

sussexinterpreting**services**

annual review
april 2020 - march 2021





JEN HENWOOD
SIS Chair

CHAIR'S MESSAGE

WELCOME TO SIS'S ANNUAL REVIEW FOR THE YEAR APRIL 2020 – MARCH 2021.

Welcome to SIS's Annual Review for the year April 2020 - March 2021, a year of unprecedented challenge and change, due to the pandemic.

In the following pages of this report you will read about how our **brilliant Staff Team, Community Interpreters, Community Translators, Bilingual Advocates, Bilingual Community Navigators, Volunteer Linguists, Community Researchers and Bilingual Befrienders** all responded to the health emergency. They ensured that our Service Users received information they could understand, and could access vital services, in many cases using remote methods introduced almost overnight in response to the national lockdown. **I thank each and every one for their flexibility, skill, determination, patience and passion.**

Rather than repeat or try to summarise the inspiring stories to follow, I would like to reflect briefly on the role of SIS's Trustees, in this most challenging of years. In response to the unfolding pandemic, we established weekly on-line meetings between SIS Chair and Vice-Chair and SIS's two Directors, to consider how best to offer our services, meet the needs of our Service Users and Service Provider partners and protect our staff and Self Employed Sessional Linguists (SESLs). In addition, the whole Management Committee met monthly, rather than quarterly.

One of the key duties of Trustees is to manage the charity's resources responsibly, in the interest of its beneficiaries. In her Director's report, Shahreen describes how SIS lost 80% of its income overnight. In our weekly and monthly meetings, we reviewed up to date figures on interpreting activity and cash flow projections. We were acutely aware that with such a dramatic loss of income, we needed to cut costs, and so we had to decide how and to what extent to reduce staffing, using the government's Furlough Scheme. At the same time, we were committed to continuing to provide a service for our beneficiaries, wherever and however possible.

We understood that developing and implementing new ways of delivering services was time-consuming for staff, and we were conscious of the need to maintain staffing levels sufficient to deliver our core services, albeit in a different way, to respond quickly to requests from partners for help with particular pandemic-related projects, and to establish new services as needs were identified. This involved **making finely balanced decisions on an almost weekly basis**, and supporting the Directors with implementation of decisions made. Throughout, we sought to ensure both that SIS continued to provide (and develop) its vital services, and that our finances remained sufficiently robust for SIS to survive as an organisation. In making these difficult judgements, we were hugely assisted by the excellent data provided by the Directors and by our Finance Officer.

Throughout the year, as Trustees of SIS we tried to balance courage and caution, contributing our individual skills and experience, along with our time, thought and energy, as part of the larger SIS Team.

Together, we are not only pulling through, but continuing to make a vital contribution to the health and well-being of our Service Users.





SHAHREEN SHEBLI
SIS Director

DIRECTORS' REPORT

April 2020 – March 2021

CHALLENGE AND CHANGE

2020 was not a year we could have predicted. So many lives sadly lost!

Responding to the COVID pandemic challenged our resilience, ethics and integrity. The speed of lockdown resulted in an overnight loss of 80% of SIS income. Interpreting activity reduced to 35% in the first quarter. We faced challenges head on, and remained calm. We deployed our Business Continuity Plan and delivered effective crisis risk management through clear governance and leadership.

Our Vision and Values guided in an uncertain landscape. We used financial reserves purposefully and deployed resources to secure maximum positive impact for beneficiaries. The Government Furlough Scheme provided short term financial relief and helped avoid derailment from SIS charitable Mission.

DIGITAL

We adapted existing Digital & IT systems and switched to remote working. We reimagined models of delivery – interpreting, health promotion, social prescribing, volunteering- to navigate around government Face-to-Face restrictions. Our strategic digital investment in previous years enabled us to offer remote consulting and conferencing solutions quickly - Telephone and Video interpreting. We maximised on new digital technology and platforms that provided for security and ease of use. We initiated a new secure SIS Group Call Telephone Interpreting facility that included a Freephone number for Service Users.

We provided an Interpreting Options Booklet to help practitioners understand remote access solutions available – Attend Anywhere, AccuRx, Skype, Microsoft Teams, Zoom, and WhatsApp. Improved cyber security and website updates helped build confidence with 68% of bookings now made through our secure, online booking platform eLangserv.

"I was able to book all my weekly appointments with my client. SIS provided Face-to-Face and over the phone appointments and were both flexible and accommodating to our needs."

Domestic Abuse Case Worker, RISE

The Co-ordination Team nurtured close communication and relationships with customers to demonstrate that meeting each and every interpreting request was

important to us. Unmet need fell significantly below pre-pandemic levels. We are indebted to Linguists who worked flexibly to pass on messages to Service Users on how to access remote platforms.

"Wow, excellent service! Promptly helping a vulnerable Service User make a GP appointment with an interpreter."

Migrant ESOL Support Hub Caseworker

INFORMATION AND ACCESS

People from our diverse communities were disproportionately affected by COVID. We experienced the rising tide of mental health need. Interpreting within adult acute care rose by 176% across Sussex and 500% in West Sussex alone!

Racism and discrimination, a digital divide, social distancing, ambiguity re COVID messaging, barriers to making GP appointments, and failure to book interpreters, combined to negatively impact access to primary care and exacerbated pre-existing health inequalities.

"I cannot speak English fluently and it is harder to communicate over the phone. Until I received help from SIS I was not able to contact my GP, as the surgery doors are closed and I ran out of medication"

SIS Service User





SHAHREEN SHEBLI
SIS Director

DIRECTORS' REPORT

April 2020 – March 2021

We sent regular COVID updates and arranged priority access to COVID vaccinations for Linguists. We redesigned our website and improved self-referral channels for Service Users. We introduced extensive translated information pages relating to COVID and sourced appropriate written and video translations and promoted these on our language specific Service User web and Facebook pages. We sent targeted translated SMS messages to Service Users, explaining where they can be vaccinated.

"I received a Wellbeing call from a SIS Bilingual Community Navigator and only then understood what the rules were in the UK. SIS also provided me with the support I needed".

SIS Service User

Our combined strategies helped secure an 8th Compliance Plus + in the externally evaluated Customer Service Excellence Quality Mark – a huge achievement in a pandemic year with reduced income and furloughed staff! [Click here for more information.](#)

COLLABORATIONS

We shared resources through existing Voluntary, Community and Social Enterprise partnerships to provide for greater reach and breadth of our services. We worked with local and regional strategic partners to help shape, inform and ensure a coordinated, joined up and efficient response to COVID. We shared learning, insight and experience of working with diverse communities to inform better decision making. We made a major contribution to Community Research looking at the disparity of impact of COVID on these communities.

We strengthened commissioner Inclusion and Engagement, supported COVID Vaccine deployment, the NHS Digital First Programme and Equality Impact Assessments. We disseminated vital COVID information and assisted in recruitment and training of Flu, COVID, and Vaccination – Ambassadors/Champions.

The number of Voluntary organisations accessing interpreting increased by 25%. This was reflective of the wider commitment to supporting needs around loneliness, mental health, homelessness, and poverty; Interpreting within domestic violence rose by 58% and emergency interpreting doubled as a proportion of all our work from 1.5% to 3%.

"The client has taken an overdose so "S" had to stay on the call with us whilst I rang an Ambulance..."S" was brilliant and without her it would have been hard to keep the client talking and this was important for her safety."

Cognitive Behavioural Therapist - Hastings and Rural Rother

We secured 25% more grant income this year for health promotion, housing advocacy, COVID translation and enhanced social prescribing to support COVID containment. We are proud of the achievements of our Projects Team who used their creativity and ingenuity to find new ways to help people; SIS Bilingual Telephone Befriending provided early intervention for safeguarding (including suicide) and a vital life line for many. (Read more on page 12)

"I felt negative and sad since lockdown started. I felt scared that I would contract the virus and die. This situation has been stressful because I had to go to work. I felt alone and without hope, until SIS started helping me."

SIS Service User

We welcome the recruitment of a VCSE Strategic Lead by Sussex Health and Care Partnership to preserve, invest and maximise on the expertise and the collective synergy of this sector.





SHAHREEN SHEBLI
SIS Director

DIRECTORS' REPORT

April 2020 – March 2021

LEARNING, TEAMWORK AND TRUST

We reflected on lessons learnt during a Pandemic year at our AGM. Good governance has been more than legal obligations and finances. We mobilised on goodwill and flexibility. 'Trust' embedded in the organisational culture helped manage risk and carry people. This year, more than ever, we have lived our Values. The Headlines in SIS Stories "a helping hand", "trying our best to help, "you are an angel" and "going the extra mile" speak of many quiet acts of kindness and compassion. (Read more on page 11)

Our resilience is rooted in Teamwork, a 'can do' approach and made possible by the passion, commitment, and dedication of all involved in SIS - trustees, volunteers, staff and Linguists. All have worked tirelessly to deliver what has been needed and helped anchor our status as a local 'trusted provider'.

"I want to thank you with all my heart for your efforts. You helped a lot in conveying the words of the refugees... Thank you very much for this good and humane behaviour."

SIS Service User

RESTORE AND RECOVERY

We are not where we were a year ago! Interpreting activity has recovered to 53% compared with last year. The potential for future lockdowns makes the outlook for 2021/22 still volatile, with accurate budgeting and financial forecasting challenging. NHS plans for Integrated Care Systems and a drive towards Digital Transformation will influence speed of SIS recovery. Navigating delivery around COVID has taken up significant resources. Our financial reserves are depleted as are our emotional reserves. Continuing to provide the valuable support to communities at the current scale will not happen without additional sustainable Project funding and rebuilding of SIS reserves.

A return to Face-to-Face appointments remains a priority for our Service Users, as is improving the livelihood of Sessional Linguists hard hit this year.

"It is more difficult with telephone interpreting to establish a trusting relationship with both the Service User and the Service Provider. There is no eye contact nor the ability to see body language"

SIS Sessional Linguist

We have shown a determination and a willingness to listen– and more importantly to take action. We are proud of the difference we have made.

"SIS is a resilient and tenacious organisation and does not give up on its Service Users or its values or its staff"

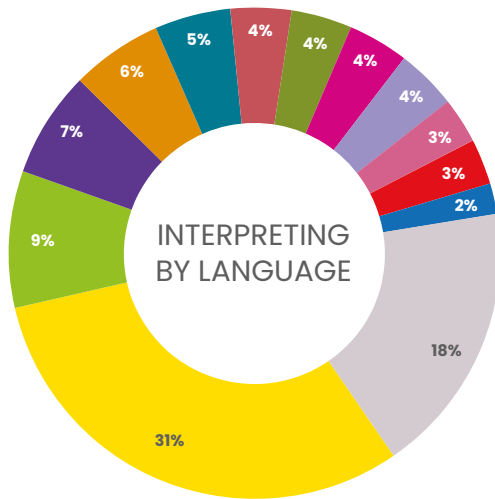
SIS Trustee – Aidan Pettitt

Our heartfelt 'Thanks' to everyone who has supported SIS's own restore and recovery journey this last year.

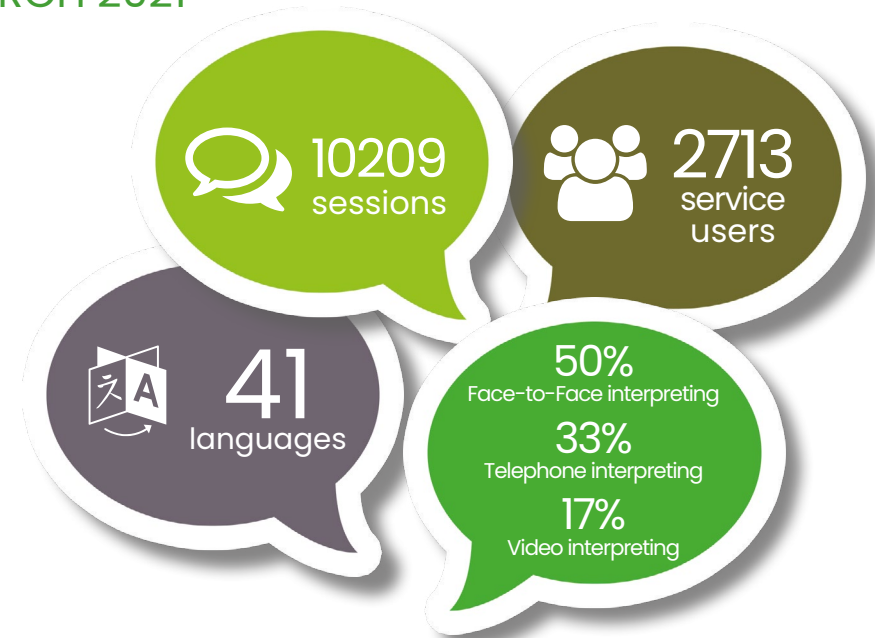


COMMUNITY INTERPRETING

APRIL 2020 – MARCH 2021

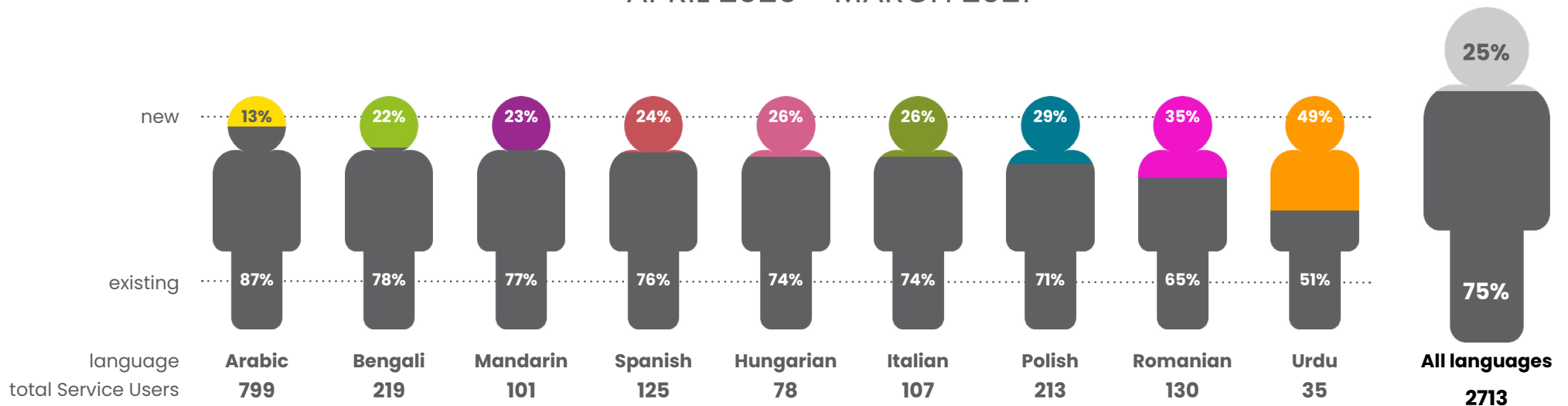


LANGUAGE	SESSIONS
Arabic	3204
Bengali	959
Portuguese	676
Farsi	642
Polish	516
Spanish	420
Italian	393
Romanian	391
Russian	354
Hungarian	275
Cantonese	266
Turkish	248
All Other	1865



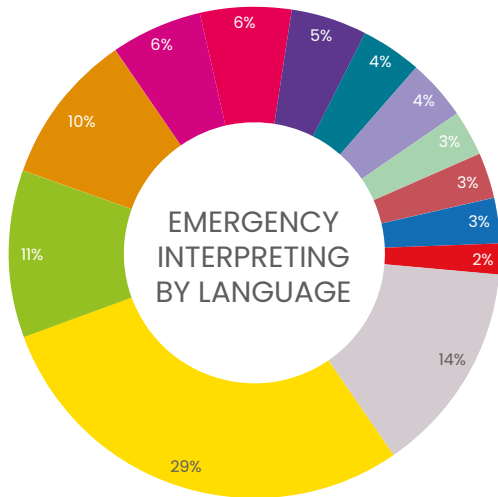
NEW VS EXISTING SERVICE USERS

APRIL 2020 – MARCH 2021



EMERGENCY INTERPRETING

APRIL 2020 – MARCH 2021

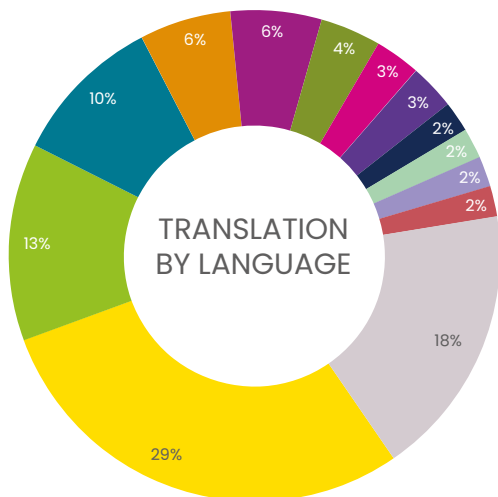


LANGUAGE	SESSIONS
Arabic	81
Bengali	30
Farsi	28
Romanian	17
Albanian	16
Portuguese	15
Polish	12
Russian	11
Lithuanian	7
Spanish	7
Turkish	7
Cantonese	6
All Other	40
TOTAL	277



COMMUNITY TRANSLATION

APRIL 2020 – MARCH 2021



LANGUAGE	WORDS
Arabic	85278
Bengali	37633
Polish	27772
Farsi	16260
Mandarin	16145
Italian	12908
Romanian	9604
Portuguese	8154
Sorani	7013
Lithuanian	6343
Russian	6093
Spanish	5962
All Other	53437





ARRAN EVANS
SIS Director

LESSONS FROM THE PANDEMIC

We asked people about the impact of the pandemic on their work with SIS.

WHAT WAS YOUR BIGGEST CHALLENGE IN THE LAST YEAR?



"Supporting Service Users to learn how to use remote tools and overcoming technical difficulties. Hospital wards and A&E Departments are often too busy and noisy to speak over the phone. Service User's voice can vary in tone and strength depending on their emotional state. It is more difficult with telephone interpreting to establish trusting relationships - there is no eye contact and you cannot gauge body language".

Nadine (Community Interpreter)



"Adapting overnight to working from home as a Coordination Team with constant changes while staying positive. We developed lines of communication which enabled five Coordinators to maintain our quality of service".

Sue (Coordinator)



"Moving our digital business to a new Cloud Provider at short notice. With the Digital Support Worker furloughed, I had to set up the entire platform and transfer all data so that when SIS staff came to log on the following Monday morning we could carry on providing services. I worked late nights and a weekend. We got there and it is a much better system".

Matt (Digital Manager)



"Finding the capacity within our Projects Team to action all the ideas we had to support our Service Users".

Vikki (Quality Assurance Manager)



"Maintaining a balance between the needs of SIS staff who were dealing with the challenges of working and changes to their personal lives with the need to ensure SIS continues its vital work. This sometimes meant asking hard questions of Directors while supporting them in the challenges they faced".

Aidan (Trustee)



"Nothing like a once in a 100 year pandemic to test Business Contingency Plans! We passed with flying colours. The speed of lockdown required effective crisis management to address an immediate 80% loss of contract income. We used our reserves responsibly to sustain our vital services".

Shahreen (Director)

WHAT WAS YOUR BIGGEST ACHIEVEMENT?

"I learnt how to establish trust and good professional relationships whilst working remotely".

Nadine

"I became an authority on ways to facilitate remote interpreting as appointments were converted overnight from Face-To-Face sessions. I supported Service Providers on the best way to proceed with their bookings. This took time and patience and was very rewarding".

Sue

"I redesigned our website to make it easier for Service Users to contact SIS and find the translated information they needed. We set up a new secure Telephone Interpreting service after our existing provider closed with one month's notice".

Matt

"Despite limited resources, we developed new services. We identified beneficiaries at most risk and supported them with Wellbeing calls. We launched a Bilingual Telephone Befriending service, made a major contribution to Community Research looking at the disparity of impact of COVID on our diverse communities and successfully bid for health promotion funding".

Vikki

"SIS has survived the battering of the pandemic, adapted and reached the end of the year still providing essential services to thousands of people. SIS's reputation is high and the organisation is respected. If I played a tiny part in that shared achievement I am very happy".

Aidan

"We met our Charitable Mission and worked hard to ensure longer-term financial sustainability. With the exception of one post we have avoided redundancies".

Shahreen

WHAT IS YOUR HOPE FOR SIS IN THE COMING YEAR?

"Throughout the pandemic, SIS ensured people had access to services and were kept informed. This included vulnerable refugees. SIS is a key organisation and I hope it will be properly funded to continue".

Nadine

"That bookings continue increasing so that we are able to keep all our staff".

Sue

"That we do not lose some of the new ways of working that have come out of the pandemic".

Matt

"That Project funding is secured, so we can focus on service delivery."

Vikki

"My hope is that SIS continue to take something positive from last year".

Aidan

"That Face-to-Face interpreting will continue to increase so we can meet the needs of our communities".

Shahreen

WHAT HAVE YOU LEARNT THAT WILL HELP US?

"Health and social care services are not integrated, people going around in circles. It will be good for SIS to expand their advocacy services to ensure people can be referred appropriately and quickly".

Nadine

"How quickly we can adapt to changes, often on a daily basis".

Sue

"There will always be a solution even if it feels like there won't be".

Matt

"Where there is a will, there is a way!"

Vikki

"SIS is a resilient and tenacious organisation. SIS does not give up on Service Users, values, or staff"

Aidan

"How adaptable our organisation is and how central 'teamwork' is".

Shahreen

Fuller responses can be read here: [Lessons from the pandemic - Sussex Interpreting Services](#)



MATT EVENDEN
Digital Manager

DIGITAL UPDATE

The COVID pandemic has seen a massive increase in the use of technology to allow individuals and organisations to continue to work through the lockdowns. This would not have been possible just ten years ago, but with improved internet speeds, smartphones and video platforms such as Zoom and Microsoft Teams and SIS investing in laptops and smartphones to ensure staff could continue to work from home we have managed to maintain our ability to provide our vital services.

SIS had to adapt quickly to the constantly changing landscape at the start of the pandemic. With the first lockdown preventing Face-to-Face interpreting, overnight we had to look to alternatives that would mean that we could still provide high quality interpreting to our Service Users.

NEW INTERPRETING OPTIONS

SIS were able to offer both Telephone interpreting and Video interpreting where Face-to-Face interpreting was not possible. We set up a Telephone Conference call system called SIS Group Call, which allows all parties to telephone into a virtual conference room. Aware that some of our Service Users are on limited funds we also supply a Freephone number to those who need it.

Video interpreting allows the Service Provider, Linguist and Service User to see as well as hear each other. There is no one preferred option for Video interpreting so SIS ensures that our Linguists can access all the video platforms used by Service Providers.

Both Telephone and Video interpreting add an extra layer of complexity for Service Users who might not understand the written instructions to access the appointment. SIS Linguists have gone the extra mile to contact the Service User prior to the appointment to explain what they would need to do.

SIS WEBSITE

The SIS website was redesigned to improve ease of access for Service Users and Service Providers.

We added a Google Translate toolbar to every webpage so Service Users could access information on the website in their own language. Information about COVID in different languages has been consolidated in a newly created section on our language pages. The information is updated frequently with downloads and videos.

With all SIS staff working remotely, we needed to make sure our communication channels were robust to allow Service Users and Service Providers to contact the right team easily. We implemented a new homepage with easy to follow links as well as adding new message forms for use by Service Users, Linguists and Service Providers.

ELANGSERV

SIS have an online booking service called eLangserv for use by Service Providers to securely book directly onto our booking system. At the start of the pandemic eLangserv accounted for 45% of bookings. SIS actively promoted using eLangserv to all our Service Providers and now eLangserv accounts for 68% of bookings. This saves time for both SIS and the Service Provider in processing the booking and allows the Service Provider to check the status of a booking, cancel or amend a booking directly.

[Click here for more information about eLangserv \(Service Providers only\)](#)

THE DIGITAL DIVIDE

Whilst technology has certainly helped SIS and many of our key stakeholders to continue to access vital public health services we must not forget those who do not have recourse to public funds and experience “Digital poverty” meaning they are unable to access online services.





ARRAN EVANS
SIS Director

SIS STORIES FROM THE PANDEMIC



APRIL 2020 – “MY ANGEL!”

An interpreter arrived at Sussex Eye Hospital for an important post-surgery consultation. Her temperature was checked and she wore a facemask. The patient did not attend. The Senior Nurse was concerned as the patient has no family support and speaks no English.

The interpreter suggested a WhatsApp video call. The interpreter explained how this works and called the patient to set up the video call with the consultant. After getting the hang of using the camera the patient was set to go!

The call was very successful, reassuring patient and nurse, who was delighted and called the interpreter ‘my angel’. She promised to tell colleagues how well things had worked.

There is no substitute for Face-To-Face interpreting but with patience, skill and determination the interpreters offer empathetic alternatives.



MAY 2020 – OPENING UP PRIMARY CARE

A Migrant Support Worker from Voices in Exile asked SIS for help with a GP appointment for a Service User with mental health challenges.

We called the GP Surgery, listened to a complex message, waited 20 minutes, and then spoke with a Receptionist. She explained patients could now only make appointments by calling on the same morning. Service Users often visit GP Surgeries to make appointments, as using the telephone is a barrier.

The Receptionist agreed to an appointment in 2 days. An interpreter was booked and she called the Service User in advance to explain how to use our Telephone Group Call.

The patient was pleased and our colleague delighted – “Wow, what an excellent service! It can be so frustrating for vulnerable clients”.

We are working with Clinical Commissioning Groups to open up Primary Care for people with communication support needs.



OCTOBER 2020 – I FELT ALONE AND WITHOUT HOPE, UNTIL SIS STARTED HELPING ME

“I have asthma and a heart condition. I did not feel safe at work, not all my colleagues wear masks. I get information from my family. I received a Wellbeing call from a SIS Bilingual Community Navigator. It was only then I understood what the rules are in the UK.

I do not have access to the internet. SIS registered me on the government website. However, I did not receive an NHS letter telling me to shield, so I carried on working, otherwise I would not get paid.

I felt scared that I would contract the virus and die. I was not able to contact my GP. The Surgery doors are closed and I ran out of medication. I felt alone and without hope, until SIS helped me to make GP appointments and get translated information.”



FEBRUARY 2021 – FACE-TO-FACE COMMUNITY INTERPRETING IS ESSENTIAL!

A family had a 2 hour review with at the Royal Alexandra Children’s Hospital. The consultant was fantastic. He demonstrated very clearly how to administer medication and used chest x-rays of the children to explain the impact of cystic fibrosis.

The family were relieved to understand properly. They live in challenging conditions and the emotional toll has been very heavy. They feel more hopeful. The interpreter had worked with the family before, had their trust and showed empathy.

The consultant had used a telephone interpreter from another service a few weeks earlier. There was little understanding and he had to repeat all of the information in person.

Face-to-Face interpreting is important for people. It improves outcomes. It can be frustrating for medics to work remotely. The consultant said, “We are Doctors, we are not meant to work in a virtual world!”

[Click here to read more SIS Stories.](#)



VIKKI GIMSON
Quality Assurance
Manager

PROJECTS UPDATE

SOCIAL PRESCRIBING

36 Volunteer Linguists (VLs) had initial discussions with 251 Service Users about their social, emotional or practical issues. The VLs provided immediate support to help understand correspondence, make onward referrals to relevant services and organise appointments.

45 Service Users, with complex needs were referred on to 14 Bilingual Community Navigators for casework. The average case length was 11 hours (down from 14) with all support delivered remotely due to COVID.

"Thank you for helping me going through this long [housing application] process. I can finally stop living in fear and being so stressed. I came back to ask you for help because you were so helpful last time and I find it easy to trust and communicate with you."

Arabic Speaking Service User

SIS received additional funding to support the most COVID vulnerable Service Users during the lockdowns. The main focus was proactive Wellbeing Calls to ascertain practical and social support needs. The funds also facilitated the delivery of remote training sessions for 8 new Bilingual Community Navigators.

The partnership published Social Prescribing (SP) Impact Report for 2019-20, contributed to the National Voices SP Report 2020 and a local Gaps in Service Report



ADVOCACY

15 Bilingual Community Advocates delivered casework for social care and health related issues to 65 individuals. The advocates help Service Users to secure their rights, represent their interests and obtain the services they need.

We saw a surge in advocacy need to access mental health services particularly because of challenges in accessing primary care.

"I wasn't able to book appointments with my GP during lockdown. By not being able to see my GP I wasn't able to get a mental health medication."

SIS Service User

We also forged an important new relationship with the Inclusion Officer at the Carer's Centre to undertake carer's assessments.

"It's been a really positive and useful experience joint working with your advocates, they are all extremely skilled and knowledgeable."

Louisa Marchant, Inclusion Project Coordinator, Carer's Centre

Top Ranking Outcomes

78% achieved the outcome they sought

78% felt listened to by a professional

78% had improved health or treatment

61% had improved quality of life

BEFRIENDING

Wellbeing Calls to COVID vulnerable Service Users highlighted social isolation issues exacerbated by stay at home and social distancing guidance. SIS worked in partnership with local experts Together Co Befriending to launch a new Bilingual Telephone Befriending Service.

36 volunteers (including a partnership with Amex and two SIS Service Users) were matched with Service Users for weekly social chats.

"Thank you to SIS for doing such a good job and helping so many people. I really enjoyed speaking with my befriending match and I benefited from it too."

Polish Speaking Volunteer Befriender



VIKKI GIMSON
Quality Assurance
Manager

PROJECTS UPDATE

"I've been really enjoying our chats. My match is very easy to speak to, she is friendly, open and engaging. The conversations are incrementally flowing more naturally as we get to know each other."

Hungarian Speaking Volunteer Befriender

COMMUNITY RESEARCH

SIS was an essential partner in research into the local experience of COVID for ethnically diverse people. SIS Community Researchers interviewed 77 individuals with language needs giving a much needed voice to people who are usually unrepresented in consultations.

COMMUNITY ENGAGEMENT

As a result of findings and recommendations from the research which highlighted the need for trusted and accurate information in community languages, SIS comprehensively sourced translated COVID information to build a resource library of fully accessible webpages for our Service Users.

"Clearer and trusted information would help as there is a lack of clarity. We are confused with the contradictions in the news and in social media..."

Translated letters and leaflets would help."

Interviewee 63, Arabic Speaking Service User

SIS is also involved in the Community Voices Group through which community members, including several SIS professional and Volunteer Linguists, are empowered to identify and discuss issues that are important to their community and then present these to public services for discussion and action.

"I am very grateful for this, because (we) need to be able to tell and talk to the Council on things that matter to us."

Community Voices Member

SIS supported Hungarian Women's Group and a Farsi Elders Group with set up and promotion to community members.



working in partnership with



PROJECTS

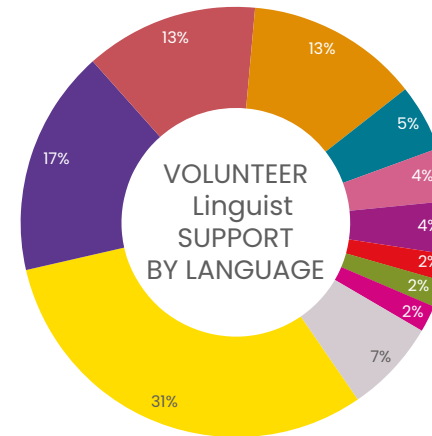
APRIL 2020 – MARCH 2021

BILINGUAL ADVOCACY



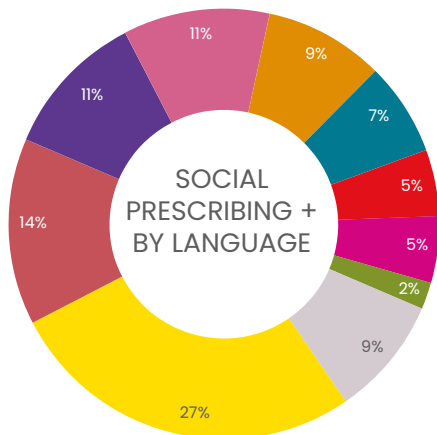
LANGUAGE	SESSIONS
Farsi	18
Arabic	8
Spanish	6
Portuguese	5
Cantonese	5
Hungarian	2
Mandarin	2
Italian	2
Polish	1
Other	5
TOTAL	54

VOLUNTEER Linguist SUPPORT



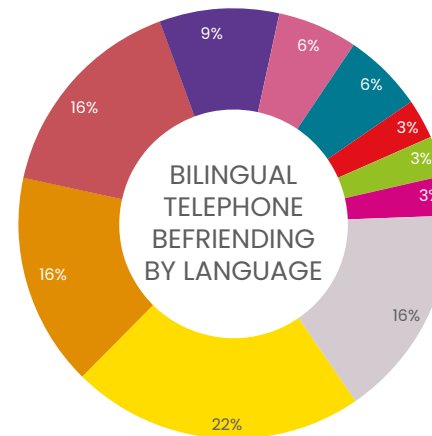
LANGUAGE	SESSIONS
Arabic	79
Portuguese	42
Spanish	34
Farsi	33
Polish	12
Hungarian	10
Mandarin	9
Cantonese	5
Italian	5
Romanian	5
Other	18
TOTAL	252

SOCIAL PRESCRIBING +



LANGUAGE	SESSIONS
Arabic	12
Spanish	6
Portuguese	5
Hungarian	5
Farsi	4
Polish	3
Cantonese	2
Romanian	2
Italian	1
Other	4
TOTAL	44

BILINGUAL TELEPHONE BEFRIENDING



LANGUAGE	SESSIONS
Arabic	7
Farsi	5
Spanish	5
Portuguese	3
Hungarian	2
Polish	2
Cantonese	1
Italian	1
Romanian	1
Other	5
TOTAL	32



KEITH BRAID
Finance Officer

FINANCE REPORT

April 2020 – March 2021

STATEMENT OF FINANCIAL ACTIVITIES

(INCLUDING INCOME AND EXPENDITURE ACCOUNT) FOR THE YEAR ENDED 31 MARCH 2021

	Unrestricted Funds 2021 £	Restricted Funds 2021 £	Total Funds 2021 £	Total Funds 2020 £
INCOMING RESOURCES				
Incoming Resources from Generated funds:				
Interest Receivable	-	-	-	-
Grants	146,281		146,281	79,482
Contract Fees	622,801		622,801	1,080,336
Other Income	266		266	706
TOTAL INCOMING RESOURCES	769,347		769,347	1,160,524
RESOURCES EXPENDED				
Charitable Activities	810,794		810,794	1,155,116
TOTAL RESOURCES EXPENDED	810,794		810,794	1,155,116
NET INCOMING/(OUTGOING) RESOURCES FOR THE YEAR	(41,447)		(41,447)	5,408
ACCUMULATED FUNDS AT 1 APRIL 2020	319,726		319,726	314,320
ACCUMULATED FUNDS AT 31 MARCH 2021	278,279		278,279	319,726

I wrote last year that “this may be the last conventional finance report for a while – changes from April 2020 on have been beyond planning”; we all hope that we are now moving towards something more stable and a little less unpredictable – finance people live in mortal terror of the unpredictable!

As Jean Paul Sartre so eloquently put it: “Life begins on the other side of despair”. Let us hope it does ...

Last financial year (2020/2021) we saw a large reduction in turnover of almost 42% compared to the previous year (2019/2020). This figure was entirely due to the effects of the pandemic as the organisation adapted to the changing patterns of service delivery which accompanied lockdowns. However, the reduction in total income for the year was nearer 34%. The lesser reduction was due in large part to increases in project grants and other grants received (see below).

For the first time in six years our income fell below the £1m mark, but hopefully 2021/2022 will see a substantial progress towards a break-even set of accounts. Our income fell from £1.16m in 2019/2020 to £0.77m in 2020/2021. At the same time, expenditure reduced by almost 30%, a reduction in total of £344,321.

During the current year (2021/2022) we have slowly returned to a more hopeful and standard form of budget planning, reducing the need to consider quite so many financial scenarios, with its myriad of cash-flow predictions based around those possibilities. Obviously, the period starting April 2020 saw a crash in the number of our jobs, and the furlough scheme came into play to keep staff in employment. We relied heavily on this government scheme – as well as one-off business support grants from Brighton & Hove City Council.

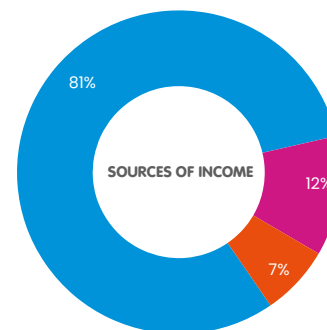
An Independent Examination of our accounts has been completed by our Auditors, Chariot House Ltd. A copy of the full report is obtainable from our office.

BALANCE SHEET AS AT 31 MARCH 2021

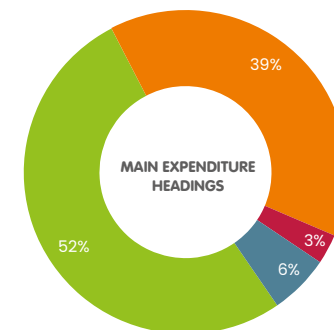
	2021 £	£	2020 £	£
FIXED ASSETS				
Tangible Assets		0		0
CURRENT ASSETS				
Debtors	147,294		308,478	
Bank and Cash	277,602		186,451	
	<u>424,896</u>		<u>494,929</u>	
CREDITORS: Amounts falling due within one year				
Trade and other Creditors	(146,617)		(175,201)	
NET CURRENT ASSETS		278,279		319,728
TOTAL ASSETS LESS CURRENT LIABILITIES		278,279		319,728
RESERVES				
Unrestricted Fund		28,279		69,728
General Designated		250,000		250,000
		278,279		319,728

Our audit was carried out by:

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



contract fees 81%
project grants 12%
COVID support grants 7%



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

STAFF DIRECTORY



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SIS Director

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