



sussexinterpretingservices

annual review october 08–december 09



CUSTOMER
SERVICE
EXCELLENCE



CSE



Sis organisational structure

SIS MANAGEMENT COMMITTEE



CHAIR (current)
Dr Sobhi Yagoub



CHAIR (until Mar 09)
Michael Benis



TREASURER
Naz Khaliq



Sylvia Alexander Vine



Nick Scott-Flynn



Hülya Hooker



Farangiz Mohebati



Doris Ndebele



Dr Hong Lu



Dr Wagdi Habib



Ousmane Sy
(until Aug 09)



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DIRECTOR
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CORE SERVICE CO-ORDINATOR
Leila Marshall
(untill Sept 09)



SERVICE MANAGER
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TEAM SUPPORT WORKER
Sara Gustafsson
(Dec 08–Aug 09)



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TEAM ADMINISTRATOR
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151

ACCREDITED COMMUNITY INTERPRETERS

64

ACCREDITED COMMUNITY TRANSLATORS

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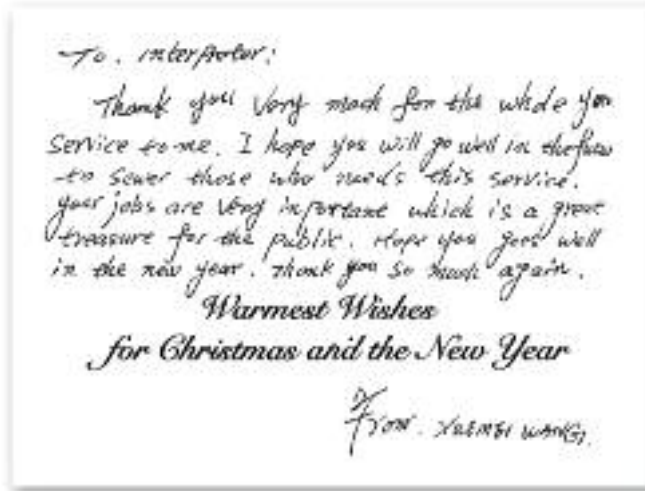
chair's message

As the new Chair of SIS I am faced with the challenge of developing an organisation which is already flourishing and thriving. I have succeeded Michael Benis who was Chair for almost ten years of sustained and rapid growth. During this period SIS developed its highly regarded ethos and culture through continuous structural review. On behalf of the Trustees, the Directors, the Staff and the Members of SIS I give my heartfelt thanks to Michael for his dedication.

I would like to thank the Staff, Directors, Trustees and all the Community Interpreters and Translators for their tremendous efforts and achievements. Their commitment has enabled SIS to gain the Customer Service Excellence (CSE) Quality Mark. The CSE assessor corroborated evidence from a wide range of SIS stakeholders; Interpreters, Partners, Service Users, Trustees, Commissioners and Staff.

With our Interpreters, Translators, Service Users and Service Providers we are confident that we can build on the success of the CSE. We will nurture our special strengths and direct our unique value in every effort to improve on affordability, sustainability, locality and relevance.

Dr Sobhi Yagoub, Chair



Xuembi Wang, Mandarin speaking Service User, Dec 2009

Pictured below: Hindu Womens' Group with **Nimisha**, Gujarati speaking SIS Community Interpreter at SIS AGM, Nov 2008



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.

directors' report october 2008-december 2009



Pictured above left-right: **Zina**, SIS Service Manager; **Monica**, Arabic speaking SIS Community Interpreter; **Manal**, Arabic speaking Service User, Dec 2009

“I would like to take this opportunity to say thank you for providing such an excellent service to us in West Sussex locality of Sussex Partnership. It is very reassuring to know that we can access such a responsive and professional service.” Louise Archer, Professional Head of Social Care, Sussex Partnership NHS Foundation Trust, Jun 2009

“Thanks again - your service is brilliant - really efficient!” Elaine Creasey, West Sussex Primary Care Trust, Jul 2009

results of our customer survey are published on the sis website:
www.sussexinterpreting.org.uk/feedback.asp

embracing challenges and change

Over the last 15 months SIS has risen to challenges involved in demand growth, improving quality, external competition and a changing commissioning landscape. Our services reflect four key themes integral to strengthening commissioning: affordability, sustainability, locality and relevance.

SIS has provided interpreting and translation services since 1995. Demonstrable outcomes for customers include: accurate and confidential communication; reduced dependency on family members; **feeling less vulnerable; afraid and isolated and more reassured and empowered;** increased understanding of UK systems; improved cultural knowledge; informed choice; improved clinical diagnosis and assessments and reduction on time wasted.

“SIS works really well as you can get an interpreter in all sorts of situations, like at the council and the GP. My friends tell me it is much better than it used to be. Now you can get the help you need.” Polish speaking Service User, Oct 2008.

SIS also continues to play a significant role locally to improve equality and reduce discrimination. In March 2009, SIS shared good practice and reviewed learning from the local Gateway Protection Programme (GPP) with 50 colleagues from the statutory and community sectors in Brighton and Hove in order to improve support for broader refugee populations. For the third year running SIS was involved in the Black & Minority Ethnic (BME) Elders Day to improve both provision of information and access to services for the elderly.

“SIS, and the interpreters that provide services to our community, have provided essential added value by engaging with Primary Care Trust staff around issues of equality and access for local BME communities. The interpreters have a unique perspective as their roles require them to navigate local health services and support people to access and understand them. The experiences that interpreters have shared, and most importantly their practical suggestions for improving services, are invaluable in developing the Primary Care Trust’s Single Equality Scheme, and in removing barriers to health for BME communities.” **Phil Seddon**, Equality and Diversity Manager, NHS Brighton & Hove, Nov 2009.

SIS self referral cards and translation strategies support Service User Choice. We also signpost and offer a level of advocacy for the most vulnerable Service Users. This added value aligns with the Personalisation Agenda which aims to increase people’s control and freedom over the shape of services.





Pictured above left–right: **Elena**, Co-ordinator, **Emmanuel**, Administrative Development Officer and **Arran**, Director, at a CSE Team Away Day, Jun 2009

Pictured below left–right: SIS Community Interpreters, at a Mental Health Workshop, Oct 2009, **Margaret**, **Shipa**, **Severine** and **Tony**



value for money

Over this Annual Review period 11974 interpreting sessions were co-ordinated across all contracts.

Our contracts offer economies of scale to major partners and enable competitive tender pricing for new contracts. In the last six years interpreting activity has doubled whilst the unit cost has increased by only 3% and our spot contract charge has remained unchanged.

SIS works with over 800 public service departments and 3000 service users. This makes us the major provider in Sussex of public service interpreting.

Our financial contributions to the local economy are significant. During this Annual Review period, £585 000 was paid to largely Sussex based interpreters and translators. This is 54% of our total expenditure and a 20% increase on the previous period.

achieving excellence

Service excellence is linked with customer loyalty. During this period SIS has invested resources to improve quality. Our application for the Customer Service Excellence (CSE) Quality Mark has served as a driver of continuous improvement and a skills development tool. Providing evidence of customer service excellence has required SIS to place a greater emphasis on developing customer insight, understanding the Service User’s experiences and establishing robust measurements of customer satisfaction.

The process has also involved SIS evaluating operational procedures and policies, and auditing compliance with performance indicators across all contracts. This has led to improved monitoring and evaluation and challenging targets have been set for the next three years.

Members of staff have also benefited by acquiring new competencies and awareness in the area of customer focus and customer engagement. All this further enhances our customer relationships and assists in our capacity to deliver more efficient and effective services. The entire focus has been strengthened by the creation of the new Quality Assurance Manager role, from April 2009.

For the future, SIS is committed to taking advantage of technological developments as another route to increasing service efficiency and quality.

Achieving the Customer Service Excellence (CSE) Quality Mark has provided SIS with independent validation that our services are efficient, effective, excellent, equitable and empowering.

How SIS achieves customer service excellence is illustrated throughout this Annual Review.

“The Farsi speaking clients were very happy and grateful for being invited to the AGM and enjoyed their time.” Nina, Farsi speaking Community Interpreter, Nov 2009



Pictured above left-right: **Ceilidh**, SIS Co-ordinator, **David Thornton**, CSE Assessment Services Assessor, Dec 2009

“The Service has taken a team approach to preparing the Application and in so doing demonstrates a thorough understanding of the Customer Excellence Standard.”

David Thornton, CSE Assessment Services Assessor, Dec 2009

customer service excellence

The Customer Service Excellence (CSE) Quality Mark is the Government’s new quality standard. The CSE tests more rigorously areas defined as a priority for customers. Organisations applying for the CSE are assessed by licensed certification bodies against five criteria:

customer insight

This criterion focuses on the importance of developing in-depth understanding of customers. This includes consulting customers and using information received to design and provide services. It also covers the need for effective monitoring and measurement of outcomes and customer satisfaction.

culture of the organisation

This criterion addresses the need for everyone in the organisation to demonstrate the necessary values and understanding of customer care, and ensuring operations and procedures meet customer needs and expectations.

information and access

This criterion measures how organisations provide customers with accurate, comprehensive and detailed information delivered through the most appropriate channel for them. It also requires that the above is considered as part of an effective communication plan for consulting and involving customers.

delivery

This criterion evaluates the setting of challenging targets for service delivery that contribute towards national and local standards. It requires organisations to demonstrate achievements against performance targets, and learning from best practice and complaints management.

timeliness and quality of service

This criterion assesses the promptness of initial contact and adherence to agreed timescales. It requires demonstration that speed of response is not achieved at the expense of quality. It also requires organisations to set measurable standards and targets for timeliness and quality.



Pictured left-right: **Abbas**, Farsi speaking SIS Community Interpreter; **David Thornton**, CSE Assessment Services Assessor; **Jafar**, Farsi speaking Service User, Dec 2009



Pictured above: **Rama** (right), Gujarati speaking SIS Community Interpreter with Service Providers at the Black & Minority Ethnic Elders Information Day, Oct 2008

organisational culture

SIS has continued with an organisational cultural shift towards customer centred services, a move started in 2005 with a comprehensive structural review and the 2006-2008 Business Plan. An appreciation of how we can operate as a social enterprise with a clear set of values in a competitive market helps to drive our success.

Sessional workers and employees are supported to understand the importance of every customer contact and the team takes opportunities to reflect on what we can learn from customers. We empower all staff to respond flexibly and to avoid defensiveness, even with the most demanding customers.

This has led to innovations such as a weekly Co-ordinators' 'Happy Thoughts' meeting, where colleagues share customer success stories such as a swift translation turn around that helped a customer avoid deportation, a challenging translation into 25 languages, or contracting an interpreter with 30 minutes notice of an emergency appointment.

Such customer service requires masterful team work, clarity of mission and commitment to learning. We ensure performance improvement through regular supervision and appraisal using the National Occupational Standards for Leadership & Management with an emphasis on achieving results for customers.

As the service was growing we have started a Managers Team which meets monthly to share perspectives, discuss pressing decisions and build trust and confidence in the way ahead.

During this period, staff have also developed their professionalism through training in Team Resilience, Supervision Skills, Maintaining Role Boundaries, Interpreting in Child Protection, Customer Journey Mapping and Assertiveness.

"I think it is an amazing service and the tolerance of the team is incredible. Colleagues try very hard to meet every need, even when it seemingly falls outside of contracts. It is rare also that there is such emotional care for a team."
Fiona, SIS Temporary Service Co-ordinator, Aug–Oct 2009.

"The organisation has a strong corporate commitment to high quality customer services. This ethos is demonstrated at all levels in the organisation. On many occasions during our assessor's visit, customers commented on the high degree of friendliness and professionalism of permanent staff and sessional workers."
CSE Assessment Services Assessor, Dec 2009

Pictured below left–right: SIS Community Interpreters **Tammy**, **Miroslawa**, **Samila** and **Bashir** at a Mental Health Workshop, Oct 2009



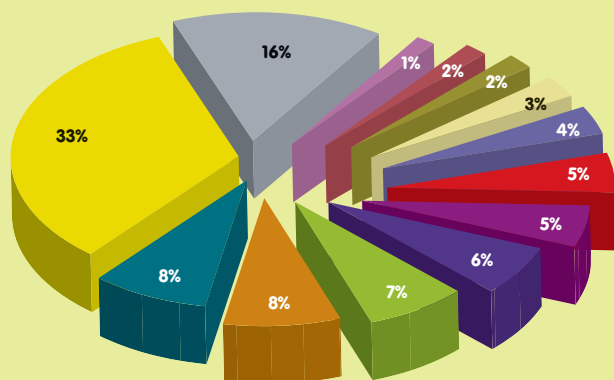
"SIS staff are fabulous. They are always there to listen when I need to talk about these difficult sessions. Due to confidentiality it can be very emotionally draining. Talking to them helps to release all the emotions and make me feel much lighter. I could then leave it all behind me and move on instead of thinking about it over and over again."

Shipa, Bengali speaking SIS Community Interpreter, Apr 2009

"If the same interpreter is available, that would be great (she was fantastic last week - very personable and professional)." **Joanne Gleed-Owen**, Adult Social Care & Housing,

Brighton & Hove City Council, Apr 2009

community interpreting october 2008-december 2009

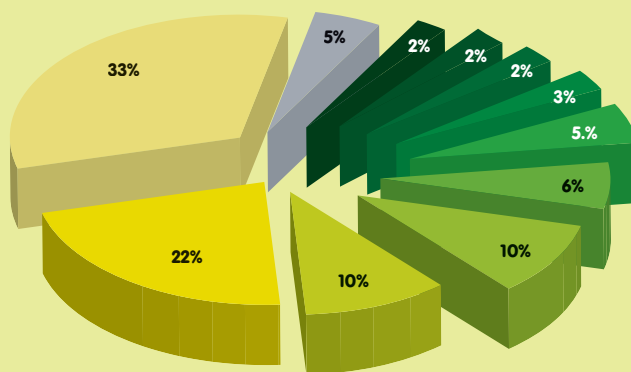


UPTAKE BY ORGANISATION

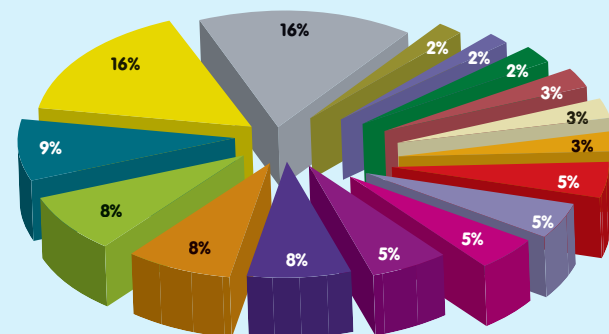
Brighton & Sussex University Hospitals Trust	3892	33%
NHS Brighton & Hove	2609	22%
South Downs Health NHS Trust	1245	10%
Sussex Partnership NHS Foundation Trust	1156	10%
Brighton & Hove City Council	720	6%
Brighton Housing Trust	643	5%
Supporting People (B&H)	326	3%
Voluntary & Community Sector	288	2%
Sussex Probation Area	257	2%
ESCC Consortium	249	2%
Others	589	5%
Total	11974	100%

BREAKDOWN BY LANGUAGE

ARABIC	3954	33%
POLISH	990	8%
BENGALI	979	8%
FARSI	890	7%
CANTONESE	768	6%
MANDARIN	635	5%
PORTUGUESE	581	5%
TURKISH	432	4%
OROMIFA	328	3%
SORANI	226	2%
RUSSIAN	210	2%
PASHTO	167	1%
OTHER	1814	16%
TOTAL	11974	100%



community translation



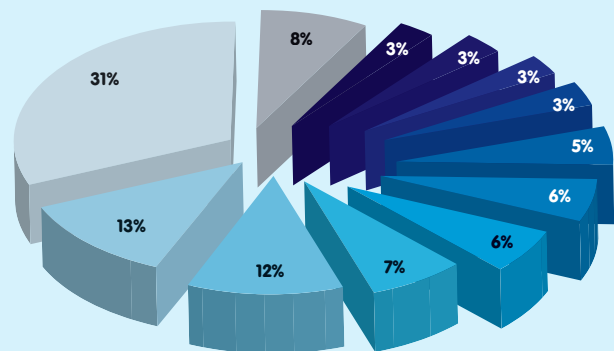
BREAKDOWN BY LANGUAGE

ARABIC	148	16%
POLISH	81	9%
FARSI	77	8%
BENGALI	74	8%
CANTONESE	73	8%
MANDARIN	53	5%
FRENCH	46	5%
TURKISH	46	5%
PORTUGUESE	45	5%
SPANISH	27	3%
OROMIFA	26	3%
RUSSIAN	26	3%
GERMAN	21	2%
GUJERATI	17	2%
LITHUANIAN	17	2%
OTHERS	152	16%
TOTAL	929	100%

october 2008–december 2009

BREAKDOWN BY ORGANISATION

Brighton & Hove City Council	291	31%
Sussex Interpreting Services	115	13%
ESCC Consortium	109	12%
Sussex Partnership NHS Foundation Trust	67	7%
Brighton Housing Trust	56	6%
Private Translation	55	6%
Voluntary & Community Sector	50	5%
South Downs Health NHS Trust	29	3%
Brighton & Sussex University Hospitals Trust	28	3%
Supporting People (B&H)	28	3%
Sussex Probation Area	26	3%
Others	75	8%
TOTAL	929	100%



“Thank you for being so caring and supportive during this difficult session. I knew the session would be a very difficult one... My stress level went higher and higher when I met the client last Friday. I felt sorry for seeing her loss, and also felt nervous and did not know what impact it would have on me. I really appreciate all the care, support and help from all of you. That made me feel I was in a big family. I am feeling very good now, and if I feel I want to talk to someone, I will certainly let you know without hesitation.” Lai Lai, Mandarin and Cantonese speaking SIS Community Interpreter, Apr 2009

“SIS helps me to make communication with my doctors and make me understand them more clearly.” Yu Ting Lin, Mandarin speaking Service User, Dec 2009

“There was certainly a good mood at the event – greatly assisted by the SIS interpreters.” Graham Osborne, Housing Strategy & Development & Private Sector Housing Manager, Brighton & Hove City Council, Oct 2009



Pictured: SIS Community Interpreters meeting, July 2009

delivery october 2008-december 2009



Pictured above: Hindu Womens' Group with Rama (middle), Gujerati speaking SIS Community Interpreter at SIS AGM, Nov 2008

“I have been working with the interpreter for about a year now and I wanted to write and express my thanks to her. She is a pleasure to work with. Whilst always maintaining a professional manner she also manages to help diffuse difficult situations with her calm and relaxed approach. She is always reliable and punctual. I always feel that everything that is being said is interpreted appropriately.

We have been working with a particularly challenging client who has mental health issues. Often the visits have been prolonged and difficult but the interpreter has coped admirably with the situation.”

Carmel O'Malley, Health Visitor, South Downs Health NHS Trust, Aug 2009

Community Interpreting has increased by nearly 18% and Community Translation by 4% during the period of this Annual Review compared to the previous period.

11974 interpreting sessions were co-ordinated including 230 emergency sessions, and 929 translation jobs. A further 1737 interpreting bookings were made but cancelled in advance with no charge incurred by customers.

Service Provider referrals across all contracts during this period accounted for almost 85% of all interpreting requests. Referrals from this customer group increases co-ordination efficiency. Almost 31% of General Practitioner and Dentist bookings were referred to SIS by Service Users.

The profile of languages interpreted remains unchanged, with the same seven languages as in the previous Annual Review accounting now for almost 74% of total interpreting needs. Polish is now the second most frequently requested language, accounting for 8% of total activity in comparison to 6% during the previous Annual Review period.

99% of all interpreting requests were met. We also achieved 99% success rate in our target to provide an interpreter within one hour of the initial call received for emergency sessions in Brighton and Hove, and between one and two hours in East and West Sussex.

Pictured right: NHS Brighton & Hove Single Equalities Scheme consultation meeting with SIS Community Interpreters, Nov 2009

Our April 2009 Survey of General and Dental Practitioners showed that these customers rated being able to book an interpreter at short notice as the most important service attribute. **100% of respondents agree or strongly agree that SIS provides prompt responses to customer communication needs.**

“We have used this service on many occasions and have always been very happy with the service. We have found it to be very efficient.” **Wendy Palmer**, GP Reception Supervisor, NHS Brighton & Hove, Mar 2009



“I am writing to thank you for all the help and support that you have given to my mum over the past year. As someone who can’t speak English very well, my mum really appreciates the interpreting services that you provide. My mum has always got on very well with all the interpreters who helped her whenever she needed to attend a GP appointment. Above all, she values their professional and friendly service which makes a real difference to her life.” Feng Zhen Han, daughter of Mandarin speaking Service User, Dec 2009

SIS defines a complaint as *“any expression of dissatisfaction”* and we use the feedback to make adjustments to the way we run services. **We have examined 15 complaints, all of which were successfully resolved and used them to improve:**

- The Code of Practice for Community Interpreters
- Bi-lingual conference calling with Service Users
- Independent assessment of all target languages
- Record keeping of customer interpreter preference
- Refresher Training.

“It’s very difficult to be able to understand what is going on with me and I’m able to explain to the doctor what is wrong and it has made a huge difference to me... Sometimes I understand what the GP says, sometimes I don’t. It gives me huge psychological relief to have an interpreter there.” **Mary Aziz**, Arabic speaking Service User, Oct 2008.

“I wanted to express my thanks and commendations for the interpreters support with our service’s work with one of our clients. Although the events that took place recently were very distressing for all involved, the feedback I’ve received about their role has been very complimentary. As a result of consistent support from the interpreter, our client has been able to begin developing a more trusting relationship with our service than would have otherwise been possible. Therefore, even though there has been distress, we’ve been able to meet the needs of a very vulnerable person better during difficult times. I think the fact that one interpreter has been consistently involved, rather than numerous ones, has been crucial in developing a therapeutic relationship with the client, and helped immensely in gathering a consistent narrative.” **Lee Walker**, Early Intervention In Psychosis Team, Sussex Partnership NHS Foundation Trust, Dec 2008.

“I had my first session with an interpreter from SIS present, and I just wanted to say how much I appreciated the way that the interpreter worked with me and with the client. The interpreter and this client have worked in counselling for some time previously, so a good relationship had been established already. Even so, I was impressed by the interpreter’s sensitivity, wisdom and helpfulness. His presence enhanced the work that I was trying to do.” **Hanno Koppel**, Primary Care BME Counsellor, Sussex Partnership NHS Foundation Trust, Jul 2009



find our booking forms online at:
www.sussexinterpreting.org.uk/booking.asp

customer insight

“Panel members were very impressed by the sympathetic and discrete way in which the SIS interpreter worked with the client to help the Panel carry out its duties. It was clear that the interpreter had a very good grasp of the subject matter and that their positive relationship with the client made the whole process as positive as it could be.”

Graham Whitaker, Agency Adviser to the Fostering Panel, Brighton & Hove City Council, Sept 2009

Pictured below: **Abbas**, Farsi speaking SIS Community Interpreter working at SIS AGM, Nov 2008



Within SIS, delivering customer centred services is a shared team goal. We regularly consult with customers. This is integral to our continued commitment to improve services. Over the last 15 months a variety of methods have been used to collect information and further develop our understanding of SIS customer needs and preferences. This has included interviews with Service Users, regular meetings with Community Interpreters, participation on steering groups and forums, attendance at conferences and events, satisfaction surveys, and complaints management.

These approaches have led to improvements in quality of translation and proofreading services, the range and content of website information, refresher and mental health training, as well as recruitment of additional local interpreters. Benefits to customers have included reduced unmet needs and travel fees, improved quality of interpreting, and continuity of interpreter.

“SIS and the Immigration Legal Service (ILS) have been working together for well over ten years. ILS uses SIS whenever possible because of the emphasis which SIS places on quality and customer satisfaction. SIS interpreters are always well-trained. It is our experience that when we have, very rarely, needed to raise an issue regarding quality or performance, the issue has been dealt with promptly and professionally.” **Jen Henwood**, BHT Immigration Legal Service, May 2009.

SIS also continues to exert a particular effort to reach disadvantaged groups such as women, refugees and asylum seekers, the elderly, new migrant groups, and those with mental health needs.



Our customer insight is further consolidated through regular information sharing with commissioners at contract review meetings. This dialogue has resulted in continued funding and support for our busy 24 hour emergency service.

A specific service improvement, this year, has been the inclusion of group interpreting within the core contract. Following discussions with local maternity departments we provided interpreting for antenatal classes for a Polish Women’s Group.

Next year, SIS will be offering a **new accredited programme: ‘Interpreting in Child Protection’**. The course will help meet SIS community interpreters’ demand for continuing professional development. It will also increase the quality of interpreting to support safeguarding children services.

“SIS has a highly developed understanding of the needs and requirements of each of its customer groups. This insight has been used to develop a range of appropriate services within the community thereby giving a stronger voice to individuals (many from what is often seen as hard to reach groups).”
CSE Assessment Services Assessor, Dec 2009



Thai speaking Service Users with **Tammy** (1st from left) and **Ruthai** (3rd from left), Thai speaking SIS Community Interpreters at SIS offices, Oct 2008

“Before I started using SIS interpreters I used to somehow muddle through – even though I couldn’t say everything I wanted to say. If there was anything really important I used to use my brother. The advantage of using SIS is I can understand everything being said, and I can say exactly what I want to say.” Layla Bibi, Bengali speaking Service User, Nov 2009

“I really am enjoying this work! It is so interesting socially and I feel I am helping less fortunate individuals and it makes me revise my specialist vocabularies!” Graham, French, Italian and Spanish speaking SIS Community Interpreter, Sept 2009

information & access

SIS uses a range of methods, including translation strategies to improve service visibility and accessibility. More Service Users now benefit from translated business cards, available in 15 languages and in their 3rd updated version. These help to increase self referrals. This is further supported by bilingual conference calling and our coaching of sessional workers to promote this facility. We translate membership documents and summaries of Annual Reviews into 15 languages. We provide Community Interpreters at SIS AGMs. **All of this enables Service Users to have a voice within SIS, and reflects our equality and social enterprise commitments.**

“It’s been brilliant, really really good. Whenever I give them a call, I can leave a message in Turkish. They always call back and always send an interpreter. It is very, very good... the last couple of years the service is getting better and better. I couldn’t call before, but now I can and they have emergency numbers too. Everything is getting better and better.” Ase Dogan, Turkish speaking Service User, Oct 2008.

Sessional workers now benefit from revised Induction Packs (3rd version), regular interpreter meetings, which include presentations by visiting speakers, together with a newly launched Yahoo group for translators. All these approaches provide opportunities for disseminating information, dialogue, debate and sharing learning.

The circulation list for our Annual Review and Bulletin has increased to over 1600 individual contacts. These publications give customers a snapshot of current achievements, and a sense of being involved in SIS. They are particularly useful for new customers based in East and West Sussex.

“Thank you very much for sending me a copy of your last Annual Review. I thought it was a very well produced review and the photographs definitely encouraged one to read the document.” Councillor Vanessa Brown, Dec 2008.

Our website is regularly updated and includes testimonials, tools for improving communication with Service Users, improved web booking and feedback facilities as well as information on our standards, targets and prices. Customer satisfaction survey results are also available to view. These show **over 90% of our customers groups agreeing or strongly agreeing that SIS is approachable and easily contactable.** Including translated information on our website is a target for future development which will be undertaken in consultation with SIS Service Users.

“You demonstrate you have improved the range, content or quality of verbal information you provide to customers. The ability for customers to leave messages in their own language to which you rapidly respond is greatly appreciated and we understand is almost unique.”

CSE Assessment Services Assessor, Dec 2009



Pictured left-right: **Barbara Harris**, Equality & Human Rights Manager, Brighton & Sussex University Hospitals NHS Trust with **Shahida** and **Nina**, SIS Community Interpreters, Nov 2009

timeliness & quality of service



Pictured left-right: **Birtukan**, Oromifa speaking SIS Community Interpreter and **Carmel O'Malley**, Health Visitor, South Downs Health NHS Trust at the Gateway Protection Programme Review Day, Mar 2009

“Thank you for your excellent service. The appointment was set up so efficiently. The interpreter that came was prompt and really excellent to work with. We would highly recommend SIS. Thank you!”

Sarah Pooley, Centre Manager, Alternative Pregnancy Advice, via SIS website, May 2009

“My daughter helped with my appointments before. She is very busy, so it is easier to use SIS.”

Nosrat Nabavi, Farsi speaking Service User, Nov 2009

SIS has set a number of challenging standards and targets for measuring timeliness and quality of service, including response times and translation turnaround times. Implementing this effectively required SIS to undertake a comparative benchmarking exercise with similar services, and scrutiny to improve internal monitoring and evaluation processes.

Key quality benchmarks for our interpreting service include using accredited Community Interpreters who are also CRB (Criminal Record Bureau) checked to an Enhanced Level. During the 6 month period Apr–Sept 09, SIS used accredited interpreters for 90% of interpreting assignments.

We also ensured that 99% of interpreting assignments were undertaken by CRB Enhanced Level checked interpreters.

Our standard for the 24 hour emergency service is to ensure interpreter attendance within one hour of the initial call. From Apr–Sept 09 we achieved a 99% success rate.

Our goal is also to respond to all service user contacts within eight working hours 96% of the time. For the period

July–Sept 09, we are extremely proud to have recorded **100% achievement against this target.**

Service Provider customers can contact SIS by phone, email, fax and website. Our aim is to respond within two days with a target of 85%. For the period July–Sept 09, we achieved a success rate of 87%.

A key responsibility of the Quality Assurance Manager post will be to monitor and to evaluate routinely our performance and achievement against these targets in order to identify areas for improvement. Our objective is to ensure, not only that we maintain our present excellent levels of customer satisfaction, but that we also continue to improve year on year.

“By working closely with customers and other stakeholders, SIS has developed and introduced comprehensive standards of quality and timeliness that compare favourably with any service. These, coupled with a highly motivated and professional staff, ensure customers receive excellent levels of service.” CSE Assessment Services Assessor, Dec 2009

we set stretching targets for translation turnaround times

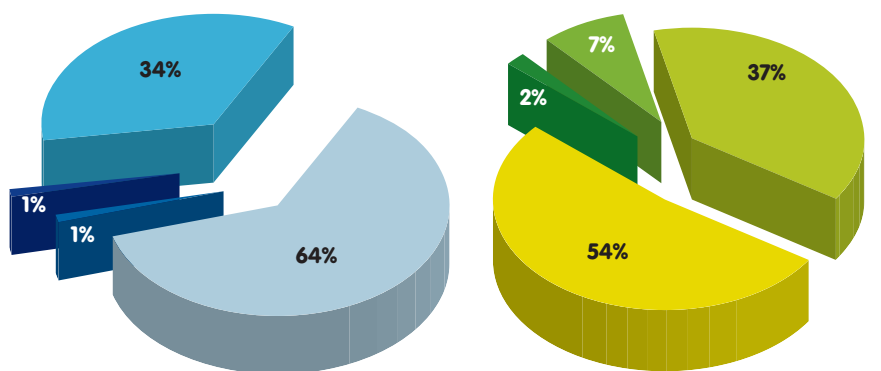
Number of words per translation	Monitoring Frequency	Targets	Performance Apr–Oct 2009
Up to 500 words: 5 working days; with proofreading 7 working days	bi-annual	96%	97% ✓
501-1000: 8 working days; with proofreading 10 working days	bi-annual	96%	97% ✓
1001-2000: 15 working days; with proofreading 17 working days	bi-annual	95%	100% ✓
2001-3000: 20 working days; with proofreading 25 working days	bi-annual	94%	100% ✓

treasurer's report

Despite the recession and general reduction in economic activity nationally, we were able to avoid making a loss on our income and expenditure this year (08/09) finishing the year with a very slight surplus (£263).

We have not increased our main spot contract fee in ten years of independence, which is remarkable given that inflation over that period has been 29%. This represents a real achievement in delivering a quality interpreting and translating service for the local community at a reasonable price.

Next year is likely to be even harder economically but, with careful planning, we are sure that financial considerations will not overburden the health and quality of the service. Looking after our finances remains an important but secondary activity for us, with our prime motivation being to provide an excellent service to our community.



- block contracts
- spot purchase fees
- grants and donations
- interest and other income
- interpreting & translating 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 2009

	Unrestricted Funds £	Restricted Funds £	Total Funds 2009 £	Total Funds 2008 £
INCOMING RESOURCES				
Incoming Resources from Generated funds:				
Interest Receivable	6,995	-	6,995	8,776
Other Income	90	-	90	-
Incoming Resources from Charitable activities:				
Grants	522,044	-	522,044	447,370
Contract Fees	275,146	-	275,146	242,699
TOTAL INCOMING RESOURCES	804,275	-	804,275	698,845
RESOURCES EXPENDED				
Charitable Activities	800,884	-	800,884	684,776
Governance Costs	3,128	-	3,128	2,990
TOTAL RESOURCES EXPENDED	804,012	-	804,012	687,766
NET INCOMING RESOURCES FOR THE YEAR	263	-	263	11,079
ACCUMULATED FUNDS AT 1 APRIL 2007	242,768	-	242,768	231,689
ACCUMULATED FUNDS AT 31 MARCH 2008	243,031	-	243,031	242,768

BALANCE SHEET AS AT 31 MARCH 2009

	2009		2008	
	£	£	£	£
FIXED ASSETS				
Tangible Assets		7,220		13,492
CURRENT ASSETS				
Debtors	251,862		96,113	
Bank and Cash	71,632		190,808	
	323,494		286,921	
CREDITORS: Amounts falling due within one year				
Trade and other Creditors	87,683		57,643	
NET CURRENT ASSETS		235,811		229,276
TOTAL ASSETS LESS CURRENT LIABILITIES		243,031		242,768
RESERVES				
Unrestricted Fund - General		42,881		39,618
- Designated		200,150		203,150
		243,031		242,768

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 26th September 2009.



For 24 hour interpreting for medical emergencies call:

07811 459 315

**flexible, innovative
& responsive**

how it works

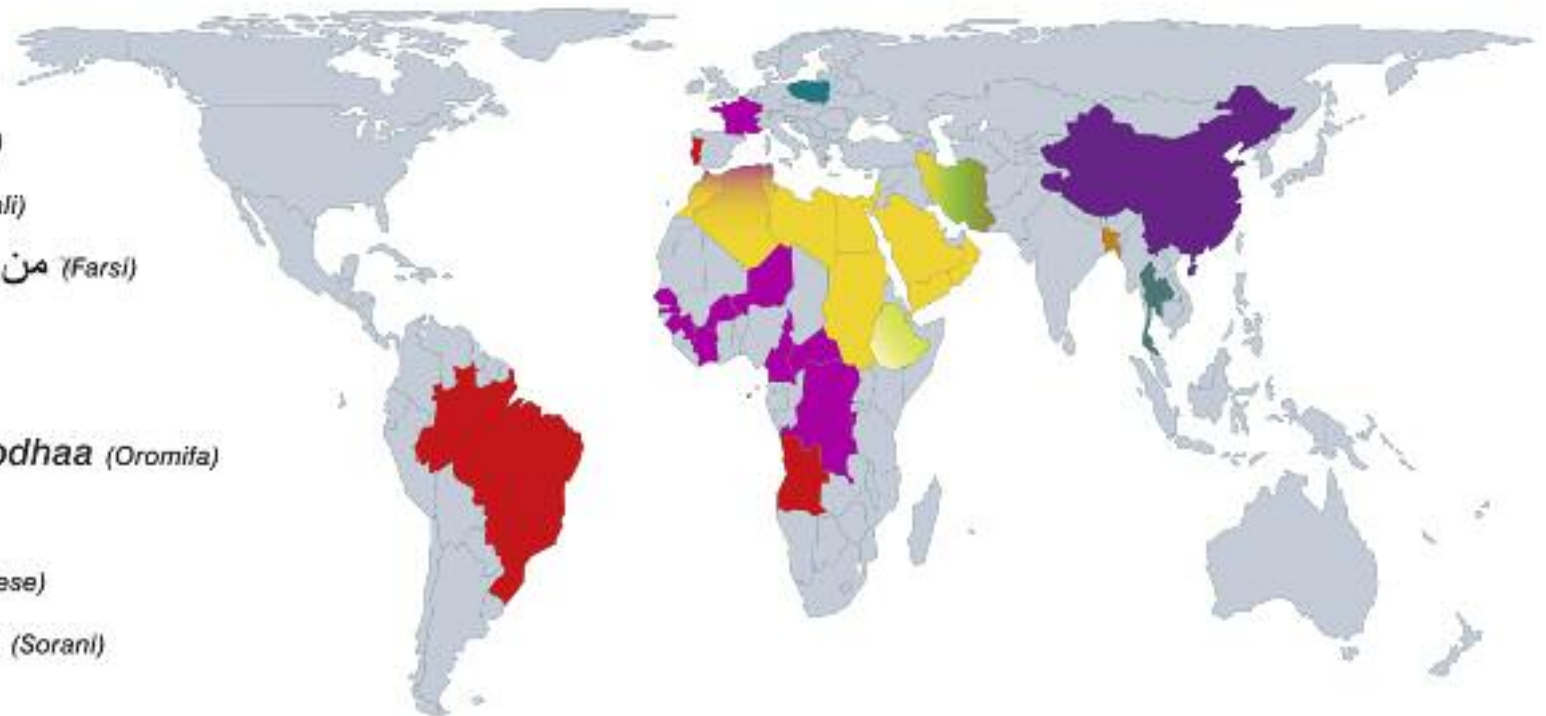
SIS can provide interpreters in over 90 languages. The service ensures 24 hour wrap around interpreting for medical emergencies. When you call you will speak with a SIS Manager. S/he will aim to arrange for an interpreter to be present within one hour in Brighton & Hove or one to two hours in East and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

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

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 سورانی دەدویم (Sorani)
-  ฉันพูดภาษาไทย (Thai)



“The interpreter was fantastic! She arrived within the hour for the emergency. She was very professional and a pleasure to work with. I could tell that she was interpreting thoroughly. This made our work easy and the patient was very re-assured. The interpreting was fluid and there were no awkward silences. The interpreter was very friendly and calm and the baby was delivered safely.” Emma Danter, Midwife, Brighton & Sussex University Hospital NHS Trust, Jan 2010