS Commissioners, sent the following message to our last AGM:

To local people, SIS has been not just valuable but necessary for equity, and I'd like to thank all at SIS for their positive and proactive approach to the work, and for providing such an excellent service”.

Just as SIS's services are joined-up, to provide maximum benefit to our services users, so are the various groups of people who make it work. Thank you, to everyone— 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.

**Jen Henwood, Chair,
SIS Management
Committee**



photo: Howard Davies



Arran Evans
SIS Director

DIRECTORS' REPORT

APRIL 2019 – MARCH 2020

25 YEARS!

Brighton, Hove & Lewes Interpreting Project was launched in April 1995. Sussex Interpreting Services (SIS) became an independent charity in December 1999 – we were a millennium baby!

We have now delivered services for 25 years and interpreted at 200,000 health and social care appointments. The number of people we helped has increased 30-fold.

We have welcomed newer communities; Oromo, Syrian, Albanian, and seen the growth of longer established communities; Sudanese, Polish, Chinese. We draw strength from this diversity.

Central to our success is the dedication of SIS Linguists. We strengthened our relationship with them through a clear Consultancy Agreement and updated Information Booklet. They were centre stage at our 25 Year Celebrations in February 2020. The Mayor of Brighton & Hove and Bert Williams MBE, President of Brighton & Hove Black History, and long-standing SIS member, presented Awards to 48 Community Interpreters, Volunteer Linguists, Bilingual Community Navigators and Bilingual Advocates. You can see how much this meant to all of us from the front cover of this Review!

The Mayor spoke about the empathy and professionalism of SIS and Bert of the historical significance of interpreting.

“SIS is vital to the wellbeing of our city. It supports social inclusion, fairness, dignity and diversity”.

Alexandra Phillips - Mayor of Brighton & Hove

Our funders have played a crucial role in championing integrated language support and we sincerely thank them for their continuing support.

“I have had the pleasure of commissioning services from SIS for some years now...I was pleased to be able to lead a commission across local NHS services, a joined up approach to interpreting provision.

To local people, SIS has been not just valuable but necessary for equity, and I'd like to thank all at SIS for their positive and proactive approach to

the work, and for providing such an excellent service”.

Jane Lodge - Associate Director of Public Involvement – Sussex NHS Commissioners

RESPONSIVE SERVICES

People tell us that we listen, help and support them. They feel grateful, connected and happy. They say SIS is vital.

“The help I received from SIS led me to think that life isn't so bad; there are still people here to help. More services like this are needed – it makes a real difference. I wish SIS every success moving forward, making people happy and enabling them to move on with their lives.”

SIS service user

We delivered more interpreting and worked in 700 health and social care departments across Sussex. There were increases in emergency treatment, cardiology, cancer and maternity care. SIS offers essential and responsive services.

We have an amazing track record with an interpreter on site within an hour of receiving an emergency request any time of the day or night. Here is one example: sussexinterpreting.org.uk/sis-stories/rapid-response

A special thank you to all interpreters who say “yes, no problem” when asked to attend hospital during the middle of the night!

“Hey we had a baby girl yesterday and as my wife can't speak English the hospital arranged an interpreter. The interpreter 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 to her! Thank you very much again!” **SIS service user**



photo: Howard Davies



Arran Evans
SIS Director

DIRECTORS' REPORT

APRIL 2019 – MARCH 2020

We support people to self-refer and conference call with an interpreter to check details. This is important as appointment letters are not routinely translated. Our Coordination Team are fantastic, 'going the extra mile' to minimise missed appointments, respond rapidly and save money for the NHS and Local Authorities.

sussexinterpreting.org.uk/sis-stories/going-the-extra-mile

sussexinterpreting.org.uk/sis-stories/going-the-extra-mile-for-a-vulnerable-patient

"Because the interpreter came 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".

**Dr Alana Tooze, Clinical Psychologist in Neuropsychology –
Sussex Partnership NHS Foundation Trust**

BIG HEART

We developed our offer and 'Big Heart Service Map' so people understand how we can help (see 2018/19 Annual Review available on SIS website)

People can easily access our services and progress to the appropriate level of support without having to repeat their needs and stories. This approach is efficient and effective and mirrors Maslow's hierarchy of needs. You can read more from our fantastic Projects Team on pages 6 and 7.

We re-launched our Bilingual Community Advocacy Service as part of Sussex Advocacy Partnership with POHWER, Mind in Brighton and Hove, MindOut, Brighton & Hove Speak Out and Impact Advocacy.

People are eligible for the service if they have a social care or health need or to prevent the worsening of that need and to promote the person's health, well-being and independence.

Fernanda's story (Page 8) helps us to understand the difference we make.

EMPOWERMENT

We were delighted to work with 3 MA students from the Institute for Development Studies, at the University of Sussex. As part of their group project considering empowerment and engagement they interviewed a SIS Director and Projects Coordinator, observed our Drop-In and spoke with service users.

Their central conclusion is that SIS has a vision of 'vital power'.

*"SIS eliminates obstacles and empowers people within the framework of transforming power. This has impact on users as it makes them feel capable and equal members of the society... **Power with** has to do with finding common ground among different interests in order to build collective strength. **Power to** refers to the unique potential of every person to shape their life. **Power within** is a person's sense of self-worth and self-knowledge".*

The researchers recommended that SIS should try to influence Policy. We will continue to negotiate opportunities for policy makers to hear the voices of our beneficiaries. We remain fully committed to ensuring people's human right to access health and social care. This includes the right of all migrants to free primary health care.

"SIS is very caring of people – I like that a lot".

SIS service user

"SIS does its job but it is not afraid to speak out and campaign for people".

SIS service user





Arran Evans
SIS Director

DIRECTORS' REPORT

APRIL 2019 – MARCH 2020

DIGITAL DEVELOPMENT

More people used our secure interpreting booking service, eLangserv. It makes the task of booking interpreters for appointments quicker, easier and more secure. It also allows customers to look up booking history for their organisation and to check the status of any existing booking. eLangserv is directly linked to our booking system: we spend less time typing in information provided and we can focus on providing the most suitable interpreter for each appointment. Visit sussexinterpreting.org.uk/elangserv

We upgraded our hardware, improved cyber security and started scoping for a new booking system.

We ran business continuity exercises which helped us prepare for the world wide pandemic announced by WHO on 11th March 2020.

CUSTOMER SERVICE EXCELLENCE

SIS was one of the first charities in England to apply for the Customer Service Excellence (CSE) customerserviceexcellence.uk.com

There is a rigorous external validation that looks at how we work with NHS and Local Authority customers, service users and staff.

We use the criteria to sustain improvement and innovation. We have done so every year since 2009 and built up momentum over 10 years.

Our external Assessor met with key stakeholders before joining us again at our AGM and 25 year celebrations. He commented on how this helped him to witness the genuine customer service we pride ourselves on and the spontaneous feedback and testimonials of service users.

We are absolutely thrilled to have added a 6th Compliance Plus for our wellbeing work with staff. We adapted a CIPD (Chartered Institute of Professional Development) Job Quality Index, set aside personal wellbeing budgets for all staff and contracted a small wellbeing space within Community Base.

It is far from automatic to maintain an existing Compliance Plus. It requires evidence of sustained improvement during the year.

sussexinterpreting.org.uk/news/ten-years-of-customer-service-excellence

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

SIS service user

COVID-19

We responded quickly to the emerging pandemic. In February we held an emergency governance meeting and by March 2020 we had closed our offices to work remotely.

We implemented our Business Continuity Plan and adapted rapidly and innovated to make sure we remained able to help.

sussexinterpreting.org.uk/news/covid-19-here-to-help

Once again our Linguists were fantastic and we thank them for their humanity and professionalism.

sussexinterpreting.org.uk/sis-stories/you-are-an-angel/

Translated information about COVID19 is available on the SIS website sussexinterpreting.org.uk/covid19

Thank you

Arran Evans – SIS Director





Vikki Gimson
Quality Assurance
Manager

PROJECTS UPDATE

SIS offers a suite of bilingual support services, in addition to Community Interpreting.

Service Users are triaged by Volunteer Linguists (VLs) by phone or at the SIS fortnightly Drop In to ascertain what support is required and at what level of intervention. They are then referred up the pyramid depending on the level of needs. This approach provides a high level of efficiency and cost effectiveness for commissioners.

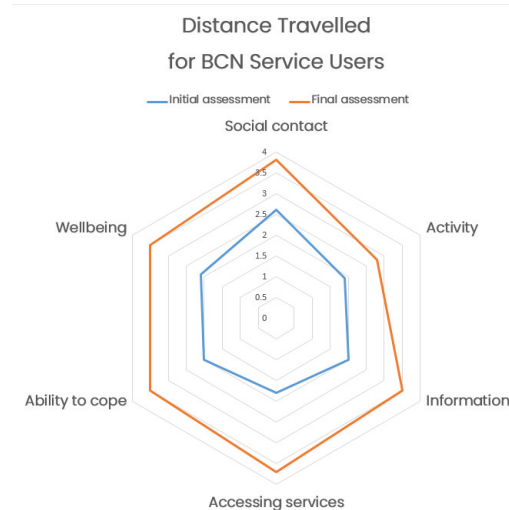
- VLs offer brief, sporadic support for straight forward issues, making referrals and appointments, helping with correspondence and finding information.
- Bilingual Community Navigators (BCN) deliver regular, sustained social prescribing case work for people with complex social, emotional or practical issues. BCN use a guided conversation to create an action plan. BCN have experience and expertise in motivational interviewing, research, record keeping and collecting/providing evidence.
- Bilingual Advocates (BA) focus on single health or social care issues and help people say what they want, secure their rights, represent their interests and obtain services. BAs can accompany Service Users to appointments to speak on their behalf.

For a Service User, this is a seamless service. Enabling a good rapport to build between the individual and the SIS team of linguists with internal communication protocols that reduced need for handover, additional assessments and for Service Users to tell their story multiple times.



Outcomes and Impact of these services is measured according to standard measurement tools.

BCN use a “distance travelled” test – retest questionnaire at the start and the end of the case work.



BA uses the NDTI (National Development Team for Inclusion) framework which consists of 5 headline areas of impact which are broken down further into 21 separate elements (only some elements will be relevant to each advocacy case). The most frequently reported outcomes;

- 89% achieved the outcome they were seeking
- 78% felt listened to by professionals and service providers
- 59% had improved quality of life
- 59% had their rights protected
- 55% had improved economic wellbeing



Vikki Gimson
Quality Assurance
Manager

PROJECTS UPDATE

"I am very grateful for this service and wish it could continue forever, I felt very lost without it and now my situation is much better. My level of activity has increased with confidence that my BCN has provided. I have access to more services thanks to the BCN support".

Arabic Speaker

"I am forever grateful for all your help and support. Without your help, life would not be this beautiful... Now that we have all the benefits we are entitled to, my wife can afford to work less hours and give more time to our [autistic] son... The BCN put us in touch with AMAZE, they have given practical support but also helped us to understand we are not alone, this has given us more confidence."

Portuguese Speaker

"The Advocacy service was very, very good. I do not have to worry so much about my financial problems I can concentrate on my health and treatment and recovery from cancer"

Cantonese Speaker

"The advocate who has helped me not only in appointments but with burning questions and unclear messages post appointments. Her regular calls to update me and explain things to me made me feel like I had a big sister looking out for me. I feel reassured each time after meeting with my advocate. I'm grateful for her patience and her encouragement to start using computers."

Arabic Speaker



working in partnership with



Brighton and Sussex
University Hospitals
NHS Trust



FERNANDA'S STORY

WHEN DID YOU FIRST COME INTO CONTACT WITH SIS?

1998 I arrived in the UK with my three children aged 14, 6 and 7 months. I was stopped by Immigration because the Portuguese ID card I was using was not genuine. Social Services were called because of the children, but I could not speak English, and so I could not explain my situation. Social Services contacted SIS, and SIS sent Julia to interpret.

WHAT DIFFERENCE DID IT MAKE, TO HAVE AN INTERPRETER?

I was able to explain my situation. I left Portugal to escape the children's father, who was violent towards me. I had tried to get the police to help me, but they were not interested. Immigration wanted to deport me. SIS referred me to a solicitor, Jen.

WITH JULIA'S HELP, I WAS ABLE TO TELL MY STORY TO MY SOLICITOR:

I was born in Sao Tome, in Africa. When I was two, a Portuguese family took me to Portugal. They said that they would adopt me, but they just treated me as an unpaid servant. When I left their home at 18, I had no papers. The children were born in Portugal and had ID cards, but I was not able to get one for myself, so I obtained a fake one.

My solicitor explained everything to Immigration, and eventually they allowed me to stay, because my children were EU citizens. I later became a British citizen.

WAS THERE ANOTHER TIME WHEN SIS'S INVOLVEMENT MADE A BIG DIFFERENCE?

In 2003, I was expecting a baby. I went to the hospital with my eldest daughter, Lillian. I was in terrible pain, and was pushing, but when Lillian called the midwife, she said that I was not in labour, and she refused to examine me. Luckily, SIS had recently set up the 24 hour emergency service. Lillian saw the telephone number on a poster and she phoned SIS. Arran sent Julia to the hospital. I explained to Julia what was happening, and Julia was able to get the midwife to examine me.

I was rushed for an emergency caesarean. Without the interpreter's help, I think my baby, Matthew, might not have survived. I feel that the SIS emergency service saved my son's life, and possibly mine too.

Was there a time when you felt you no longer needed an interpreter?

Yes, when I had been here about 7 years, I felt able speak English well enough to cope independently with day to day issues.

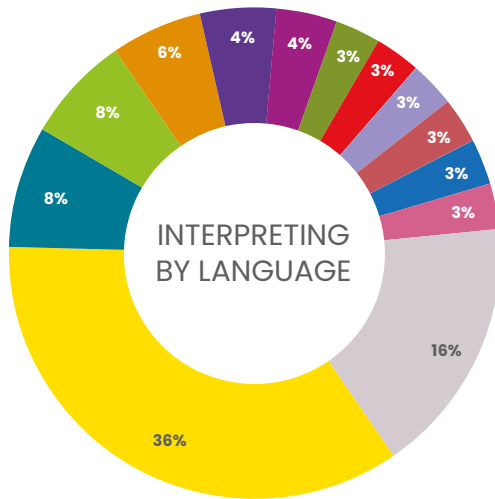
HAVE YOU USED SIS'S SERVICES MORE RECENTLY?

Yes, in 2010, I started working at the hospital as a housekeeper. Later, I was promoted to Care Assistant, working on Level 12,13 and 14. After I reported a colleague for using a dangerous product in the birthing pool, I faced lots of problems. I had an accident at work and was off sick for a while. When I tried to return to work, I was sent to a different department each day, as a housekeeper again, and asked to do things which I could not do, as a result of the accident. My union representative was not able to help me. I contacted SIS for help. By this time, SIS was offering a bi-lingual advocacy service. I explained my problem to Julia, and she acted as my advocate in two meetings at the hospital. With Julia's help, I was able to argue my case, and I was offered a proper phased return to work, on Level 14. I feel that I am now respected, and can enjoy my job again.



COMMUNITY INTERPRETING

APRIL 2019 – MARCH 2020

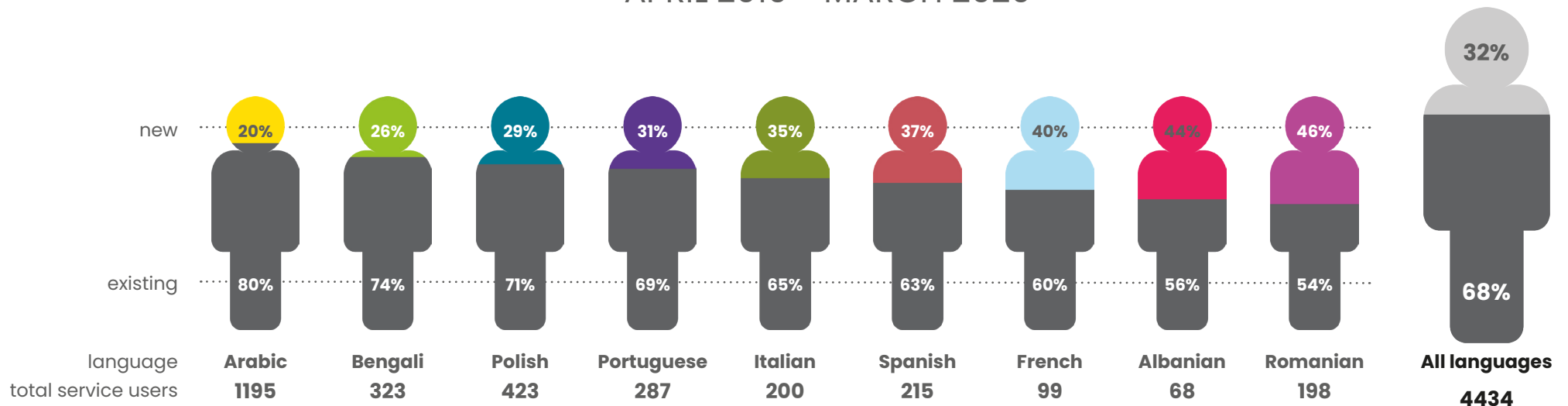


LANGUAGE	SESSIONS
Arabic	6714
Polish	1426
Bengali	1233
Farsi	1082
Portuguese	978
Mandarin	827
Italian	646
Cantonese	635
Russian	634
Spanish	605
Turkish	532
Hungarian	488
All Other	3138



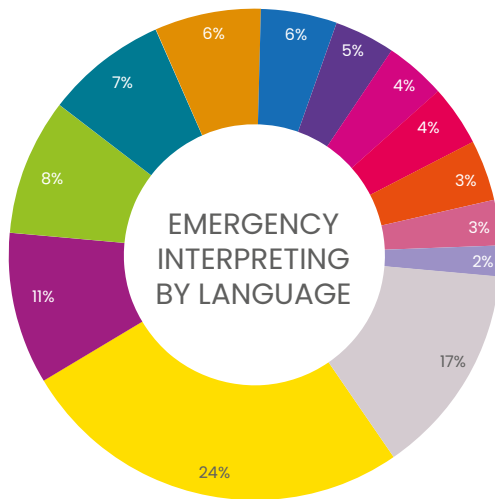
NEW VS EXISTING SERVICE USERS

APRIL 2019 – MARCH 2020



EMERGENCY INTERPRETING

APRIL 2019 – MARCH 2020

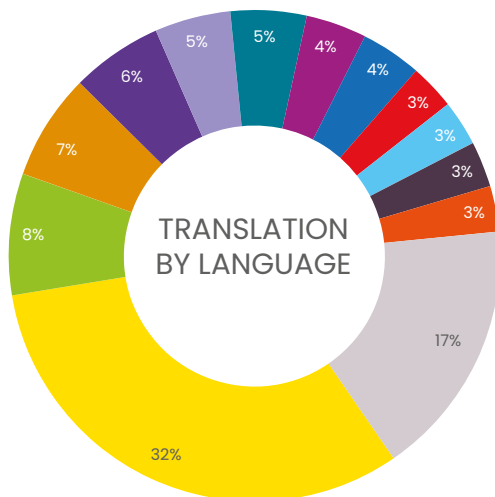


LANGUAGE	SESSIONS
Arabic	71
Mandarin	28
Bengali	23
Polish	21
Farsi	20
Turkish	14
Portuguese	12
Romanian	12
Albanian	10
French	10
Hungarian	7
Russian	6
All Other	38
TOTAL	272



COMMUNITY TRANSLATION

APRIL 2019 – MARCH 2020

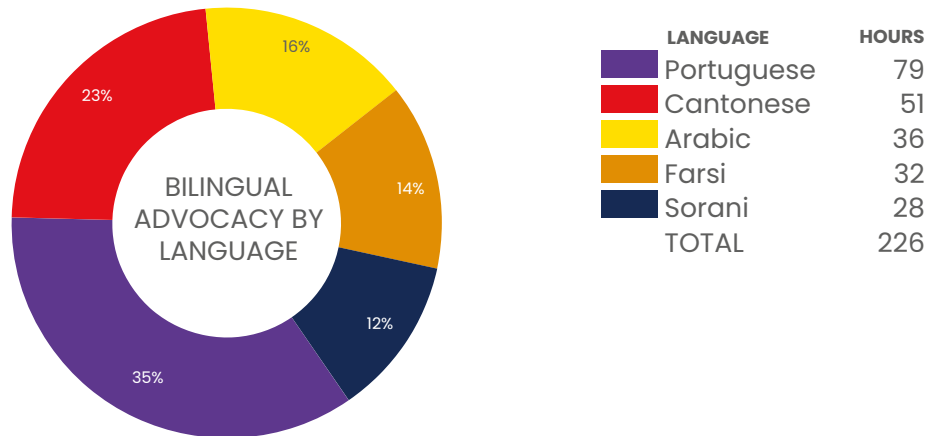


LANGUAGE	WORDS
Arabic	43299
Bengali	10898
Farsi	8882
Portuguese	8389
Russian	7103
Polish	6335
Mandarin	5803
Turkish	4995
Cantonese	4905
Greek	4650
Gujarati	4063
French	4000
All Other	23069

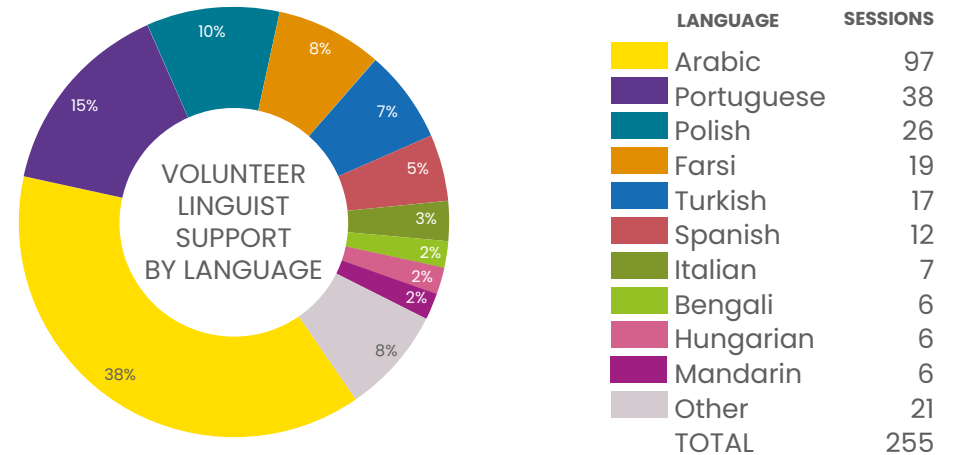


PROJECTS

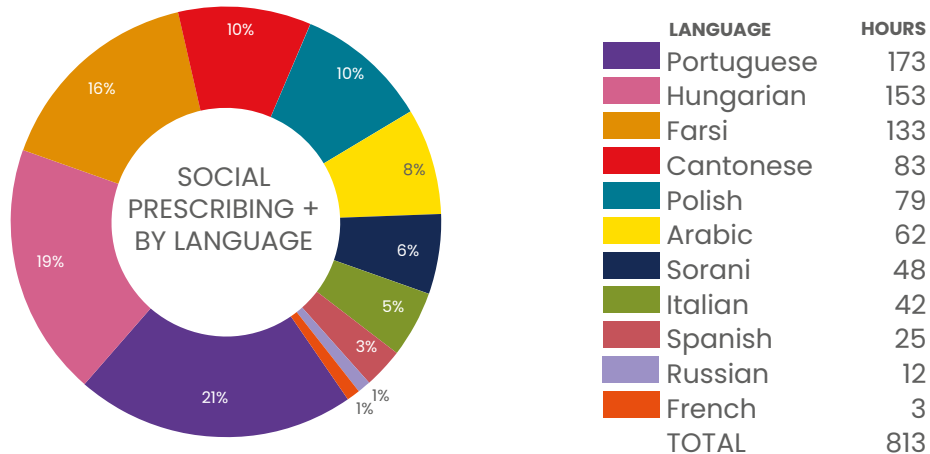
BILINGUAL ADVOCACY JULY 2019 – MARCH 2020



VOLUNTEER LINGUIST SUPPORT APRIL 2019 – MARCH 2020



SOCIAL PRESCRIBING + APRIL 2019 – MARCH 2020





Keith Braid
Finance Officer

FINANCE REPORT

APRIL 2019 – MARCH 2020

STATEMENT OF FINANCIAL ACTIVITIES

(INCLUDING INCOME AND EXPENDITURE ACCOUNT) FOR THE YEAR ENDED 31 MARCH 2020

	Unrestricted Funds 2020 £	Restricted Funds 2020 £	Total Funds 2020 £	Total Funds 2019 £
INCOMING RESOURCES				
Incoming Resources from Generated funds:				
Interest Receivable	-	-	-	-
Grants	79,482		79,482	48,473
Contract Fees	1,080,336		1,080,336	1,031,870
Other Income	706		706	
TOTAL INCOMING RESOURCES	1,160,524		1,160,524	1,080,343
RESOURCES EXPENDED				
Charitable Activities	1,155,116		1,155,116	1,100,261
TOTAL RESOURCES EXPENDED	1,155,116		1,155,116	1,100,261
NET INCOMING/(OUTGOING) RESOURCES FOR THE YEAR	5,408		5,408	(19,918)
ACCUMULATED FUNDS AT 1 APRIL 2019	314,320		314,320	334,238
ACCUMULATED FUNDS AT 31 MARCH 2020	319,728		319,728	314,320

BALANCE SHEET AS AT 31 MARCH 2020

	2020 £	£	2019 £	£
FIXED ASSETS				
Tangible Assets		0		292
CURRENT ASSETS				
Debtors	308,478		262,394	
Bank and Cash	186,451		197,591	
	494,929		459,985	
CREDITORS: Amounts falling due within one year				
Trade and other Creditors	(175,201)		(145,957)	
NET CURRENT ASSETS		319,728		314,028
TOTAL ASSETS LESS CURRENT LIABILITIES		319,728		314,320
RESERVES				
Unrestricted Fund		69,728		64,320
General Designated		250,000		250,000
		319,728		314,320

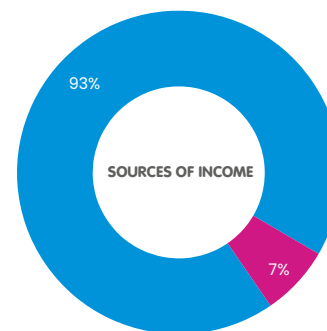
Our audit was carried out by:

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

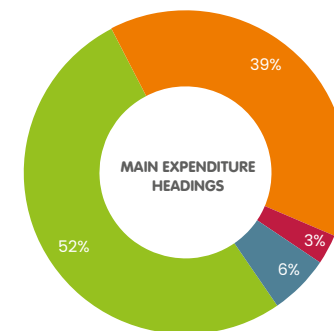
Our last AGM took place on the cusp of the current Covid epidemic. That seems a lifetime ago and so many of our beliefs, expectations and plans have been overtaken and overhauled by circumstance. The effects in financial terms on last year were minor, the reductions in service coming from mid-March onwards and therefore right at the end of the financial year. So this may be the last conventional finance report for a while – changes from April 2020 on have been beyond normal planning. Albert Camus wrote in The Plague:

“once the town gates were shut, every one of us realized that all, the narrator included, were, so to speak, in the same boat, and each would have to adapt...to the new conditions of life.”

- Last financial year (2019/2020) we witnessed an increase in turnover of almost 7.4% compared to the previous year (2018/2019). This figure was partly due to the increased income from contract activity of 4.7%, but that was accompanied by a substantial increase in project activity.
- However, there was also a related increase in our expenditure, which was some 5% higher than the previous year. The resulting change in both areas of income and expenditure resulted in a net surplus of £5,408 for the period (compared to a deficit of £19,918 the previous year).
- During the current year (2020/2021) we have all but abandoned standard budget planning, relying on an ever changing list of possible financial scenarios, with cash-flow predictions based around those scenarios. Obviously, April 2020 saw a crash in the number of our jobs, and furlough came into play to keep staff in employment. There are so many unknown variables at play that this approach - constant revision to financial plans as each twist and turn of the pandemic unfolds - is possibly the best we can do for the time being.
- For the fifth year in a row we have a turnover exceeding the £1,000,000 mark, which marks a substantial increase since our early days, when, for example, in 2002 our total income was around £205,000 – a five-fold increase.
- A full statutory audit was carried out this year 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.



contract fees 93%
project grants 7%



interpreting fees 52%
staffing costs 39%
premises costs 3%
other costs 6%

STAFF DIRECTORY



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