



sussexinterpretingservices

annual review
july 07–sept 08



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MANAGEMENT COMMITTEE

TREASURER
Naz Khaliq



Sylvia
Alexander-Vine



Dr Wagdi Habib



Hülya Hooker



Hong Lu



Farangiz Mohebat



Doris Ndebele



Sam Page



Nick Scott-Flynn



Dr Sobhi Yagoub



organisational structure

7

**TEMPORARY TEAM
SUPPORT WORKERS**
IVANKA RAICHEVA-WEDGE,
SAMSOR GAZI ALAM,
DJILALI BENYAHIA,
ROISIN LE BOURHIS,
SARA GUSTAFSSON, CEILIDH
JACKSON-BAKER, JON HUNT



**CORE SERVICE
CO-ORDINATOR**
Leila Marshall



**TEAM SUPPORT
WORKER (MATERNITY
COVER)**
**Elena
de la Vega**



DIRECTOR
**Shahreen
Shebli**



**CORE SERVICE
MANAGER**
Vikki Gimson



**TEAM SUPPORT
WORKER**
Ella Nicol



FINANCE OFFICER
Keith Braid



**ADMINISTRATIVE
DEVELOPMENT
WORKER**
**Emmanuel
Fruteau**

180

**COMMUNITY
INTERPRETERS**



DIRECTOR
Arran Evans



**TRANSLATION
TEAM LEADER
& INTERPRETING
CO-ORDINATOR**
Zina Bratović

66

**COMMUNITY
TRANSLATORS**

sussex interpreting services, Community Base, 113 Queens Road, Brighton, BN1 3XG

t: 01273 702005 **f:** 01273 234787 **e:** info@sussexinterpreting.org.uk **w:** www.sussexinterpreting.org.uk

SIS is a BME Social Enterprise, Company Limited by Guarantee 3893084, and a Registered Charity 1081284

The front cover shows our family of stakeholders: service users, interpreters, trustees and core team



chair's message

Over the years SIS has grown to become a reference point not just for service providers and communities in Sussex, but also as a pioneer of community interpreting best practice nation-wide and beyond.

More recently we have concentrated on putting new systems and people in place to support the strong growth in demand for our services. Quality Assurance has been at the heart of this work and has seen us developing our own rigorous standards and a computerised administration system.

We are justifiably proud of our achievements and have worked hard to sustain and build on them. But perhaps most important of all is that, throughout a decade and a half of growth and innovation, we at SIS have never lost sight of our "big picture" - our people - the individuals our work supports in the communities and public services of Sussex, together with our interpreters and "core team" in the office.

"SIS is excellent. Having the same interpreter all the time is especially helpful. I don't have any relatives here and my friend is SIS. I'm not really in contact with anyone here. And that is why I can't speak English after all these years".

John, Farsi speaking service user

SIS has a living ethos to which we are all committed. Values that have enabled us to deliver value in an uncertain funding environment and to provide reliable support for our communities every day. Values that are likewise expressed in our involvement in initiatives to foster shared understanding and promote social cohesion through dialogue and the celebration of diversity.

Which is why this Annual Review takes you through the panorama of our people, allowing you to follow a client journey and to meet some of the many dedicated individuals who have inspired our organisation and driven its achievements.

Thank you, all of you and all our members, for your support. **Michael Benis** (Chair)

Michael

Left to right: **Yasmin**, **Zewdu** and **Birtukan**, Amharic and Oromifa speaking SIS Community Interpreters



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vision & values

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.

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.

values

- 1 Inclusiveness** - SIS values the linguistic and cultural diversity of our society and communities and strives to be inclusive in all aspects of our work.
- 2 Rights** - SIS believes in the right of every individual to be treated with respect and to equality of access to services.
- 3 Community** - SIS prizes its contribution to strengthening multicultural communities and promotes community interpreting and translating as keys to cultural understanding.
- 4 Learning** - SIS understands that feedback, development and innovation are crucial to learning and service improvement.
- 5 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.
- 6 Accountability** - SIS wishes to be accountable through the involvement of our trustees, members and communities.



“The interpreters help me to express myself and to ask questions during my appointments, which I could not do on my own. They also support many of my friends who have difficulties communicating in English”. Kam Pui, (right) Cantonese speaking service user, pictured above with Ping Cheung (left), SIS Community Interpreter

“Working with the SIS interpreter has been a really positive experience. The cultural input has been particularly invaluable. There are subtle things brought to therapy ...the interpreter has been able to help me read between the lines which is vital. It is also incredibly helpful to have consistent use of the same interpreter – this becomes part of the therapy”. Ayako Koyanagi, Therapist, Child & Adolescent Mental Health Service, Sussex Partnership NHS Foundation Trust

directors' report july 2007-september 2008

meeting needs

SIS works with some of the most vulnerable members of our diverse society. **Using trained community interpreters and translators helps to empower people** by facilitating appropriate empathy and effective communication. This service model is critical when our work involves trauma, domestic violence, child abuse, learning disability and acute mental health concerns.

Community interpreters are increasingly essential to the effective delivery of emergency services. During the 15 months covered by this Annual Review **emergency interpreting has grown by 77%.**

“The professionalism of SIS stands out from all the other interpreting and translation services that I’ve come across. The level of commitment, dedication and availability demonstrated by SIS and the interpreter is outstanding”. Fernanda, Portuguese speaking service user (left), with Julia, SIS Community Interpreter (middle) and Esperança (right)

“SIS provides an excellent and irreplaceable service. Your interpreter has been a blessing in a difficult and confidential situation. She expressed feeling, empathy, and diplomacy - rather than just words. I thank you very much”. Esperança, Portuguese speaking service user

Translation work has increased by 12% and interpreting by 10%. SIS is now co-ordinating **8,000 interpreting bookings a year**. Over 99% of all requests are met. This requires a tremendous commitment from all of the SIS Core Team and the pool of interpreters, particularly those staffing the 24 hour rota.

There have been a number of important changes in the profile of languages interpreted. **Polish has increased by 137%**, Sorani by 68%, Oromifa by 67% and Turkish by 53%. French has declined by 51% and Farsi by 44%, in part reflecting a significant decrease in the number of clients speaking these languages seen by the Immigration Legal Services.



Hindu Women's Group, left-right: Pushpaben, Sati, Vijiyaben, Rama (Gujerati speaking SIS Community Interpreter), Indiraben, and Kusum

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“SIS continues to make an extremely valuable contribution to the specialist multi-agency work which is carrying on as a result of the arrival in the city of refugees under the GPP. As well as providing interpreting and translation services, SIS has played an important liaison role between service providers and the new community. SIS has also been a vital link into the voluntary and community sector as a whole. Its involvement from the start makes SIS a key partner in service delivery”.

Lucy Bryson, Chair of Operational Planning Group, Gateway Protection Programme (GPP)

adding value

At the heart of SIS is the **unique provision for client self-referral**. Clients can liaise in their first language and make interpreting bookings. During this period 30% of referrals were made in this way. 80% of these appointments would have failed without this support as no related referrals were received from any secondary sources.

This is part of our **social enterprise commitment** which also includes free accredited training for all SIS interpreters, community accountability and the professional development of Sussex-based translators and interpreters. We seek to build partnerships where *“the whole is greater than the sum of its parts”*. A good example is our continuing strategic involvement in the **Gateway Protection Programme (GPP)**.

Another excellent expression of our commitment to adding value was the involvement of 60 SIS service users in the **BME Information Event for over 50s** in October 2007.

change and vision

Expansion has been driven by a successful competitive tender with **Sussex Partnership NHS Foundation Trust** and a deepening relationship across the county with **Sussex Probation Area**.

Two other recent developments will drive further growth. From September 2008 we are providing communication support to an **East Sussex County Council-led Consortium** of 13 Councils and Primary Care Trusts and to the 58 organisations which form **Supporting People** in Brighton and Hove.

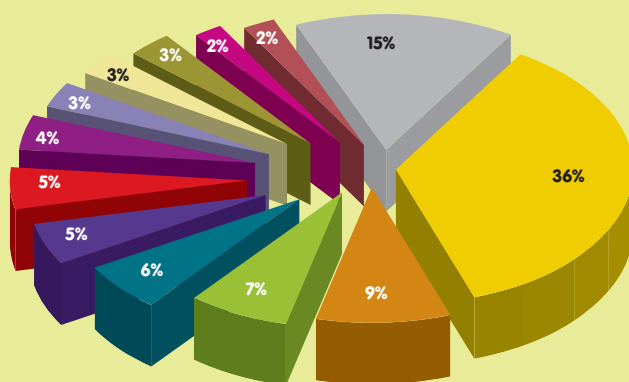
We are delighted that the **community interpreting model** is central to the service specification of these contracts and that our pioneering work is gaining wider recognition.

We now work with 800 departments and organisations and support 3,000 clients. Consequently we can progress our strategic vision of delivering joined-up and client-focussed interpreting and translating services across Sussex. **We will do this with the passion so beautifully shown by our diverse stakeholders in this Annual Review.**

“It is clear from the comments on the feedback forms what a difference it made to many of those who attended to have interpreting services that were so responsive to their needs. Thanks again to all SIS interpreters and personnel”.

Graham Osborne, Chair of Organising Committee for **BME Information Event for over 50s**

community interpreting July 2007-September 2008

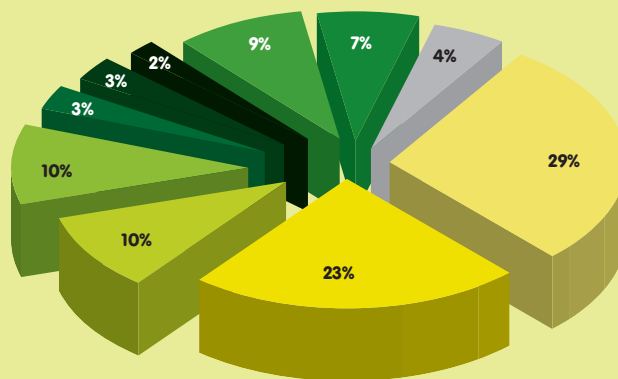


BREAKDOWN BY LANGUAGE

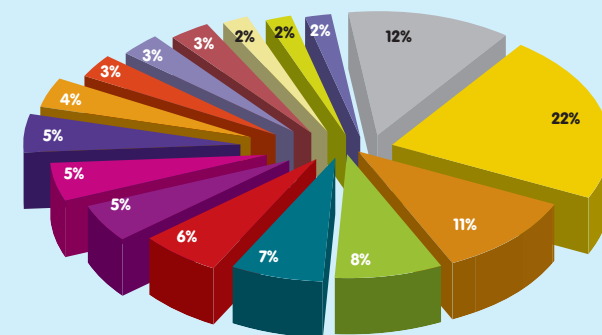
ARABIC	3618	36%
BENGALI	910	9%
FARSI	755	7%
POLISH	628	6%
CANTONESE	564	5%
PORTUGUESE	498	5%
MANDARIN	360	4%
TURKISH	333	3%
OROMIFA	327	3%
SORANI	339	3%
FRENCH	183	2%
RUSSIAN	162	2%
OTHER	1453	15%
TOTAL	10130	100%

UPTAKE BY ORGANISATION

Brighton & Sussex University Hospitals NHS Trust	2931	29%
Brighton & Hove City Teaching Primary Care NHS Trust	2350	23%
Brighton & Hove City Council	1002	10%
South Downs Health NHS Trust	978	10%
Sussex Partnership NHS Foundation Trust	905	9%
Immigration Legal Service (BHT)	679	7%
Sussex Probation Area	364	3%
Voluntary Sector	327	3%
Housing Associations	198	2%
Others	396	4%
Total	10130	100%



community translation



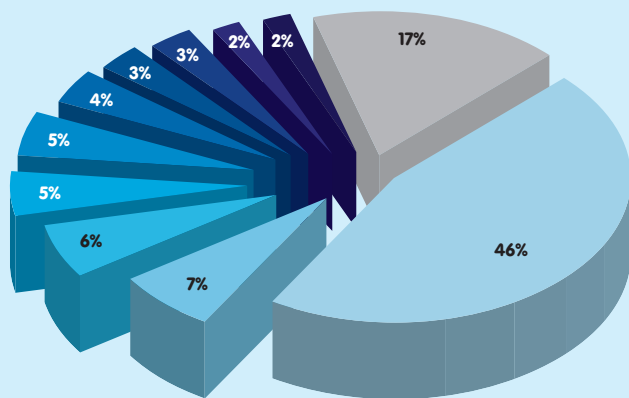
BREAKDOWN BY LANGUAGE

ARABIC	193	22%
BENGALI	101	11%
FARSI	70	8%
POLISH	62	7%
PORTUGUESE	53	6%
MANDARIN	48	5%
FRENCH	43	5%
CANTONESE	42	5%
URDU	37	4%
SPANISH	28	3%
TURKISH	26	3%
RUSSIAN	23	3%
OROMIFA	22	2%
AMHARIC	22	2%
GUJERATI	17	2%
OTHER	109	12%
TOTAL	896	100%

July 2007-September 2008

BREAKDOWN BY LANGUAGE

	Brighton & Hove City Council	409	46%
	West Sussex County Council	59	7%
	Immigration Legal Service (BHT)	57	6%
	Voluntary Sector	49	5%
	Private Translations	42	5%
	Brighton & Hove City Teaching Primary Care NHS Trust	33	4%
	Sussex Partnership NHS Foundation Trust	24	3%
	Housing Associations	24	3%
	South Downs Health NHS Trust	21	2%
	West Sussex Primary Care Trust	20	2%
	Others	158	17%
	TOTAL	896	100%



“I am now able to explain to the doctor what is wrong. It has made a huge difference to me. It gives me huge psychological relief to have an interpreter there. You treat us very well. I would really like to thank you for that”. Mary, Arabic speaking service user

“Your service is not only helping women, health care providers and the organisation but also helping to achieve National targets and recommendations. Thank you”. Steve Hogarth, Matron for Midwifery (Brighton & Sussex University Hospitals NHS Trust)

“It has been two years since I started working for SIS. I have found it to be a great pleasure. I keep learning from both service providers and clients. It is more than a job for me, it’s the best use of my time, energy and skills. I am glad I am part of SIS”. Birtukan, SIS Community Interpreter

Pictured: Adam (left) and Dida (right), Oromifa speaking service users, with Birtukan (centre), SIS Community Interpreter



client journey

In our drive to become customer focussed we are increasingly aware of the need to understand what it is like for service users to access and use SIS from the start to the finish of the relationship. Listening and engaging with clients helps us to challenge pre-conceptions, reveal opportunities for improving service delivery and enable innovation.

“Great communication starts with an open mind and a listening ear”. Government Communications Network

One process for achieving this is 'Client Journey Mapping'. This involves tracking the experiences, feelings and expectations of clients.

Here we present an example of a Client Journey

Since arriving in the UK in 2002 SIS has supported **Maria** with 200 interpreting sessions with 15 statutory, community and voluntary organisations. This has facilitated continuity of care, contributed to Maria's sense of belonging and ensured efficient and cost-effective public service solutions.

These photos show the range of interactions Maria has had with SIS and how these have enabled us to get closer to Maria and understand her motivations and needs. **Maria's initial feelings of 'fear, bewilderment and panic' have been transformed on her journey to those of 'hope, courage, trust and confidence'**

Sharing Maria's journey has strengthened our relationship. We are moved by the sentiment that Maria considers SIS as family and the knowledge that we have helped to empower her.

Maria's full testimonial may be viewed on the SIS website
www.sussexinterpreting.org.uk



**2002
family &
community**

“I am originally from Congo. Back home I was a family school teacher. I arrived in Dover in Feb 2002. We were surrounded by immigration officers. It is hard to imagine the sense of complete bewilderment and fear you feel when you have absolutely no idea what is happening or going to happen to you”



“In March 2002, I came to Brighton. If SIS had not been here, I would have been completely helpless. I was really happy to have the interpreter there as I could finally express myself to the doctor”

"I find it really easy to access SIS. My caseworker used to ring SIS if I had an appointment. Now I ring SIS and leave messages in French. SIS always ring me back and confirm which interpreter is going to be there"



2005
learning

"With SIS, I benefit from the continuity of the same interpreter. I've also found it really helpful to attend events and conferences like Equal to the Challenge Event and the BME Elders Day. This has helped me to understand the work of other services and tell them about my needs"



2007
participation

2005
accountability



"Since 2002, I have been taking English classes. Knowing I have the backup and support of SIS has given me the courage to continue these classes. I feel I have the stability of knowing SIS is there and this has a positive effect on my mind."

2004
inclusiveness

"I have also recently joined SIS as a member as I support what they do"



"The SIS interpreters have become like an extended family. They inspire feelings of love, trust and confidence. I am happy to recommend SIS to the local Congolese Community group"

2008
rights



Pictured above: **Farnaz** (left) and **Nina** (right),
Farsi speaking SIS Community Interpreters

“Discussion and reflection throughout the course helped us realise how complex the community interpreter’s job can be: speaking someone else’s mind in someone else’s language with a focus on outcomes and on maintaining the best interests of both service users and providers at all times.

There is a most enriching experience arising from the crossing of paths of so many different cultures and the intricacy of transferring words, syntaxes and meanings”.

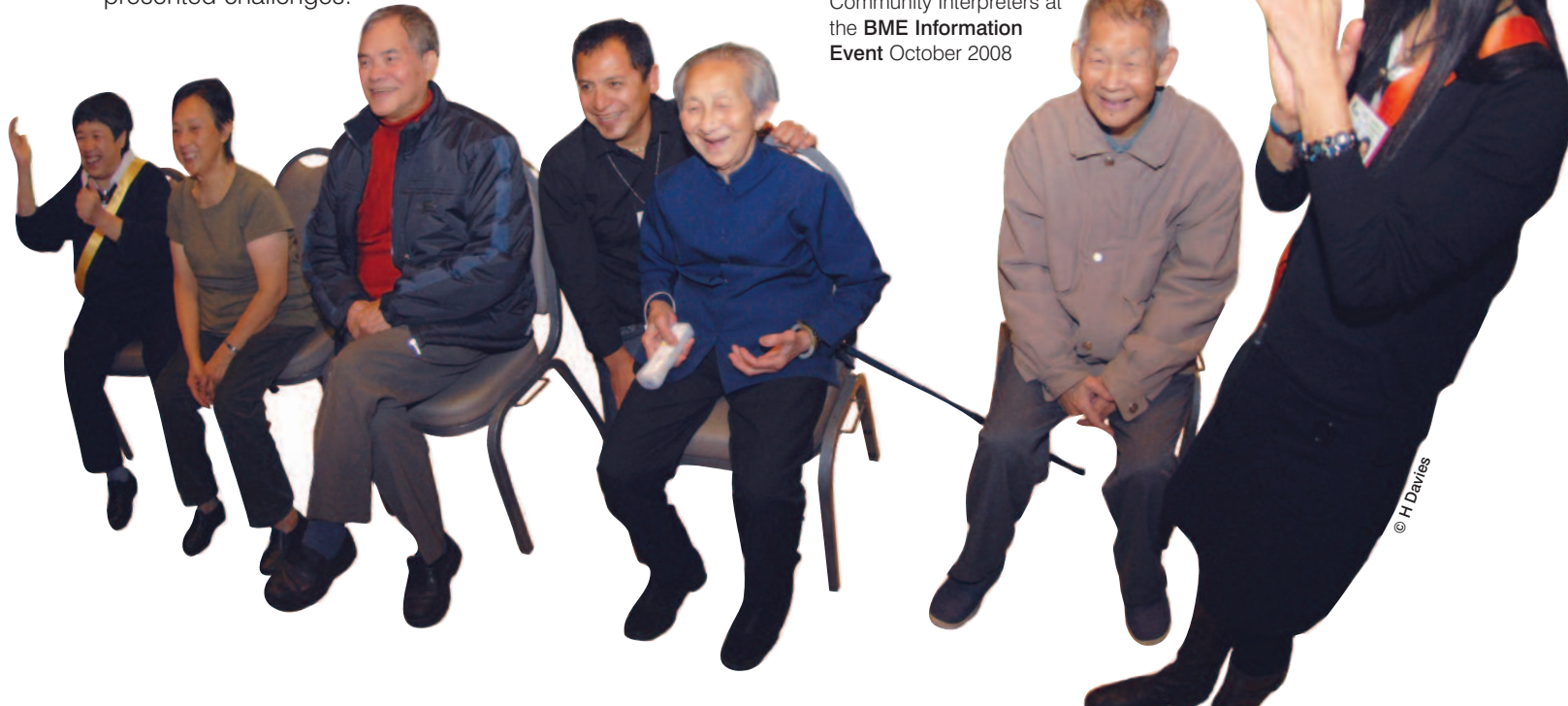
Bertrand Glineur, Accredited Course Tutor, Community Interpreting, Essential Skills & Knowledge

learning

“A learning organisation is one in which people at all levels, individually and collectively are continually increasing their capacity to produce results they really care about” Peter Senge

Such aspirations require total involvement from everyone in SIS and collaboration based on shared values and principles. Having an agreed Mission and Vision has helped us to be motivated by the picture of what SIS can be.

Over the last 15 months SIS has thrived on managing change and maximising the learning opportunities this brings. Doing so successfully in a multicultural organisation with complex communication and language needs has presented challenges.



We hope that our Annual Review provides eloquent testimony for some of our learning achievements: an appreciation of competitive tendering as a tool for improving customer responsiveness, of creative change management which motivates staff, and of partnerships which build enhanced results.

the future

Learning will continue to drive quality assurance. We wish to focus on the messages of hope and recovery which resonate with customers and language clients. This will bring greater empathy and insight into the experiences and motivations of our service users and assist mapping the impact of our work.

Chinese service users and
Community Interpreters at
the **BME Information**
Event October 2008

treasurer's report

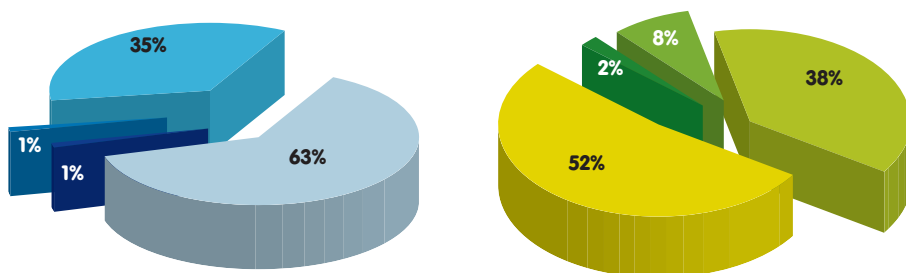
The year ending 31st March 2008 saw further increases in activity and income from block contract work with NHS and other statutory agencies. There were corresponding expenditure increases on interpreting staff, core team employees and office space.

Spot purchase interpreting income decreased slightly but we anticipate that new block contracts will drive expansion next year. The resulting surplus of £11,079 is down on that of the previous financial year (£29,563).

We have continued to deliver our social enterprise commitments with **5% of total expenditure dedicated to social costs.**

Designated reserves were raised to £203,150 (previous year £193,500) to support the increases in three month running costs.

Overall, the organisation remains in a good financial position, with sufficient reserves to contingency plan in the event of a loss of major contracts, whilst maintaining appropriate general reserves to manage for increased staffing or other major expenditure in the next year.



- block contracts
- spot purchase fees
- grants and donations
- interest
- interpreting fees
- employee costs and training
- office costs and overheads
- premises costs

STATEMENT OF FINANCIAL ACTIVITIES

(INCLUDING INCOME AND EXPENDITURE ACCOUNT) FOR THE YEAR ENDED 31 MARCH 2008

	Note	Unrestricted Funds £	Restricted Funds £	Total Funds 2008 £	Total Funds 2007 £
INCOMING RESOURCES					
Incoming Resources from Generated funds:					
Interest Receivable		8,776	-	8,776	4,726
Incoming Resources from Charitable activities:					
Grants	2	447,370	-	447,370	403,115
Contract Fees		242,699	-	242,699	256,201
TOTAL INCOMING RESOURCES		698,845	-	698,845	664,042
RESOURCES EXPENDED					
Charitable Activities		684,776	-	684,776	631,980
Governance Costs		2,990	-	2,990	2,499
TOTAL RESOURCES EXPENDED	3	687,766	-	687,766	634,479
NET INCOMING RESOURCES FOR THE YEAR	4	11,079	-	11,079	29,563
ACCUMULATED FUNDS AT 1 APRIL 2007		231,689	-	231,689	202,126
ACCUMULATED FUNDS AT 31 MARCH 2008	11	242,768	-	242,768	231,689

BALANCE SHEET AS AT 31 MARCH 2008

	Note	£	2008 £	2007 £	£
FIXED ASSETS					
Tangible Assets	7		13,492		13,513
CURRENT ASSETS					
Debtors	8	96,113		232,436	
Bank and Cash	9	190,808		39,606	
		286,921		272,042	
CREDITORS: Amounts falling due within one year					
Trade and other Creditors	10	57,643		53,866	
NET CURRENT ASSETS			229,276		218,176
TOTAL ASSETS LESS CURRENT LIABILITIES			242,768		231,689
RESERVES					
Unrestricted Fund - General			39,618		38,189
- Designated			203,150		193,500
	11		242,768		231,689

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 January 2007). These accounts were approved by the SIS Management Committee on 16th September 2008. (NB notes refer to the full published accounts, a set of which can be obtained by contacting SIS)

For 24 hour interpreting for medical emergencies call:

07811 459 315

**flexible, innovative
& responsive**

how it works

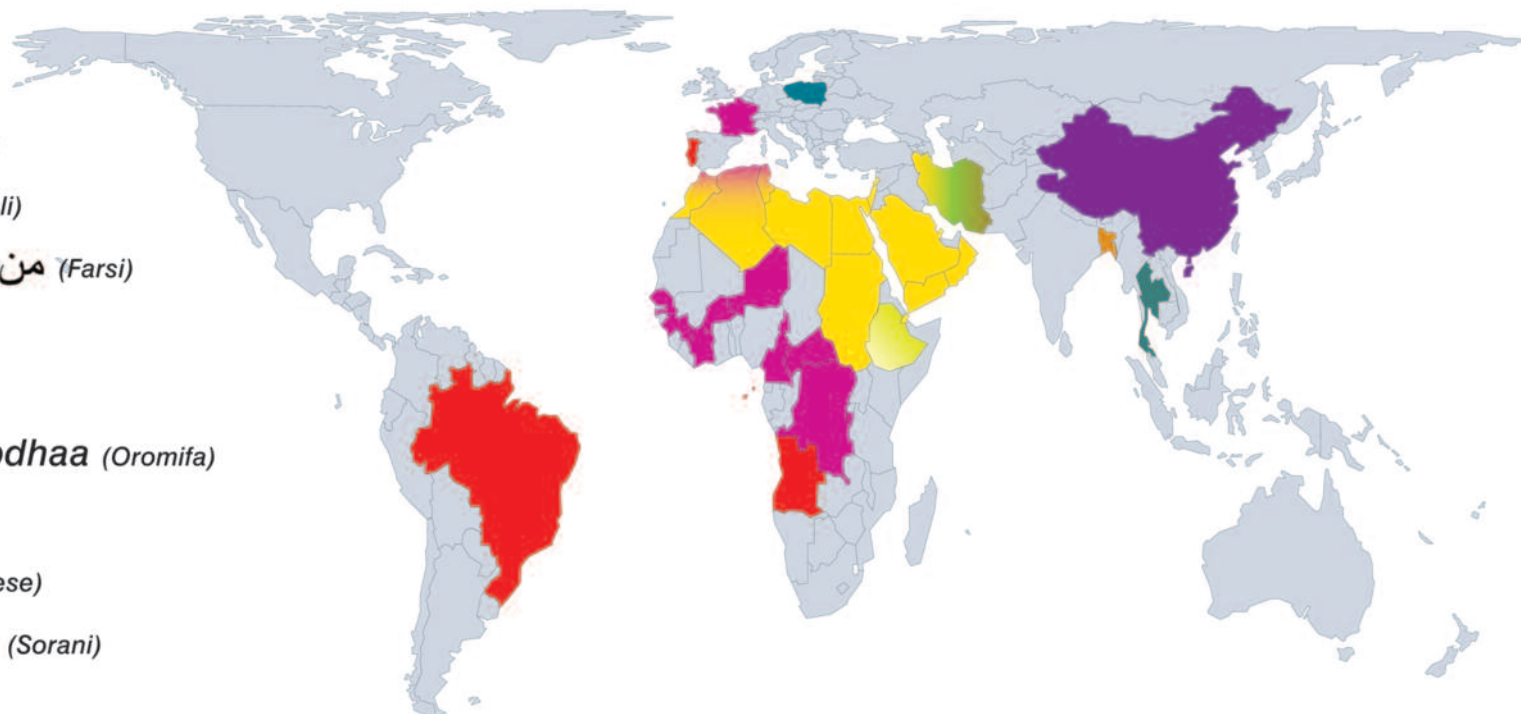
SIS can provide interpreters in over 90 languages. The service ensures 24 hour wrap around interpreting for medical emergencies. When you call you will speak with a SIS Manager. S/he will aim to arrange for an interpreter to be present within one hour.

For all non emergency interpreting please call SIS on **01273 702005** or book an interpreter online at www.sussexinterpreting.org.uk

identification chart for the most commonly spoken languages

I speak...

-  አማርኛ:አናገራለሁ:: (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 سۆرانی دەدویم (Sorani)
-  ฉันพูดภาษาไทย (Thai)



"I believe that having the interpreter present saved my baby's life because, due to complications, my baby had to be delivered immediately during the middle of the night. Without her presence, I would not have fully understood what the doctors and midwives were saying or the urgency of the situation".

Brigitte, Portuguese speaking service user