



**annual review**  
april 2006-june 2007



# organisational structure

## MANAGEMENT COMMITTEE

CHAIR  
Michael Benis



Sylvia  
Alexander-Vine



Dr Wagdi Habib



Hulya Hooker



Hong Lu



Farangiz Mohebat



Doris Ndebele



Sam Page



Nick Scott-Flynn



Dr Sobhi Yagoub



sussexinterpretingservices

DIRECTOR  
Shahreen  
Shebli



CORE SERVICE  
CO-ORDINATOR  
Leila Marshall



CORE SERVICE  
MANAGER  
Vikki Gimson



2  
TEMPORARY  
TEAM SUPPORT  
WORKERS

TEAM SUPPORT  
WORKER  
Ella Nicol



FINANCE  
OFFICER  
Keith Braid



ADMINISTRATIVE  
DEVELOPMENT  
WORKER  
Emmanuel  
Fruteau



160  
COMMUNITY  
INTERPRETERS

DIRECTOR  
Arran Evans



TRANSLATION  
TEAM LEADER  
& INTERPRETING  
CO-ORDINATOR  
Zina Bratović



60  
COMMUNITY  
TRANSLATORS

Sussex Interpreting Services, Community Base, 113 Queens Road, Brighton, BN1 3XG

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# management committee

## chair's report - Michael Benis

The period April 2006 to June 2007 marked an important turning point for SIS, building on the success of our structural review.

The promotion of our managers to directors with full strategic responsibility supported by an enlarged core team has given them the scope to engage in long-term strategic planning dedicated to continually improving the quality, responsiveness and stability of our services in an uncertain funding environment.

Central to this work, we have defined our distinctive identity and role more clearly and explicitly, putting the vision and values which motivate us into words and images. You can see the results in the new logo and statements of our principles presented in this Annual Review on pages 9–13. Thanks to this process - which involved close communication and consultation between all stakeholders - everyone engaged with SIS now has a stronger connection with us, together with a clearer sense of our ethos and priorities.

Further supporting our work, we are in the final stages of developing a new booking system and integrated database that will enable us to continue delivering an ever more efficient service to tight budgets well into the future.

I would like to thank everyone in the Core Team and Management Committee for their hard work and commitment, which has enabled SIS to achieve so much in this period. I would equally like to thank our

communities, service providers, interpreters and translators for their partnership, which ensures that in every area of our work together the whole is always greater than the sum of its parts.

## welcome

We have been pleased to welcome four new trustees; *June 2006* **Dr Sobhi Yagoub** is the Chair of the Sudanese Coptic Association and a Consultant Psychiatrist at the Millview Hospital where he has used SIS Community Interpreters in his clinical work. *June 2007* **Nick Scott Flynn** has worked in the NGO Refugee Sector for 23 years. As an independent consultant he helps organisations evaluate their work and enhance their ability to realise aims and objectives. *June 2007* **Hulya Hooker** is a research fellow working on cross-cultural aspects of social behaviour and issues to do with diversity, ethnicity and disadvantage within organisations. Hulya was previously a Turkish interpreter for SIS.

*June 2007* **Sam Page** is the Project Manager at the Manor Gardens Bilingual Advocacy Project in London which delivers refugee training & a volunteer development programme as well as interpreting & advocacy services. Sam is a qualified and experienced Spanish interpreter and translator.

## thank you

We would like to thank **James Gardner** and **Baldev Soni**, who stepped down this year, for their contribution to SIS. After six years of service James' input is particularly missed in the editing of the Annual Review.

## tribute to Lorraine Braid

Sadly, in October 2006 we lost a founding member and long standing trustee. **Lorraine Braid** was originally diagnosed in March 2005 with myeloma and put up a brave and hopeful fight. Lorraine was very



special to SIS, having been involved from the very beginning in 1994. She was SIS Company Secretary for many years and instrumental in our success.

Lorraine had a long and lasting commitment to the Community and Voluntary Sector. SIS benefited enormously, not just from her

dedication and commitment, but also from her knowledge, experience and skills which she shared so generously. She matched this with integrity, resourcefulness and humour. She was a good colleague and friend to the two Directors and many others within SIS and continues to be greatly missed both at a professional and personal level.

**Summary translations of this Annual Review in the main community languages are available from the SIS office.**



# directors' report

Arran Evans & Shahreen Shebli

Since finalising the new structure in December 2005 the team has worked hard to implement changes to strengthen strategic leadership and customer services. We continue to rise to the challenges involved in demand growth, quality improvement and delivering unit cost savings.

We have proudly received a 3 year Discretionary Grant from Brighton & Hove City Council in recognition of our strategic value as a local equalities partner delivering services to hard to reach people. The Council have also supported SIS in implementing enhanced Criminal Records Bureau checks for staff.

In **May 2006** our first comprehensive survey provided essential feedback on how we can improve services. It confirmed high levels of satisfaction from customers, clients and sessional staff.

In **July 2006** we adopted a 2 year Business Plan which gives a clear framework for our maturing social enterprise identity.

In **September 2006** an operational audit helped us design procedures that improve compliance with the Data Protection Act.

In **October 2006** Trustees and Core Team shared an Away Day to discuss social enterprise, revise work plans and consider core values.

In **February 2007** we met again and agreed new Vision, Mission and Values statements which were circulated to SIS members for their consideration.

In **March 2007** we introduced a staff appraisal system based on the National Occupational Standards for Management & Leadership.

In **April 2007** we were able to respond swiftly to our partners need for a 24 hour interpreting service, providing peace of mind to patients and medical staff.

The new posts in the revised structure - Team Support Worker and Core Service Co-ordinator - were made permanent.

In **June 2007** we recruited 3 temporary cover workers to strengthen service continuity during periods of Core Team annual leave.

***"If you want one year of prosperity, grow grain.  
If you want ten years of prosperity, grow trees.  
If you want 1000 years of prosperity, grow people."***  
**Chinese Proverb**

In **July 2007** we were delighted to welcome 3 new trustees and organised training to introduce the Good Governance Code of Practice and the National Occupational Standards for Trustees.

In **August 2007** we took occupation of our extended Community Base offices and hope to have completed an integrated database for improved management of bookings, finances and customer care by the Autumn.

Throughout all these changes we have retained, developed and motivated staff - employees and sessional interpreters and translators - successfully revising human resources practice to reflect our developing ethos and values. We move forward confidently to deliver our Mission and wish to participate in the integration and cohesion debate, drawing strength from our Vision and Values.

SIS team



## SIS vision

We desire an inclusive and diverse 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.

*“It is especially distressing when clients’ main complaints are of loneliness and isolation often as a direct result of their inability to speak English. I have to show myself to be trustworthy and supportive of the clients’ needs whilst trying not to get too involved. The key to this is to give them relevant information of the support that is available out there in the community.”*

Nina Tahmasebi - Farsi Community Interpreter

*“The case was at the extreme end of the challenging work that we do and throughout [the interpreter] has been professional, boundaried and very effective. I know that without her commitment, intelligence and professionalism that the outcomes for this family would not have been as positive.”*

Nicola McGeown- Social Worker with Brighton and Hove City Council

*“My use of interpreters has changed as I speak and understand English better, I only use SIS for delicate or formal situations such as court proceedings, police interviews, and housing.”* Fernanda Ferreira - Portuguese speaking Client

*“One of the most rewarding parts of my work is to see clients who were initially very insecure and even frightened, becoming more assertive and aware of their rights, which has given them a better chance of accessing the necessary services and being fully integrated in the community.”*

Julia Dowd - Portuguese Community Interpreter

*“I’d like to read about services or be given information written in my own language so I don’t always have to ask an interpreter.”* Amal Ayad Tadros - Arabic speaking Client

## SIS mission

SIS exists to enable full access, for people with language needs, to publicly funded services in order to improve health, education and overall quality of life.

*“The quality of the professional relationship built up by the SIS interpreter and our clients, I am sure made such a difference to their ability to manage the awfulness of the situation they found themselves in [death of a family member in strange country and culture].”* Dr Sarah Gilroy - Pro Vice-Chancellor at University of Chichester

*“More than anything for me having a SIS interpreter was a form of support for me in a country where I have no family. It is a massive help... Thank you SIS - everything is so good now, with your help I am feeling more happy, confident and can speak English.”* Nadine Mandiki - Lingala/French speaking Client

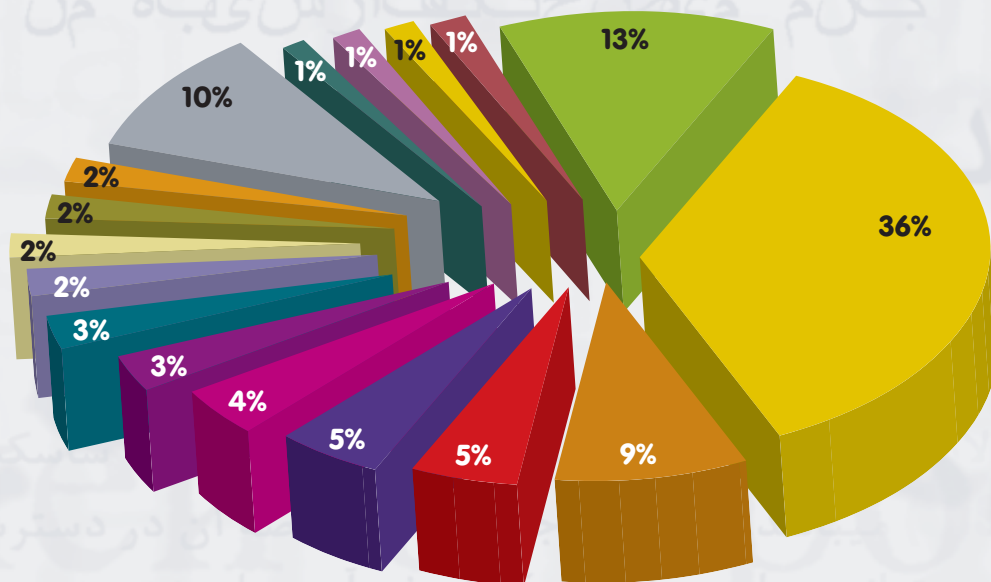


passionate, enthusiastic,  
dynamic, sincere, motivated,  
vibrant, stimulating

Kola-Rita Bossadi - Lingala/French Community Interpreter



# community interpreting



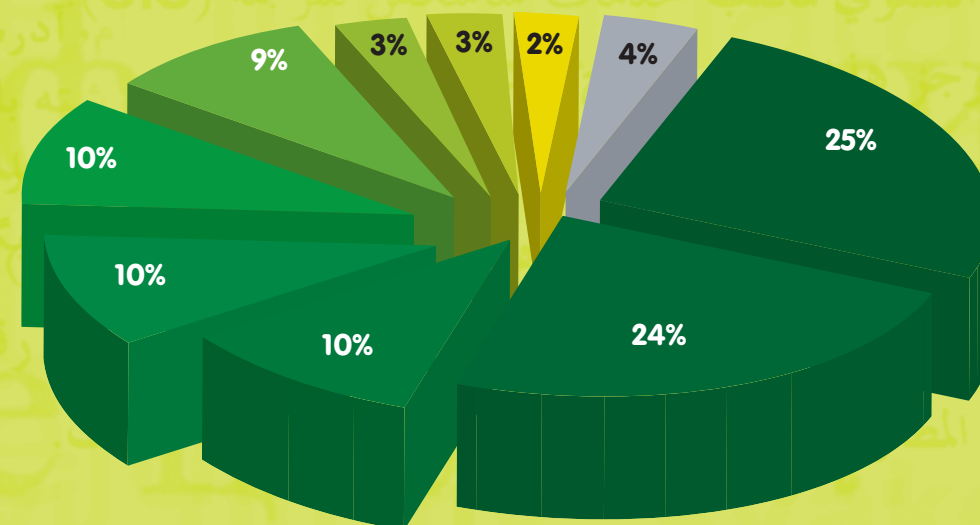
## BREAKDOWN BY LANGUAGE OF ALL INTERPRETING JOBS 1ST APRIL 06 - 30TH JUNE 07

ARABIC	3332	36%	OROMIFA	183	2%
FARSI	1173	13%	SORANI	176	2%
BENGALI	830	9%	SPANISH	138	2%
PORTUGUESE	491	5%	THAI	115	1%
CANTONESE	421	5%	PASHTO	113	1%
FRENCH	314	4%	URDU	111	1%
MANDARIN	298	3%	RUSSIAN	103	1%
POLISH	229	3%	OTHER	955	10%
TURKISH	205	2%	TOTAL	9187	

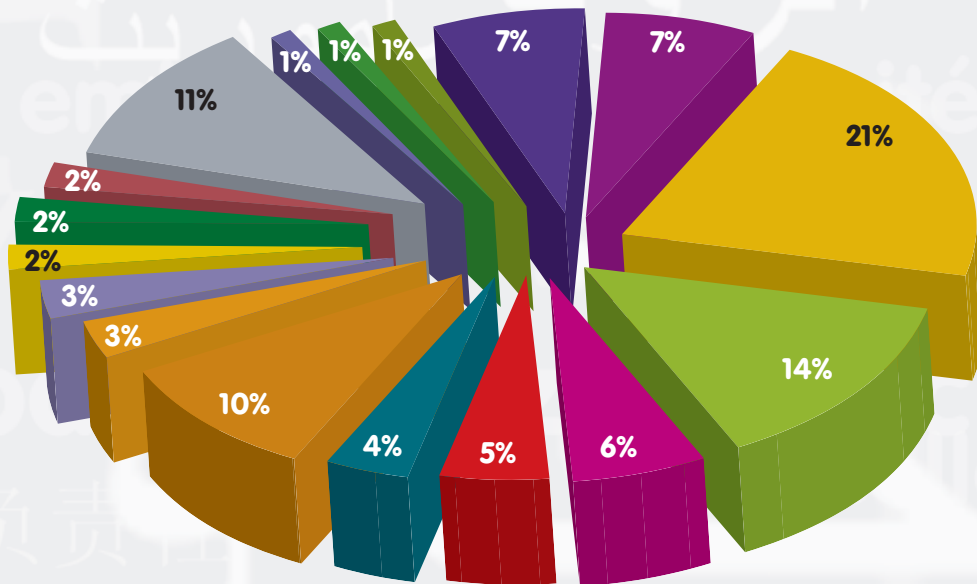
For a full list of languages please see [www.sussexinterpreting.org.uk](http://www.sussexinterpreting.org.uk)

## UPTAKE BY ORGANISATION OF ALL INTERPRETING JOBS 1ST APRIL 06 - 30TH JUNE 07

BRIGHTON & SUSSEX UNIVERSITY HOSPITALS NHS TRUST	2289	25%
BRIGHTON & HOVE TEACHING PRIMARY CARE NHS TRUST	2191	24%
SUSSEX PARTNERSHIP NHS TRUST Brighton & Hove 677, West Sussex 232, East Sussex 16	925	10%
SOUTH DOWNS HEALTH NHS TRUST	897	10%
BRIGHTON & HOVE CITY COUNCIL Children & Families 526, Housing 169, Adult Services 79, Other 120	894	10%
IMMIGRATION LEGAL SERVICE (BHT)	871	9%
VOLUNTARY SECTOR BHT 79, MACS 54, CAB 37, Carers' Centre 25, Women's Refuge 20, Others 121	336	3%
NATIONAL PROBATION SERVICE - SUSSEX PROBATION AREA	256	3%
OTHER NHS TRUSTS AND COUNCILS IN SUSSEX West Sussex County Council 67, Worthing & Southlands Hospital NHS Trust 47, Others 35	149	2%
OTHERS Solicitors 105, Housing Associations 100, Others 174	379	4%
<b>TOTAL</b>	<b>9187</b>	



# community translation

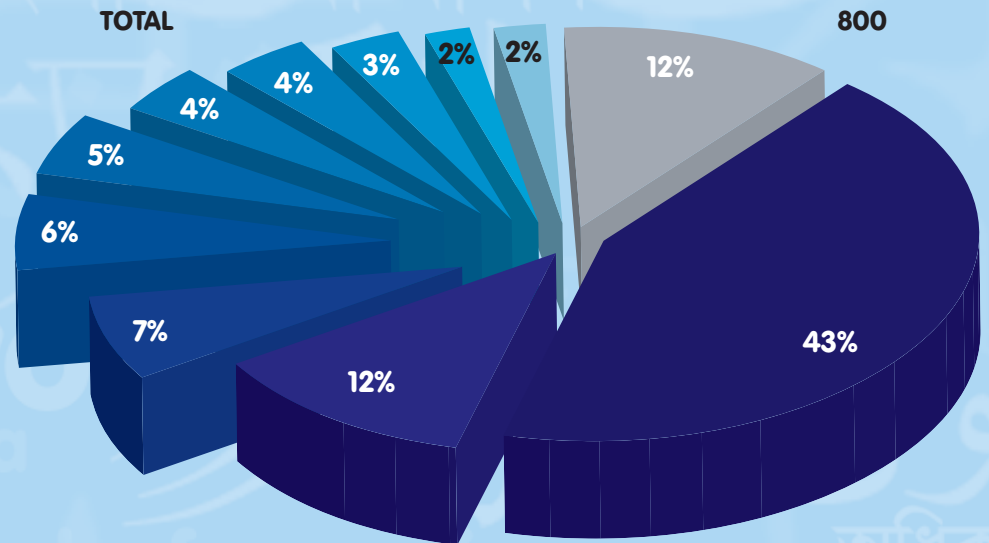


## BREAKDOWN BY LANGUAGE OF ALL TRANSLATION JOBS 1ST APRIL 06 - 30TH JUNE 07

ARABIC	168	21%	TURKISH	22	3%
FARSI	112	14%	URDU	21	2%
BENGALI	81	10%	GERMAN	20	2%
CANTONESE	57	7%	RUSSIAN	17	2%
MANDARIN	53	7%	GUJARATI	11	1%
FRENCH	50	6%	ITALIAN	10	1%
PORTUGUESE	45	5%	LITHUANIAN	8	1%
POLISH	30	4%	OTHER	91	11%
SPANISH	25	3%	TOTAL	800	

## UPTAKE BY ORGANISATION OF ALL TRANSLATION JOBS 1ST APRIL 06 - 30TH JUNE 07

BRIGHTON & HOVE CITY COUNCIL	347	43%
Housing 125, Children & Families 86, Adult Services 29, Others 107		
IMMIGRATION LEGAL SERVICE (BHT)	93	12%
BRIGHTON & HOVE TEACHING PRIMARY CARE NHS TRUST	59	7%
WEST SUSSEX COUNTY COUNCIL	50	6%
Ethnic & Minority Achievement Team 14, Crawley Housing Service 14, Others 22		
VOLUNTARY SECTOR	39	5%
Carers' Centre 10, International Women's Day 7, Independent Mediation Services 5, Others 17		
INDIVIDUAL CUSTOMERS	35	4%
SUSSEX PARTNERSHIP NHS TRUST	34	4%
Brighton & Hove 33, West Sussex 1		
SOLICITORS	23	3%
WEST SUSSEX PRIMARY CARE NHS TRUST	14	2%
CDHA	12	2%
OTHERS	94	12%



# inclusiveness

SIS values the linguistic and cultural diversity of our society and communities and strives to be inclusive in all aspects of our work

SIS Community Interpreters ensure clients and service providers get the most out of meetings; **community interpreting takes into account not just the linguistic difference, but also the difference in knowledge, power and culture.**

Farangiz Mohebati promoting SIS at the Black History Month event Oct 2006



As SIS recruits and trains interpreters from **within local communities**, they are well placed to offer insight on factual cultural and religious issues which may hinder understanding and communication. They are also able to prompt for fuller information from service providers **empowering clients to make better informed choices.**

In the past 15 months we have carried out work in **56 of the 77 languages** we can provide. **SIS is committed to meeting all requests regardless of the rarity of the language;** of the

40 plus new recruits this period, 13 were to meet specific language needs in new languages. **SIS charges are unaffected by the rarity of the language.**

We also do all we can to accommodate more specific requirements regarding gender, age, religion, dialect and ethnic background.

***“A GP had to tell the patient that he was HIV positive. The doctor referred the patient to the HIV specialist clinic at the hospital. I then used my intervention and advocacy skills to ask the GP to speak about the several support agencies in the community who would provide further help.”***

**Julia Dowd - Portuguese Community Interpreter**

***“My contact with SIS has increased greatly because of my work with the Gateway Protection Programme. I have appreciated how much I have learned from the interpreters including cultural and religious information; I understand child rearing practices better, how the naming system for children works and dietary differences between Kenya and Britain.”***

**Carmel O'Malley - Health Visitor with the Children's & Young Peoples' Trust**

Community Interpreters & core team at the 2007 CIESK course run in partnership with the WEA





# rights

**SIS believes in the right of every individual to be treated with respect and to equality of access to services**

SIS is a member of many forums and groups that promote equality for **Black and Minority Ethnic Communities (BME)**; the Racial Harassment Forum, the BMECP, the BME Mental Health Development Project and the Refugee Forum. SIS works in partnership with these groups to improve health, education and overall quality of life for all our clients.

SIS bilingual language cards are available in the 14 most spoken languages



Organisations often approach us to discuss ways of improving access - such as **translating and distributing promotional material through SIS** and providing translations for websites and booking systems.

**All SIS language clients receive a bilingual business card.** One side,

in English, gives information to service providers about SIS services. The other side, in a community language, advises clients how to use our self referral service.

SIS receives up to 30 phone calls per week from language clients. Messages are left in both first languages and in English. Each query is followed up by booking interpreters or **by SIS signposting to other services and facilitating on behalf of clients**. This is a crucial area of our work; it increases knowledge of public services, empowers clients and ensures equality of access.

***“I feel reassured that I can contact SIS directly in my own language. I am pregnant and know that in an emergency, and if I feel very very sick, I can ring SIS myself and get an interpreter.”*** Nadine Mandiki - Lingala/French speaking Client

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

**Fernanda Ferreira - Portuguese speaking Client**



Community Interpreters discussing the rights of mental health service users

# community

**SIS prizes its contribution to strengthening multicultural communities and promotes community interpreting and translating as keys to cultural understanding**

The importance of community is demonstrated well by **our involvement in the pioneering Gateway Protection Programme (GPP)**. Since the arrival of 79 Ethiopian refugees in late 2006 **we have worked to offer practical re-settlement support as part of an operational planning group**. This partnership includes:



Brighton & Hove City Council, Migrant Helpline, SEAL, Partnership Community Safety Team, Sussex Partnership NHS Trust, MOSAIC and Job Centre Plus.

Some of the community speak fluent English but, for most, Oromifa is the habitual language. A smaller number use Swahili, Somali and Amharic. Many are

survivors of violence and torture with the associated challenges of adjustment, depression and trauma. **SIS strives to ensure sensitive community interpreting and translating** and attendance at community meetings and the new women's group has helped us gain a better understanding. We were delighted to **recruit and train individuals from within the new community** whilst also drawing strength from the involvement and experience of the existing network of community interpreters.

We look forward to supporting the community's continuing development and to fulfilling our social enterprise commitments with other communities. We will continue to report on progress in the SIS Bulletin which is available on our website [www.sussexinterpreting.org.uk/news.asp](http://www.sussexinterpreting.org.uk/news.asp)

***"SIS has a special place in my heart; you gave me my first opportunity to work."***

**Sileshi Beyene - GPP member and SIS Amharic Community Interpreter**

***"The GPP group are from a wide area within Oromia. They give me the opportunity to learn more of the Oromo culture, tradition and dialects and this means I can provide effective communication."***

**Birtukan Degafie - SIS Oromifa/Amharic Community Interpreter**



The GPP families are settling into Brighton well

© H Davies



# learning

**SIS understands that feedback, development and innovation are crucial to learning and service improvement**

SIS is a successful learning organisation **thriving on change and embracing opportunities**. **Organisational leadership** has facilitated restructuring, increasing capacity and empowering ownership of our mission, vision and values. We exemplify an innovative BME Social Enterprise. SIS **encourages experimentation**; flexible responses to customer needs are evidenced by creative initiatives such as the 24 hour emergency service and Sure Start bilingual advocacy service.

SIS **promotes exchange of information** through collaborative partnerships at forums, meetings and events. SIS **communicates success and failure** - planning, monitoring, and evaluation plus feedback from clients and customers, influence and improve service delivery and policy development. SIS ensures it has **awareness of the changing environment**, by adapting and responding positively to minimise negative impacts of political, economic, social and legislative changes for language clients.

SIS **facilitates and encourages participation in learning**. We invest in interpreting, translation, advocacy and mental health training. We signpost language clients to ESOL (English for Speakers of other Languages) provision and share our experience of multicultural working with customers. SIS **rewards learning** - our Allocation, Supervision and Appraisal Policies benchmark quality assurance and support staff development. SIS is also **a caring learning organisation** which will strengthen our application for a Quality Mark.

***“SIS has been invaluable in helping our service. Without the translation and interpreting service the businesses would not have been able to get the full benefit from the ‘Safer Food, Better Business’ training course.”*** **Nick Wilmot - Divisional Environmental Health Officer, Brighton & Hove City Council**

***“I had made a decision to change my career path and enter the field of interpreting and translating. I did not have any qualifications so I found it difficult to enter this profession. SIS took me on and offered many training opportunities. The experience I gained working for SIS has been invaluable, they opened the door for me.”***

**Mariana Yousif - Arabic Community Interpreter**



Collaborative partnership training; Community Interpreters with trainee Probation Officers  
Vic Snell & Jodie Potter in May 2007

# participation

SIS believes that services are strengthened when stakeholders are offered opportunities to participate and collaborate and that this will be the key to the way we work

SIS seeks to ensure that our **Management Committee** reflects the experience and knowledge of individuals from local Black and Minority Ethnic (BME) Communities who provide invaluable guidance for SIS's effective performance within those communities. SIS employs sessional workers from within local

A SIS Community Interpreter helping a client at the SIS AGM



communities, maintaining a collaborative dialogue with them through support groups, meetings, the SIS Bulletin, a group e-site and our AGM.

SIS engages directly with language clients through an annual satisfaction survey and complaints policy available in clients' first languages. These address satisfaction with service accessibility, delivery and quality. SIS translates its AGM invites into the 10 main community languages and provides interpreting support for the clients who attend.

We also support many community events, such as Chinese New Year, International Women's Day, Black History Month, Refugee Week, Holocaust and Chattri Remembrance Days and Sudanese Coptic Association celebrations.

SIS outreaches, promotes and consults with BME community organisations, facilitating discourse with public services about best practice and service improvement in becoming as inclusive as possible. Representatives from local public services, such as immigration, mental health, housing and social services, also attend as visiting speakers on the CIESK course. They present information about their organisations and take part in role plays.

*"I would like to say that personally, being a member of the SIS Management Committee was a rewarding, learning experience and a very satisfying one... From the start one felt appreciated which was demonstrated by the verbal support given by the managers and the committee. I particularly enjoyed playing a small part in the production of the Annual Reviews."* James Gardner - SIS Trustee 2000-2006

SIS supported the remembrance day event at the Chattri memorial in June 2007





مسئولية

# accountability

SIS wishes to be accountable through the involvement of our trustees, members and communities

The SIS AGM is now established as a vibrant event which highlights **SIS's continued commitment to report back, seek out feedback and engage with those interested in our activities.** The networking element provides a unique chance for stakeholders to share good practice whilst observing interpreting in action. We strive to provide opportunities for people to contribute actively in the AGM: **Community Interpreters, clients and business partners have stepped forward to deliver short presentations around their collaborative experience with SIS.**



SIS trustees & core staff at Away Day

SIS has quarterly evaluation meetings with representatives from the core contract funding partners. We also have regular internal strategic meetings with core staff and trustees to discuss organisational objectives and progression.

Over the last year, SIS has invested time and resources developing a new booking system and

**integrated database playing a crucial role in giving a detailed account of our achievements** against the targets set with funding partners, trustees, members, and customers. It will allow us to improve our efficiency in responding to needs and further our capacity to record and extract data with a high level of security.

SIS has been upholding its presence in the diverse communities with whom we work, by encouraging individuals and organisations to approach us at the various external events and partnerships we attend.

***“Speaking with colleagues around the country - and overseas - I think we are very fortunate to have such a service [SIS] which we experience as well provided and well governed.”*** Philip Dodgson

- Director of Psychology & Counselling with Sussex Partnership Trust

***“I enjoy working for SIS because they act professionally. They treat everyone with respect, without exception. I admire their values. The SIS team care about their clients and encourage us to do so as well. They also support us in raising issues about inequality between clients and service providers.”***

**Mariana Yousif - Arabic Community Interpreter**

French speaking SIS client - Maria Mata (centre) talking to Amanda Lloyd (funding partnership representative from South Downs Health) at the SIS client Open Day 2005



# client testimonial

## Mervat Kairlas - Arabic speaking Client

I can speak some English but it isn't very good; I have a small vocabulary and it's impossible for me to learn all the words I need, particularly the specialised vocabulary I'd need to talk to my doctor. **Without language I don't feel very confident or strong, language gives me power and the interpreters provide the language.** When service providers say that I don't need an interpreter, I feel really frustrated because I can't express myself properly even to explain why it's important to have an interpreter!

**I think providing this free service shows what a great country this is, it really differentiates it from the rest of Europe. It has definitely helped to make me feel accepted and valued here.** It was different when we lived in Germany, there were no interpreters available and I really suffered; I had to take my husband with me everywhere which made me feel inferior and destroyed my confidence. Even after I had learnt German, my confidence was so low, that I was too embarrassed to use it.



Vikki Gimson, Mervat Kairlas and Community Interpreter Sue Sadak at the interview

Thank you to sis clients - Fernanda Ferreira, Mervat Kairlas, Cleide Ramos, Amal Ayad Tadros and Nadine Mandiki who agreed to be interviewed for the Annual Review with the support of SIS Community Interpreters. All the full testimonials can be viewed on our website [www.sussexinterpreting.org.uk](http://www.sussexinterpreting.org.uk)

Having access to an interpreter makes me feel much less anxious. I don't have to worry about the language; I know the interpreter will pass the right message. I can concentrate on the important issues such as getting all the information I need or understanding fully my child's condition and medication. It also helps to relieve any tension between me and the service provider because the message gets across smoothly.

SIS has given me a really amazing service. Everyone tries really hard to help me and I appreciate all the work. **Even when I had an urgent need and asked for an interpreter only half an hour before my appointment SIS was able to respond;** it was a bit like an ambulance which comes immediately in an emergency.

On one occasion the interpreter was late but SIS called me to apologise. This made me feel really good; that my feelings and my case were important. That was special.

I know that the NHS and the Council pay for SIS. **It is such a fantastic service that I wanted to know more about it so I did some research. I would like to know more about becoming a member of SIS** although it would be better if the information could be in Arabic.

There isn't very much information available in Arabic, I think having service leaflets in Arabic would be a really good link between me and the services. I've never been to any of the community events in Brighton and Hove like International Women's Day or Refugee Week. I don't feel confident enough because of the language barrier. If I saw adverts for these events in Arabic that would probably make me feel more comfortable about going.



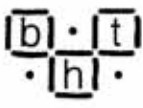
# finance

## Keith Braid, Finance Officer

The year ending 31st March 2006 saw a major increase in activity levels for our core work with the local NHS and other statutory agencies, with a corresponding increase in both income from them and expenditure to our interpreters. The 'spot contract' work consolidated, but increased staffing capacity and new work will see it increase in the next financial period. The overall surplus for the period of £26,588 was a 12% increase on the previous year (£23,674), which shows steady financial progress. The designated reserves were, however, increased to £192,500 (previous year £130,000) to allow for the increase in three month running costs, plus a provision for the costs of a major new booking system and integrated database

Overall the organisation remains in a reasonable financial position, with sufficient reserves to allow for a proper run-down in the event of a loss of its major contracts, whilst maintaining sufficient available reserves to allow for increased staffing and other major expenditure to cover current expected increases in workload in a planned manner.

**SIS would like to thank the organisations who fund, contract and support the service**



Brighton and Hove City  
Teaching Primary Care Trust

Brighton and Sussex  
University Hospitals  
NHS Trust

Sussex Partnership  
NHS Trust

South Downs Health  
NHS Trust



seh.  
CLINICAL CARE

## STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31 MARCH 2006

	2006	2005
	£	£
<b>INCOMING RESOURCES</b>		
Activities to further the charity's objects:		
Grants	338,397	281,789
Contract Fees	200,062	200,522
Interest Receivable	5,111	3,291
<b>TOTAL INCOMING RESOURCES</b>	<b>543,570</b>	<b>485,602</b>
<b>RESOURCES EXPENDED</b>		
Charitable Expenditure		
Costs in furtherance of charitable objectives:		
Staff Costs	188,967	177,804
Interpreting Fees	280,564	231,483
Property Costs	10,385	9,702
Administration	15,223	20,219
Other	21,843	22,720
<b>TOTAL RESOURCES EXPENDED</b>	<b>516,982</b>	<b>461,928</b>
<b>NET INCOMING RESOURCES FOR THE YEAR</b>	<b>26,588</b>	<b>23,674</b>
<b>ACCUMULATED FUNDS AT 1 APRIL 2005</b>	<b>175,538</b>	<b>151,864</b>
<b>ACCUMULATED FUNDS AT 31 MARCH 2006</b>	<b>202,126</b>	<b>175,538</b>

All amounts relating to continuing activities. There have been no recognised gains or losses other than the results for the financial year and all surpluses or deficits have been accounted for on an historical cost basis.

## BALANCE SHEET AS AT 31 MARCH 2006

	2006	2005
	£	£
<b>FIXED ASSETS</b>		
Tangible Assets	781	3,413
<b>CURRENT ASSETS</b>		
Debtors	118,093	121,296
Bank and Cash	123,911	86,022
	242,004	207,318
<b>CREDITORS: Amounts falling due within one year</b>		
Trade and other Creditors	40,659	35,193
<b>NET CURRENT ASSETS</b>	<b>201,345</b>	<b>172,125</b>
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>	<b>202,126</b>	<b>175,538</b>
<b>RESERVES</b>		
Unrestricted Fund	9,626	45,538
Designated Funds	192,500	130,000
	<b>202,126</b>	<b>175,538</b>

These accounts are prepared in accordance with the Special Provisions of Part VII of the Companies Act 1985 relating to small companies and with Financial Reporting Standard for Smaller Entities (effective June 2002). Approved by the Committee on 6 October 2006 and signed on its behalf by Michael Benis and Doris Ndebele (Trustees).

For **FREE 24 hour interpreting for medical emergencies** call:

**07811 459 315**

**flexible, innovative  
& responsive**

The 24 hour service is a one year pilot until April 2008. It provides interpreting for 24 hour medical emergencies at the Royal Sussex County Hospital and for out of hours GP service. Our standard out of hours service operates from 9am-10pm (through the same number)



Brighton and Hove City **NHS**  
Teaching Primary Care Trust

Brighton and Sussex **NHS**  
University Hospitals  
NHS Trust

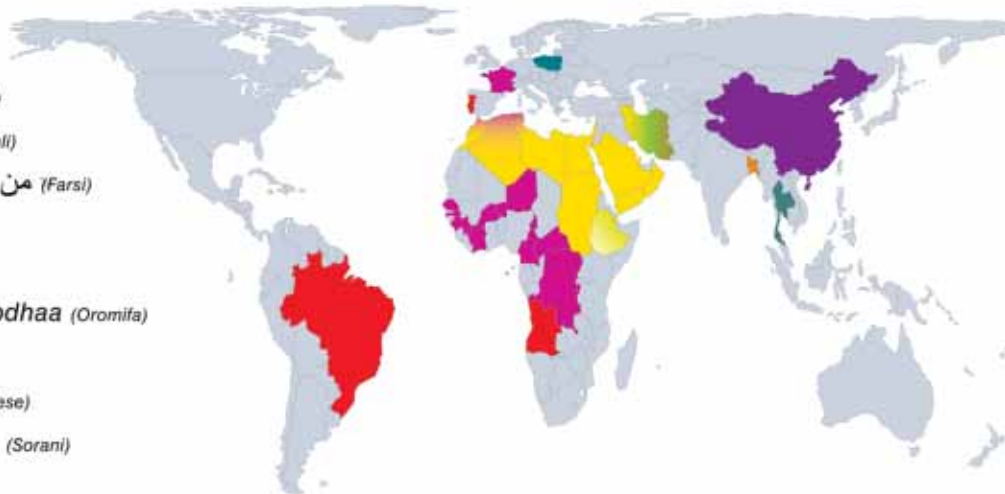
### how it works

SIS can provide interpreters in over 70 languages. If the patients language is not listed below please visit [www.sussexinterpreting.org.uk/docs/lang\\_id\\_chart.pdf](http://www.sussexinterpreting.org.uk/docs/lang_id_chart.pdf) for a more comprehensive Language ID Chart. The service is designed to ensure 24 hour wrap around interpreting for medical emergencies. When you call you will speak with a SIS Manager. S/he will aim to arrange for an interpreter to be present within one hour.

### identification chart for the most commonly spoken languages

I speak...

- አማርኛ:እናገራለሁ:: (Amharic)
- أنا أتحدث العربية (Arabic)
- আমি বাংলায় কথা বলি। (Bengali)
- من به فارسی صحبت می کنم. (Farsi)
- Je parle Français (French)
- 我说中文 (Mandarin)
- Ani Afaan Oromo nandubdhaa (Oromifa)
- Mówię po Polsku (Polish)
- Eu falo Português (Portuguese)
- من به سورانی دەدویم (Sorani)
- ฉันพูดภาษาไทย (Thai)



An emergency call was received at 1.35am from a midwife. The Russian client was in established labour. An interpreter was at the hospital within an hour, she stayed until the baby was born at 5.11am. The interpreter returned to aid with the patient's discharge at midday.

An emergency call was received at 5am from the Intensive Care Unit where a patient was unconscious and severely ill. The patient's family was en route to the hospital where an interpreter met them at 5.30am. The interpreter remained at the hospital until 11am to provide continuous updates on the patient's status.

An emergency call was received from A&E majors at 7.50am asking for a Sorani interpreter. The interpreter arrived within an hour and enabled the patient to be seen by doctors, have X rays and tests carried out and be discharged later in the morning.

An emergency call was received at 3.25am from a midwife asking for a Portuguese interpreter. When the interpreter arrived at 4.15am she clarified that the patient spoke Spanish. A replacement interpreter arrived at the hospital at 4.50am and interpreted during several midwifery interventions until 8.30am. She then returned at 10am for the imminent birth - it was a girl!

For all non emergency interpreting please call SIS on 01273 702005  
or book an interpreter online at [www.sussexinterpreting.org.uk](http://www.sussexinterpreting.org.uk)