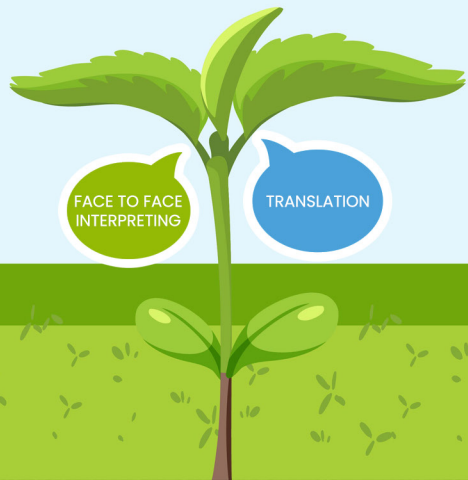


sussex interpreting services

annual review
april 2023 - march 2024

INVESTING TO GROW



1994

2024

30
YEARS

CHAIR'S MESSAGE



AIDAN PETTITT
SIS Chair

CHAIR'S REPORT ON BEHALF OF THE TRUSTEE MEMBERS OF THE MANAGEMENT COMMITTEE

I am privileged to introduce Sussex Interpreting Services' 30th Annual Review: a testament to the dedication, creativity and professionalism of SIS's staff, current and past. Together they have put SIS at the forefront of digital technology (pages 3, 4 & 5), have constantly and successfully sought ways to be more responsive and inclusive – for example in relation to the mental health crisis and social prescribing – (pages 3 and 8), and excelled at customer care, as highlighted by the achievement of three additional areas of Compliance Plus, bringing the total to 15 (page 5).

SIS's growth over 30 years has been remarkable but so has its performance since the COVID-19 pandemic. In 2019, the year before the pandemic, SIS's income was £1m, it delivered around 17,500 sessions to 4,500 Service Users.¹ SIS now delivers 20,000 sessions to 5,600 Service Users, with an income of £1.5 million (page 13). This is outstanding and the commitment to investing to grow (pages 3 & 13) is to be applauded.

Widespread thanks are due to every employee, Trustee and linguist, past and present, for their collective achievement, over 30 years, in creating and sustaining SIS.

Early next year I will stand down as Chair of the Management Committee, after two years in this role and six as a Trustee, and so I want to reflect on the values that underpin SIS and shape its relationship with Service Users

Six years ago, SIS's most called for interpreting languages were Arabic, Polish and Bengali; today they are Arabic, Farsi and Russian (primarily for Ukrainian refugees), reflecting changing migration patterns.

In 2018, I commended Brighton & Hove's welcoming of migrants – including refugees from pogroms, EU & Commonwealth citizens coming to the UK to work, students coming to study and families escaping conflicts across the world. This commendation stands but the world is now more dangerous. Armed conflict, the persecution of minorities, poverty, and climate change continue to displace millions.

The UNHCR estimated that at the end of 2023, 117.3 million people worldwide were forcibly displaced – to nearly double the number displaced a decade ago. Before the end of 2024 the figure is likely exceed 120 million.²

Tragically, we are seeing an increase in the regularity with which the lives of asylum seekers, often fleeing wars, are lost in the Channel. Yet governments seem less interested in welcoming displaced and desperate refugees while racism and Islamophobia appears more pervasive.

SIS now has 30 years of excellence in providing services for migrants, refugees and asylum seekers and advocating for their justice and equality.

Perhaps it is time for more organisations to match SIS's vision of an inclusive and diverse society, where people live together harmoniously, with a strong stance against racism and Islamophobia.

Perhaps national policies on migration would benefit from echoing the compassion and humanity underpinning SIS's interpreting, translation, and bilingual support services for migrants and refugees.

Perhaps, if politicians adopted SIS's values and opposition to racism, while establishing safe routes for asylum seekers, we could envision a more humane world for us all.

This Annual Review is to be commended as evidence of SIS's achievements over the last 30 years: achievements that are embedded in values that deserve acclaim and emulation.

LINKS

1. [Sussex Interpreting Services Annual Review 2018-19 available on SIS website](#)

2. [unhcr.org/uk/global-trends](https://www.unhcr.org/uk/global-trends)

DIRECTORS' REPORT

April 2023 – March 2024



ARRAN EVANS
SIS Director

CELEBRATING 30 YEARS!

It is hard to believe we are 30. 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; appreciate their treatment options; know their rights. We wanted to celebrate our diverse communities and support asylum seekers and refugees.

As a charity we laid strong foundations - a clear mission, vision and values. Every day we act boldly and resolutely to deliver these. To increase understanding and deliver equality. To challenge any 'othering' or dehumanising of our beneficiaries.

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. We delivered 600 interpreting sessions a year in 15 languages.

Today we manage 20,000 interpreting sessions a year in 47 languages. We operate 24 hours a day, every day. We work with all Sussex NHS Trusts and many Local Authorities. In the last 10 years our Project Team has added new services.

Over 30 years we provided 300,000+ interpreting sessions for 25,000 Service Users speaking over 50 languages. People say we listen, help and support them. That we are vital. They feel grateful, connected, confident and happy.

We champion Community Interpreting to ensure professionalism, empathy and quality. Interpreters make it possible for Service Users to have a voice. They address fear, isolation, frustration and misunderstanding. When we started Community Interpreting was considered the 'poor cousin' to Conference Interpreting. Today the model is written into service specifications. It places people and their needs at the centre of interpreting.

"I wanted to mention how impressed I was by your interpreter...As well as her language and interpreting skills, her sensitivity, empathy, diplomacy, and particularly her knowledge of culture and history, was invaluable. This social work intervention was very difficult and challenging, for me, the client, and her family, but it would have been a lot more difficult without her support. Thank you."

Social Worker – Brighton & Hove City Council

MENTAL HEALTH CRISIS

Mental health interpreting has grown significantly. Last year there were 23% more people accessing mental health services, more acute interventions and increased Mental Health Act assessments.

We work hard to provide continuity of interpreters for patients across service pathways. This builds trust, confidence, equality of outcomes and ensures Trauma Informed Care.¹

"When working with families and individuals affected by traumatic experiences it is vital to listen carefully and communicate in the way that I would like to be treated. I try to bring all my experiences and knowledge to deliver on a human level regardless of how difficult the Service User might present. I always put myself in their place to understand them better. That is the key."

Monica Al Housary – Community Interpreter

RESEARCH & INSIGHT TO BETTER UNDERSTAND NEED

We built a portfolio of Community Research and shared our insights with Sussex Integrated Care Board and others. We advocate for our Service Users to be involved in public service consultations. Supporting their important voices is empowering.²

A Service User Day in June 2023 was the first since the pandemic. It was key to learning, accountability and participation – 3 SIS values. The insights gathered led to recommendations that will improve our services. The executive summary report was translated, uploaded to our website and sent to invitees.

INVESTING TO GROW

We are investing to grow - building on our pandemic recovery. We increased capacity in the Coordination and Digital Teams. We improved pay to retain staff and issued permanent contracts to our Project Coordinators. We began investigating options to replace our booking system. We will recruit a Learning & Development Manager.

This was the second year of our new interpreting contract that includes all NHS Trusts across Sussex. We deliver interpreting Face to Face, by Telephone and Video. We worked with 11% more Service Users this year. Notably, we increased interpreting in East Sussex by 100% on pre-pandemic levels.

DIRECTORS' REPORT

April 2023 – March 2024



ARRAN EVANS
SIS Director

WIDENING OUR SUPPORT OFFER

Our Projects have grown and diversified, widening our support offer.³ There were 12 grant funding streams and 13 accessibility and health promotion packages. Many of the latter are complex. For example, managing the accessibility needs of asylum seekers for the first ever Dentaid visit to Brighton & Hove. The Projects Team presented our offer directly to Service Users attending the 2023 AGM, helping to spread our messages word of mouth.

"We would struggle without SIS and Together Co. ... Refugees and their sponsors would not reach a clear understanding of each other and the services on offer... All the Social Prescribers were supportive, thoughtful, tactful and courteous when helping us."

Iryna Olyanovska, Stand4Ukraine

DIGITAL INCLUSION & SECURITY

Digital services support our 'no wrong door' approach. Whichever way people come to us we will support them. We focus on accessible information and easy routes to services. Short translated videos explaining people's right to interpreting and how to access SIS are popular. This year our Projects Team added an English video for partners to better understand the range of our services. Our Virtual Switchboard improves response times for self-referrals.

SIS works closely with many organisations and stores sensitive data. We take cyber-security very seriously. We run rigorous checks on computer systems, hardware, software, policies and processes to ensure compliance with National Cyber Security Centre guidelines. We supported partners with Data Protection Impact Assessments. Once again we secured Cyber Essentials certification (page 5).

EXCELLENCE

SIS provides exceptional customer care. This year we were awarded 15 areas of Compliance Plus by the Customer Service Excellence Assessor. This is an outstanding achievement, placing us in the highest 5 - 10% of assessed organisations (page 5).

LINKS

- [1. \[sussexinterpreting.org.uk/sis-stories/sis-interpreters-always-gave-the-right-voice-to-displaced-people\]\(https://sussexinterpreting.org.uk/sis-stories/sis-interpreters-always-gave-the-right-voice-to-displaced-people\)](https://sussexinterpreting.org.uk/sis-stories/sis-interpreters-always-gave-the-right-voice-to-displaced-people)
- [2. \[sussexinterpreting.org.uk/community-research\]\(https://sussexinterpreting.org.uk/community-research\)](https://sussexinterpreting.org.uk/community-research)
- [3. \[sussexinterpreting.org.uk/services\]\(https://sussexinterpreting.org.uk/services\)](https://sussexinterpreting.org.uk/services)



ACCREDITATIONS



ARRAN EVANS
Director



VIKKI GIMSON
Quality Assurance
Manager



MATT EVENDEN
Digital Manager

EXCEPTIONAL CUSTOMER CARE

This is the 14th continuous year of our Customer Service Excellence journey. We secured an exceptional 15 areas of Compliance Plus. An outstanding achievement, placing us in the top 5 - 10% of assessed organisations.

We involved the whole staff team in considering together all the evidence – an important development.

We retained all 12 areas of Compliance Plus from last year and added 3 new ones:

- SIS is meeting timeliness and service quality standards and demonstrates great strength in publicising performance through the website, Annual Review and AGM.
- Unsolicited feedback from Service Users, Interpreters and Practitioners is consistently positive. 98% of Service User Survey responders say they are highly satisfied with how the service is delivered.
- SIS demonstrates that they deliver the service promised to individual customers and that outcomes are positive for most of them.

“Staff are really wonderful and go above and beyond...SIS thrives on new challenges, with Service Users at the heart of everything.... They really do care passionately about their lives... All stakeholders including Commissioners rate SIS highly... They are a key influencer and coordinator.”
CSE Assessor speaking at SIS AGM 2023

We are deeply proud of our collective achievement.

CYBER-ESSENTIALS SUCCESS

SIS have successfully received Cyber-Essentials accreditation for a second consecutive year.¹

With the increased risk of cyber attacks and the need to stay ahead and be vigilant, it is important to regularly check every aspect of our business network, from software updates to policies and training.

Whilst no system can claim to be 100% secure, an organisation can place themselves in a better position, minimising the risks by ensuring all systems are up to date and that they have a continuity plan in place should there be a cyber-attack.

SIS will shortly be applying for Cyber-Essentials Plus.² This is a more advanced level of certification. It includes all the elements of the basic certification but also involves an independent, external assessment of our cybersecurity measures.

LINKS

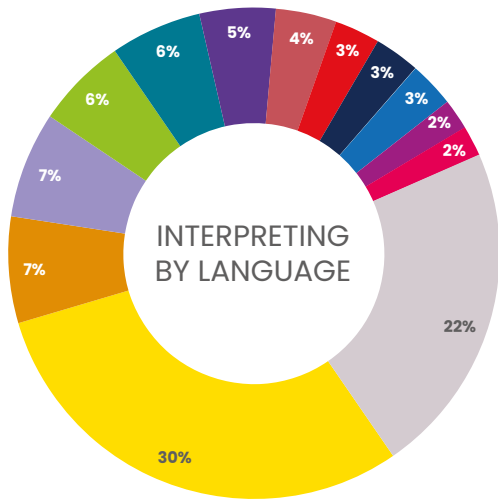
1. sussexinterpreting.org.uk/news/cyber-essentials-success

2. iasme.co.uk/cyber-essentials

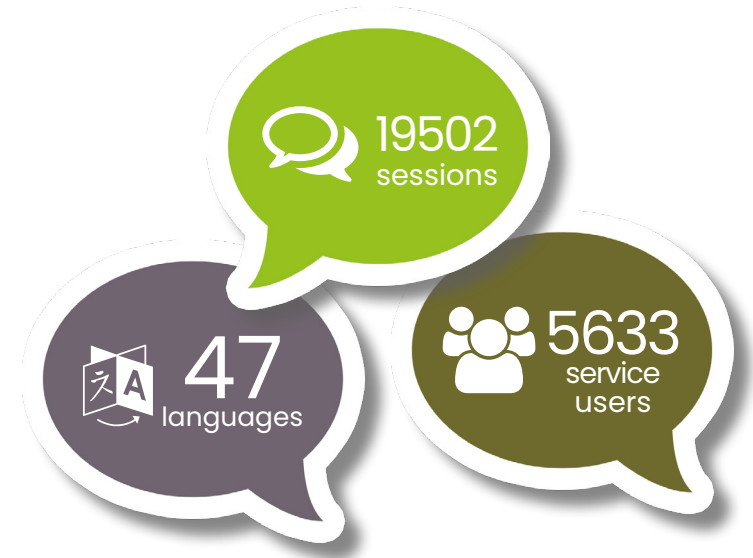


COMMUNITY INTERPRETING

APRIL 2023 – MARCH 2024

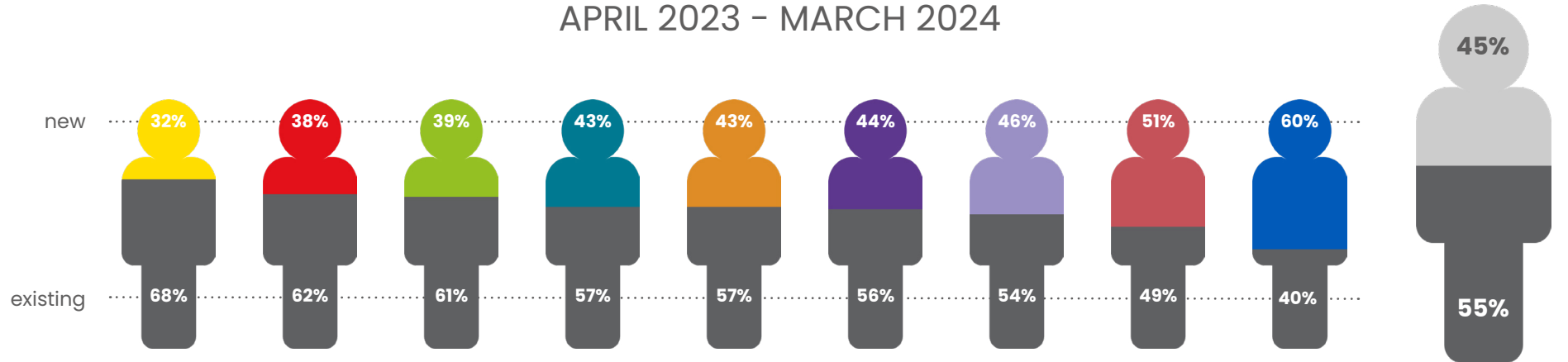


| LANGUAGE | SESSIONS | |
|--------------|--------------|--------------|
| | 2023/24 | 2022/23 |
| Arabic | 5727 | 5460 |
| Farsi | 1390 | 1525 |
| Russian | 1291 | 1060 |
| Bengali | 1129 | 1181 |
| Polish | 1123 | 1073 |
| Portuguese | 962 | 963 |
| Spanish | 768 | 724 |
| Cantonese | 662 | 663 |
| Sorani | 649 | 595 |
| Turkish | 597 | 490 |
| Mandarin | 485 | 446 |
| Pashto | 460 | 372 |
| All Other | 4259 | 3755 |
| TOTAL | 19502 | 18307 |



NEW VS EXISTING SERVICE USERS

APRIL 2023 – MARCH 2024

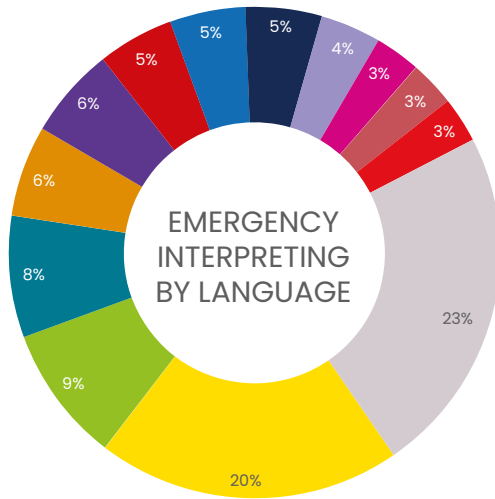


primary language
total Service Users

| | | | | | | | | | |
|---------------|------------------|----------------|---------------|--------------|-------------------|----------------|----------------|------------------|----------------------|
| Arabic | Cantonese | Bengali | Polish | Farsi | Portuguese | Russian | Spanish | Ukrainian | All languages |
| 1253 | 205 | 359 | 369 | 353 | 322 | 224 | 235 | 240 | 5633 |

EMERGENCY INTERPRETING

APRIL 2023 – MARCH 2024

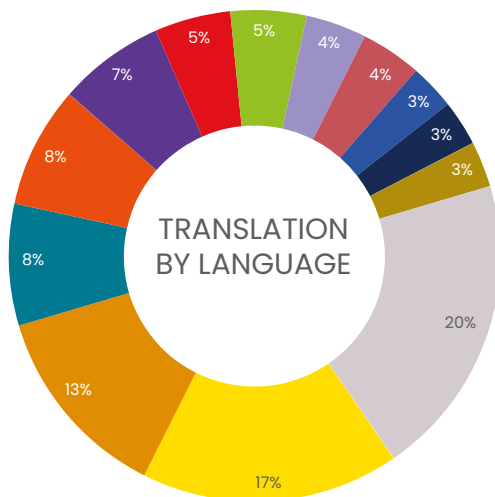


| LANGUAGE | SESSIONS |
|--------------|------------|
| Arabic | 53 |
| Bengali | 24 |
| Polish | 19 |
| Farsi | 16 |
| Portuguese | 16 |
| Albanian | 14 |
| Turkish | 14 |
| Sorani | 13 |
| Russian | 11 |
| Romanian | 8 |
| Spanish | 8 |
| Cantonese | 7 |
| All Other | 59 |
| TOTAL | 262 |

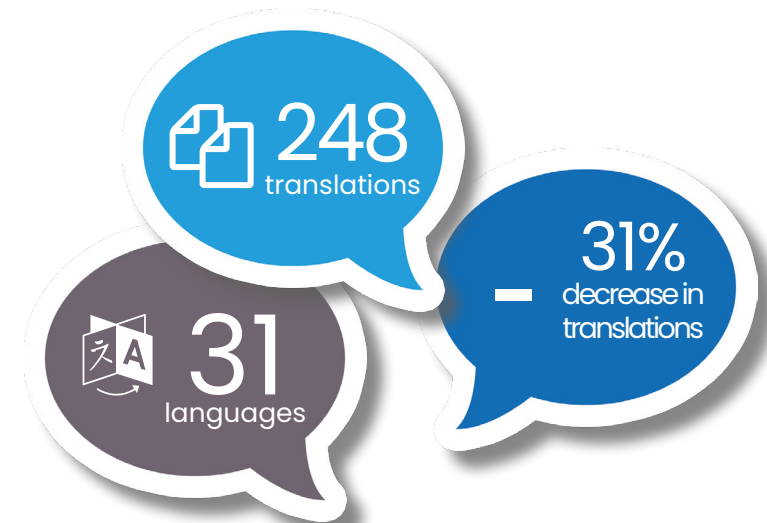


COMMUNITY TRANSLATION

APRIL 2023 – MARCH 2024



| LANGUAGE | WORDS |
|--------------|---------------|
| Arabic | 29369 |
| Farsi | 22632 |
| Polish | 13517 |
| Nepali | 13184 |
| Portuguese | 12941 |
| Cantonese | 8839 |
| Bengali | 8799 |
| Russian | 7485 |
| Spanish | 7454 |
| Ukrainian | 5589 |
| Sorani | 5277 |
| Dari | 4305 |
| All Other | 34406 |
| TOTAL | 173797 |





VIKKI GIMSON
Quality Assurance
Manager

PROJECTS UPDATE

The SIS Projects Team delivers a wide variety of additional services to provide holistic joined up support to our Service Users. Our promotional video on YouTube gives an overview.¹ By partnering with other expert local organisations, and using culturally informed, innovative approaches, we have developed, piloted, progressed and strengthened a suite of joined-up services, to meet Service User needs. We operate a ‘no wrong door’ referral system to smooth the pathways to support.

SOCIAL PRESCRIBING: SPOTLIGHT ON UKRAINIAN SUPPORT

SIS has been commissioned by Brighton & Hove City Council (BHCC) to provide support for Ukrainian Refugees since they first arrived in the city in April 2022.

Working in partnership with Together Co Social Prescribing we supported 372 referrals; helping people to understand, navigate and access public and community sector services so they can address social, emotional and practical needs that help them to move forward with their lives.

Core needs have been housing and benefits/finance alongside learning, employment and social care issues. As people have become more settled, they have sought mental health assistance.

We operated an innovative delivery model, hosting a Jubilee Library drop-in service staffed by Social Prescribers.²

Our team of Ukrainian and Russian speaking Linguists have worked tirelessly and selflessly to ensure the consistent high-quality delivery of services.

“Many thanks for your help. I will recommend SIS to my friends.”
Ukrainian Speaking Service User

COMMUNITY RESEARCH: SPOTLIGHT ON THE RESEARCH ENGAGEMENT NETWORK

In April 2023 SIS joined the **Pan-Sussex Diversity in Health and Care Research Engagement Network (REN)** with the NHS, local Universities and VCSE partners.

15 people (including 2 SIS Linguists) from Minoritised Ethnic and Trans, Non-Binary and Intersex Communities received Community Researcher development

training. They went on to interview 42 community members with a shared lived experience about how to improve participation, from minoritised groups, in health and care research. There is a wonderfully powerful video of their experience.³

“I know you have been through the same experience, and you understand my problems more and understand my feelings, and you have the cultural awareness.”

Arabic Speaking Research Participant

The key REN findings are;

- consider how negative experiences of marginalisation impact engagement in research
- make translation and interpreting support available
- adopt a co-creative approach with local communities
- use representative imagery in marketing and communication materials

The REN partnership has successfully secured further funding to look at diverse participation in research for Cancer Care and for Women’s Mental Health.

HEALTH PROMOTION: SPOTLIGHT ON FAMILY HUBS

BHCC launched their Family Hubs in June 2023.⁴ They approached SIS for help to create short promotional videos in community languages.

SIS provided extensive consultation on the content, format and language used in the videos as well as demographic data.

7 videos have been produced with SIS Linguists translating the text for the video slides and then recording the voiceover narration in each target language. SIS has then distributed information about the videos to our Service Users via first language SMS.



VIKKI GIMSON
Quality Assurance
Manager

PROJECTS UPDATE

BEFRIENDING: SPOTLIGHT ON VOLUNTEER EXPERIENCE

SIS Telephone Befriending matches a Bilingual Volunteer with a Service User to have a regular weekly phone call which provides a positive social experience and relieves isolation and other social stresses.

Annually, around 20 Bilingual Volunteers undertake this role. They are providing a remote service delivered independently, therefore regular opportunities for feedback, support and supervision are very important.

When a match is established, the Project Coordinator checks in with the Volunteer immediately after the first contact, then at regular intervals. We have an open door for Befrienders to reach out during their volunteering journey.

Our Befriender survey feedback told us they were very satisfied with the support received from SIS and also commented on the added value of their role;



"It has given me the opportunity to promote my own wellbeing with tons of physical and mental rewards like building new strengths, making new friends and reducing stress."
SIS Volunteer

LINKS

- [1. youtube.com/watch?v=pfzP6tbmwVk](https://www.youtube.com/watch?v=pfzP6tbmwVk)
- [2. sussexinterpreting.org.uk/wp-content/uploads/Library-Drop-In.pdf](https://sussexinterpreting.org.uk/wp-content/uploads/Library-Drop-In.pdf)
- [3. youtube.com/watch?v=MfvSwlPKHmA](https://www.youtube.com/watch?v=MfvSwlPKHmA)
- [4. brighton-hove.gov.uk/families-children-and-learning/childcare-and-family-support/what-family-hubs-offer-arabic-bengali-and-portuguese](https://brighton-hove.gov.uk/families-children-and-learning/childcare-and-family-support/what-family-hubs-offer-arabic-bengali-and-portuguese)
- [5. sussexinterpreting.org.uk/wp-content/uploads/Tala.pdf](https://sussexinterpreting.org.uk/wp-content/uploads/Tala.pdf)

SIS Projects Team works in formal partnerships with



In November 2023, a SIS Volunteer gave an inspiring presentation, at a Volunteer Centre event, about her experiences working with SIS and the wider benefits of volunteering. Her story can be read on our website.⁵

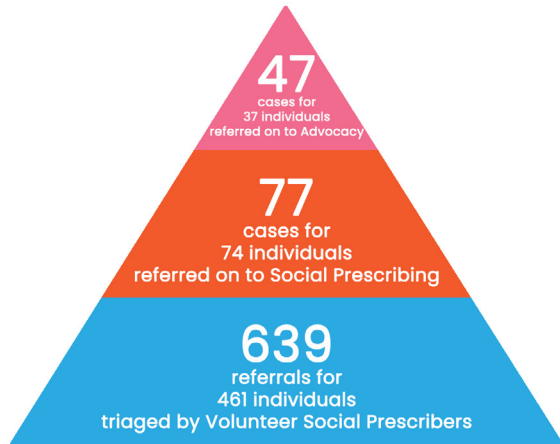
With thanks for SIS Projects Funding to



PROJECTS

APRIL 2023 – MARCH 2024

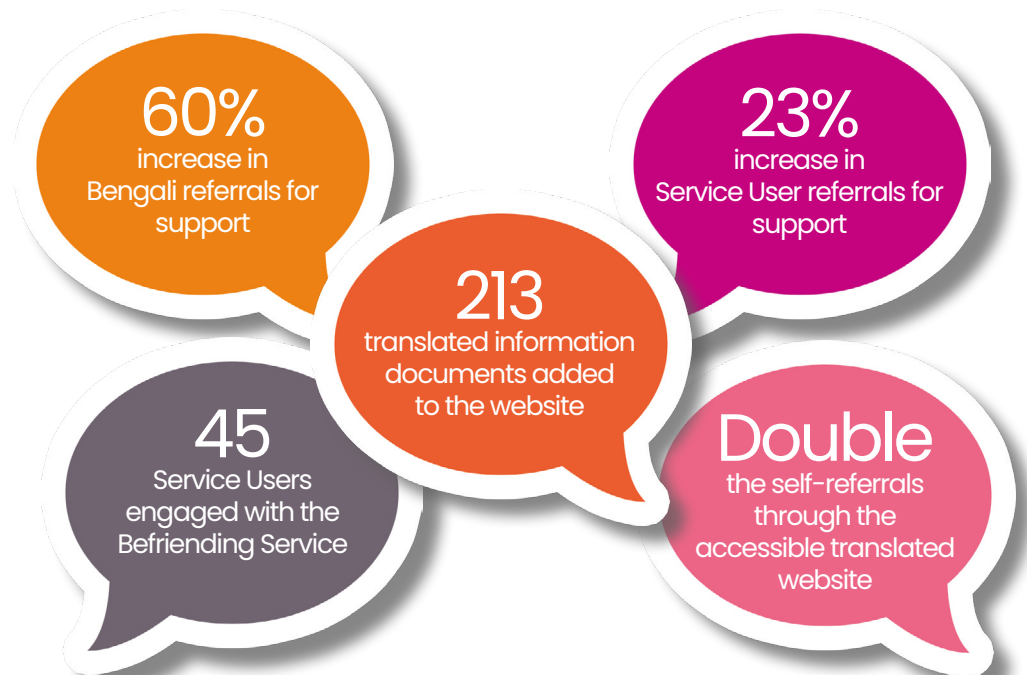
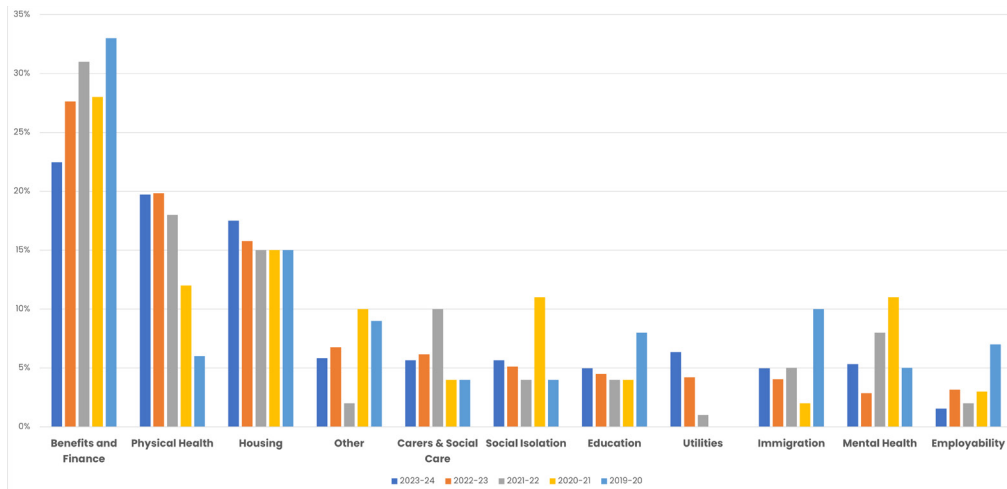
NUMBER OF SERVICE USERS SUPPORTED



COMMUNITY RESEARCH REACH

| 90 Service Users and 20 Linguists engaged in Community Research |
|---|
| Cost of Living Crisis |
| SIS Services |
| Women's Health |
| Digital Exclusion in over 65s |
| Missed Health Appointments |
| Pharmacy Services |
| Mental Health in Children and Young People |
| Participation in Research |
| Racism in Schools |

SUPPORT ISSUES WE HELPED WITH





VIKKI GIMSON
Quality Assurance
Manager

QUALITY ASSURANCE

SERVICE USER DAY

On Monday 26th June 2023, SIS welcomed 33 SIS Service Users in 6 languages to a specially organised lunch time event to help us get to know them better, hear their opinions about SIS, understand their needs and share knowledge about communities and culture.

The Service Users were supported by 7 Bilingual Community Researchers who facilitated activities and discussions and provided written feedback. We evaluated the feedback and made some key recommendations for developments within SIS, whether that is to deliver something new and different, or to continue doing more of what is working well.



Italian speakers with Bilingual Community researcher Aleceia.

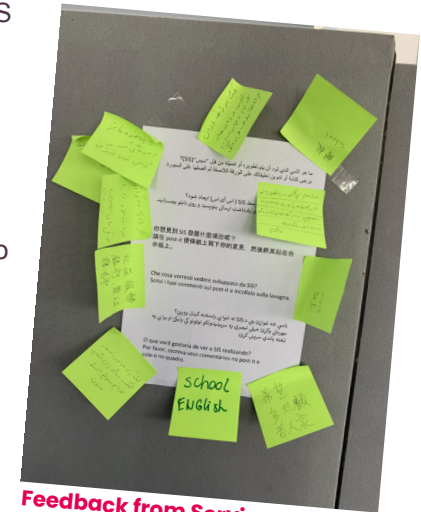
Farsi speakers with Bilingual Community researcher Shahrzad.

"I enjoyed talking about ideas and the services. I learned a lot about services I didn't know. I enjoyed meeting other SUs. Some of us have a lot of things in common."

Farsi Speaker

MAIN OUTCOMES

- 80% of Service Users had self-referred to SIS and requested we provide a receipt.
- There was quite poor knowledge of SIS's other, additional services.
- There is high satisfaction of SIS service delivery particularly the staff.
- Service Users surveys should be "short, to the point, in my language and relevant to my needs".
- Service Users would like SIS delivering more services to more people.
- The translated pages of the SIS website were very well received.
- There was a wide spectrum of IT literacy.



Feedback from Service Users.

KEY RECOMMENDATIONS

- Build confidence for Service Users making self-referrals particularly digitally.
- Continue developing our promotional strategy for Service Users.
- Develop additional satisfaction feedback mechanisms for Service Users.
- Seek out and secure more funding for our services.
- Explore the viability of resuming the face-to-face Drop-In service.
- Create better collaborative understanding between SIS service delivery teams.



VIKKI GIMSON
Quality Assurance
Manager

QUALITY ASSURANCE

SIS SERVICE PROVIDER SATISFACTION SURVEY

88 people representing a range of NHS services completed the survey. The majority had long term experience of SIS, and had used a wide range of interpreting formats.

However approx. 80% were unfamiliar with our additional services (social prescribing, advocacy, befriending, research and health promotion) indicating a need for additional promotion. 50% confirmed they would like information or a briefing on these services.

The survey elicited a great deal of positive feedback particularly about the staff and linguists who were praised for their professionalism, compassion, care and help.

"The interpreters that have accompanied and supported me during appointments have always maintained professional standards whilst engaging the service user with kindness, empathy and compassion."

Team Admin Coordinator, Sussex Partnership NHS Foundation Trust

"I have always found the customer service excellent and will go above and beyond to help with needs and also very quick to let us know if there are any issues."

Cluster Lead, Sussex Partnership NHS Foundation Trust

There were some issues raised which have provided an opportunity for review and improvements; poor availability in particular languages, short notice confirmation and/or cancellation and occasional poor interpreting practice.

Overall, satisfactions levels were very high. Practitioners strongly agreed that using SIS interpreters helps them to build trust and create a calmer, safer environment which supports Service User dignity, builds confidence and facilitates making informed choices.

"Using the same interpreter consistently for a particular client over a period of years means they have a good understanding of the client's complex history and needs."

Assertive Outreach Worker, Sussex Partnership NHS Foundation Trust

"Sometimes our patients are much happier to attend if they know they can speak in their original language. Appointments can sometimes be stressful for all concerned if there is a language barrier."

Senior Cardiac Nurse, University Hospitals Sussex NHS Foundation Trust

CUSTOMER SATISFACTION 2023/24





KEITH BRAID
Finance Officer

FINANCE REPORT

April 2023 – March 2024

STATEMENT OF FINANCIAL ACTIVITIES

(INCLUDING INCOME AND EXPENDITURE ACCOUNT) FOR THE YEAR ENDED 31 MARCH 2024

| | Unrestricted Funds 2024 £ | Restricted Funds 2024 £ | Total Funds 2024 £ | Total Funds 2023 £ |
|------------------------------------|------------------------------|----------------------------|-----------------------|-----------------------|
| INCOME AND ENDOWMENTS FROM | | | | |
| Donations and legacies | 1,513,735 | | 1,513,735 | 1,294,861 |
| Other trading activities | 242 | | 242 | 143 |
| Investment income | 426 | | 426 | 328 |
| Other income | - | | - | - |
| TOTAL | 1,514,403 | | 1,514,403 | 1,295,332 |
| CHARITABLE ACTIVITIES | 1,477,902 | | 1,477,902 | 1,202,177 |
| NET INCOME/(EXPENDITURE) | 36,501 | | 36,501 | 93,155 |
| RECONCILIATION OF FUNDS | | | | |
| Total funds brought forward | 410,988 | | 410,988 | 317,833 |
| TOTAL FUNDS CARRIED FORWARD | 447,489 | | 447,489 | 410,988 |

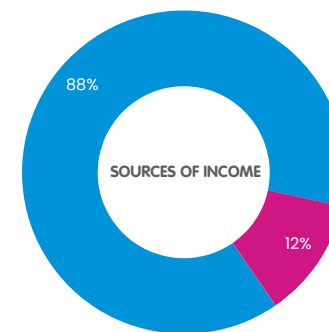
BALANCE SHEET AS AT 31 MARCH 2024

| | 2024 £ | | 2023 £ | |
|---|------------------|----------------|------------------|----------------|
| FIXED ASSETS | | | | |
| Tangible Assets | | 635 | | 1,270 |
| CURRENT ASSETS | | | | |
| Debtors | 442,113 | | 423,485 | |
| Cash at bank | 183,568 | | 192,072 | |
| | <u>625,681</u> | | <u>615,557</u> | |
| CREDITORS: Amounts falling due within one year | <u>(178,827)</u> | | <u>(205,839)</u> | |
| NET CURRENT ASSETS | | 446,854 | | 409,718 |
| TOTAL ASSETS LESS CURRENT LIABILITIES | | 447,489 | | 410,988 |
| NET ASSETS | | | | |
| FUNDS | | 447,489 | | 410,988 |
| Unrestricted funds | | 447,489 | | 410,988 |
| TOTAL FUNDS | | 447,489 | | 410,988 |

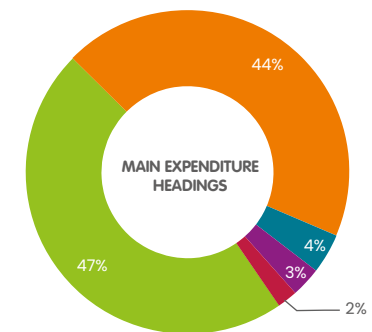
These financial statements have been prepared in accordance with the provisions applicable to charitable companies subject to the small companies regime. These figures have been approved by the Board of Trustees. A full audit has been carried out by our auditors, Chariot House Ltd. A copy of the full report is available from our office or can be found at Companies House.

- Last financial year (2023/2024) saw yet another large increase in turnover of almost 17% compared to the previous year (2022/2023). This was mainly the result of further increases in the number of interpreting sessions undertaken during the year.
- There was also a corresponding rise in our expenditure which was some 23% higher than the previous year, largely due to the increased levels of work undertaken and other increases in some of the rates paid to our sessional Linguists. Note that the percentage increase in expenditure outstripped that increase in income, and the result was a reduction in the surplus for the period.
- The result of all this was a net surplus of £36,501 (compared to a surplus of £93,155 the previous year). This represents a decrease in net income of some £56,654. This may look like a bad result, but remember that it is still a significant surplus and an increase to our reserves.
- During the current year (2024/2025) we aim to at least break even, but there may yet be unforeseen forces at play which upset our financial plans – as during the COVID years! Overall though, things seem more optimistic than in that part of our recent past, which at times reminded me of Henry Reed’s parody of T S Eliot:

“It is, we believe, Idle to hope that the simple stirrup-pump will extinguish hell.”
- An audit has been carried out by our auditors, Chariot House Ltd. A copy of the full report is available from our office.



contract fees 88%
project grants 12%



linguist fees 47%
staffing costs 44%
administration 4%
other expenditure 3%
premises costs 2%

STAFF DIRECTORY



Adam Smith
Service Manager
adam@sussexinterpreting.org.uk



Bera Benitez
Coordinator
bera@sussexinterpreting.org.uk



Katherine Day
Administrative Assistant
katherine@sussexinterpreting.org.uk



Matt Evenden
Digital Manager
matt@sussexinterpreting.org.uk



Natalie West
Coordinator
natalie@sussexinterpreting.org.uk



Sue Friend
Coordinator
sue@sussexinterpreting.org.uk



Arran Evans
SIS Director
arran@sussexinterpreting.org.uk



Donella Trickey
Coordinator
dee@sussexinterpreting.org.uk



Keith Braid
Finance Officer
keith@sussexinterpreting.org.uk



Monika Stachyra
Coordinator
monika@sussexinterpreting.org.uk



Nkemcho Mormah
Digital Support Worker
nkemcho@sussexinterpreting.org.uk



Vikki Gimson
Quality Assurance Manager
vikki@sussexinterpreting.org.uk



Ben Williams
Projects Coordinator
ben@sussexinterpreting.org.uk



John Simpson
Office Administrator
john@sussexinterpreting.org.uk



Laura Gilbert
Projects Coordinator
laura@sussexinterpreting.org.uk



Naomi O'Keeffe
Coordination Team Leader
naomi@sussexinterpreting.org.uk



Shahreen Shebli
SIS Director
shahreen@sussexinterpreting.org.uk

Community Base
113 Queens Road
Brighton
BN1 3XG

✉ info@sussexinterpreting.org.uk
🌐 sussexinterpreting.org.uk
📘 sis.interpreting.services
🐦 [@sussexinterpret](https://twitter.com/sussexinterpret)
▶ [@sussexinterpretingservices](https://www.youtube.com/channel/UC...)



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