



# annual review april 2012-march 2013



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Community Base,  
113 Queens Road,  
Brighton, BN1 3XG





## chair's message

It is an honour and pleasure to introduce SIS's 2012/13 annual review. Once again, SIS has responded swiftly and effectively to the changing environment, adapting and developing services to respond to the needs of service users and commissioners.

In a year when need increased and income dropped, SIS kept unmet need below 2%, developed efficiency savings and assisted partners to manage more efficient booking and use of our services.

Despite the very challenging economic environment, SIS has maintained the quality of its services, retaining the Customer Service Excellence award for a further

three years, and continuing to receive excellent feedback from services users, service providers and sessional workers.

What makes SIS special is that in addition to providing these excellent services, SIS actively promotes community engagement, equality and diversity.

Thank you to everyone who makes SIS possible: our excellent staff and sessional workers, service users, members, trustees, funders and partners.

Jen Henwood, Chair

Below: Jen Henwood, Dr Sobhi Yagoub (outgoing SIS Chair) and the Mayor of Brighton & Hove, Councillor Bill Randall, SIS AGM, July 2012 (© Howard Davies)



## sis 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.

### pledge

We will continue to invest in professional relationships with all SIS community interpreters, based on respect, involvement, dignity and the highest affordable terms and conditions. Whilst managing significant cost savings we will not compromise quality or undermine face to face community interpreting as the most appropriate services to meet the needs of our vulnerable service users.



# directors' report april 2012-march 2013



## change

The environment is constantly transforming, affecting service users and our responses. Need has increased whilst income dropped by 17%. Black and Minority Ethnic (BME) populations in Brighton & Hove have increased by 80% since 2001 (2011 Census). Bulgarian, Czech, Hungarian, Latvian, Lithuanian, Polish, Romanian, Russian, Slovak and Ukranian were 20% of SIS interpreting – a 56% increase from the previous year.

GP commissioning of patient-centred services encourage SIS to demonstrate individual and community impact.

**“I used to feel as if no-one cared about me or about my pain. The doctor used to just send me home again and I spent a lot of time crying alone and felt like curling up and dying. There’s been a huge change since using an interpreter. It has increased my confidence enormously and I feel reassured that my problems will be listened to and dealt with.”**  
(Mandarin speaking service user, Worthing July 2012)

SIS is a community hub within the innovative Healthwatch partnership and is working to provide Independent Complaints Advocacy Services with other local organisations.

We continued to develop the SIS Pledge (page 2), working hard to maintain our reputation when many others are stumbling. We supported an independent voice for interpreters - The Association of Community Interpreters in Sussex - and met with members of Sussex Sign Language Interpreters.

## recognition

98% of SIS community interpreters, bilingual advocates and translators say SIS terms and conditions are good/excellent (page 10).

The Joint Strategic Needs Assessment (JSNA) for Brighton & Hove says SIS is an example of commissioning working well. Brighton and Hove City Council praised our risk management strategy and increased funding by 25% to £10,000 per year. Sussex Partnership NHS Trust expressed delight with our impact data.

When a local provider of British Sign Language interpreting collapsed we responded swiftly, brokering a meeting of interpreters, community representatives and commissioners to secure interim services.

Successful development and deployment of our Empowerment Web – a graphic impact measurement tool - was appreciated by advocacy commissioners (page 8).



SIS retained the Customer Service Excellence (CSE) quality mark for three more years.

**“It was evident from my discussions that SIS is held in the highest esteem for the services they provide. Commissioners feel SIS provide extremely good value for money and that they are responsive, professional, flexible, know their communities and have a real understanding of the commissioners ‘real world’.”** (Sue Downey, CSE Assessor)

## what is healthwatch?

Healthwatch Brighton and Hove is a new health watchdog run by and for local people. It is independent of the NHS and the Council and being set up by the Brighton and Hove Community and Voluntary Sector Forum.

Healthwatch can help you get the best out of your health and care services. It can give you a voice so you can influence and challenge how services are provided locally. It can provide you with information about local health and care services, and support you if you need help to resolve a complaint about your care or treatment.

**healthwatch**  
Brighton and Hove

**icas**  
Independent Complaints  
Advocacy Service

Top: Cantonese speaking service users with SIS interpreter Lai Lai Wu, SIS AGM 2012. Left: Polish speaking service user Malgorzata Protting with SIS interpreter Maria Jastrzebska (both © Howard Davies)



# directors' report april 2012-march 2013



SIS community interpreters, CCG commissioned Patient User Day, March 2013



Above all, SIS community interpreters and bilingual advocates consistently receive glowing feedback on their professional practice, empathy and effectiveness.

**"I've found the SIS community interpreter to be highly professional at all times. His attention to detail together with the courtesy and respect that he's shown to all persons has certainly made my job, and many other professionals, much easier. He takes the time to ensure that my client fully understands what is going on, often at quite complex meetings, and is thorough in giving his interpretation, making differentiation between colloquialisms and statements of facts."** (Lisa Jones, Senior Social Worker Child in Need Team, B&HCC)

## efficiency

We negotiated renewal of the main joint commissioned contract, applying our experience as principal interpreting provider to secure cost savings. We supported Brighton & Sussex University Hospitals Trust to manage more efficient use of our services within a significantly reduced budget, translating consent forms, reducing waiting, and targeting appropriate use of telephone interpreting.

66% of hospital bookings are now made using our web booking facility and receive immediate acknowledgement.

In November, our quality, prices and social capital were successfully market tested by an East Sussex County Council led consortium. We continue to provide interpreting, translation and advocacy across Sussex.

We delivered 10,751 community interpreting bookings for 2,518 named service users accessing 571 social care and health departments. This is a 9% annual decrease due to less Legal Aid work and operating as a minority partner within Sussex Partnership NHS Trust from June.

All 47 Brighton & Hove GP practices used SIS and their interpreting usage increased by 13%.

Closer collaboration with Sussex Community NHS Trust meant 68% more interpreting in West Sussex.

SIS recruited 23 new community interpreters and 5 translators ensuring unmet need remained below 2%.

We continued to focus on service user engagement. In May, 30 service users speaking 7 languages attended a SIS Service User Day. In March, the CCG commissioned SIS to work with the Black & Minority Ethnic Community Partnership (BMECP) on a Patient User Day.

Below: Arabic, Farsi and Turkish speaking service users and SIS interpreters with SIS Quality Assurance Manager Vikki Gimson, SIS Service User Day, May 2012 (© Howard Davies)



## the future

- We welcome the Social Value Act 2012 as an opportunity to sustain local interpreting services which can demonstrate impact with individuals and communities.
- We are considering how we can do more and the role of volunteers.
- We are developing a partnership with BSL Link for Communication Ltd to provide Sign Language services.
- We are collaborating with the BMECP to develop community engagement.
- We are applying for the Investors in People quality mark.
- We will deliver online tailored reporting and an improved website.
- We will participate in the annual call for evidence for the JSNA.

**"The idea of a regular drop-in at SIS is a great idea. We should try it. We trust SIS."**

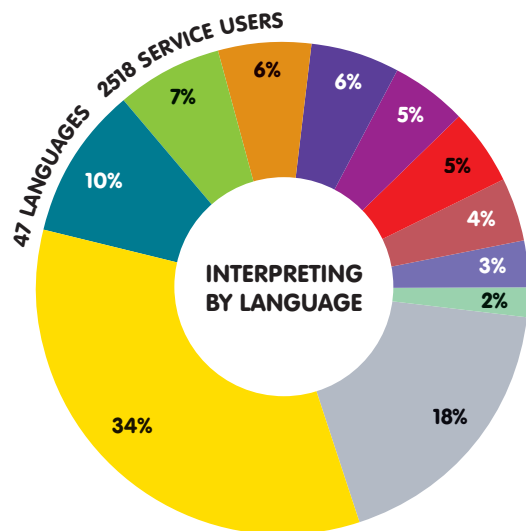
(Arabic speaking service users, CCG commissioned Patient User Day, March 2013)



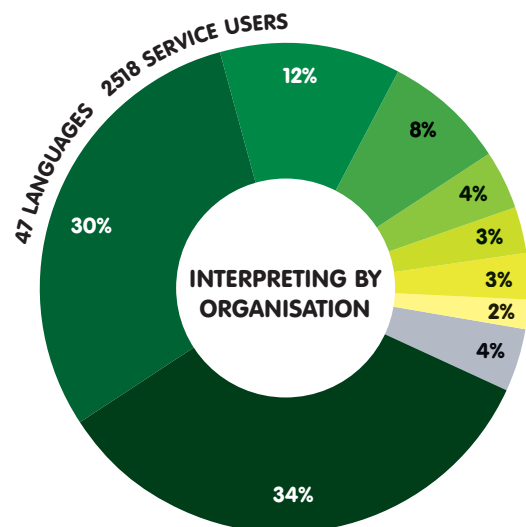
# community interpreting april 2012-march 2013



Turkish speaking service user Esengul Aslan with SIS interpreter Sonnur Esik-Davey  
(© Howard Davies)



**“I’m very pleased to get your help and support by sending interpreters who deserve to be thanked for meeting, interpreting and being patient because I’m an elderly lady. I find good treatment so I thank all of them and god will praise whatever they do.”** (Widad Botros, Arabic speaking service user)



**“The SIS interpreter did a fantastic job for me. It was a challenging visit but she handled it with professionalism and kindness. I couldn’t have managed without her.”** (Annette Lawrance-Owen, Specialist Nurse, Sussex Community NHS Trust)

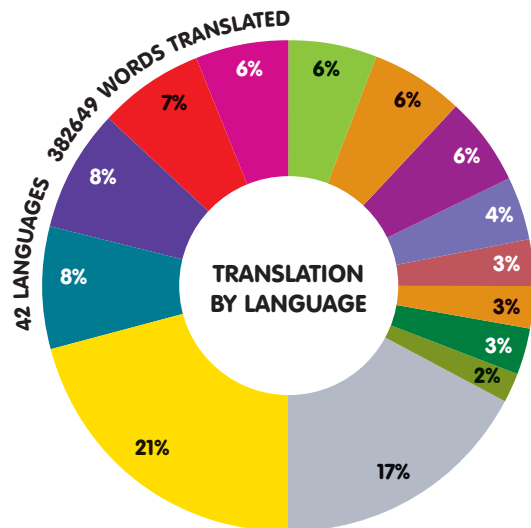
**“Without the SIS interpreters, it would have been more distressing for the patient during her hospital stay and impossible to improve control of her symptoms, whilst ensuring the best level of information and care.”** (Suzy Bridger, Palliative Care Clinical Nurse Specialist, BSUH NHS Trust)



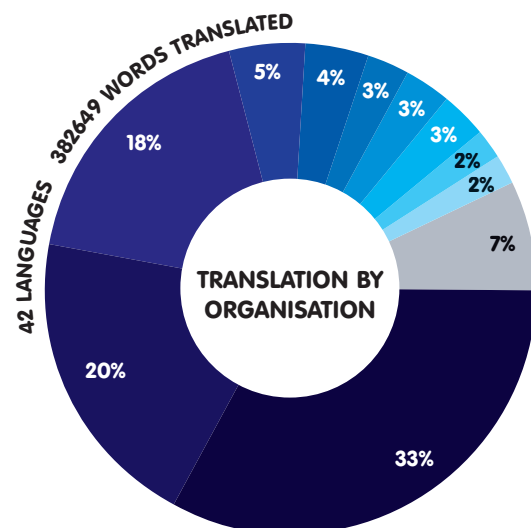
# community translation april 2012-march 2013



Oromifa speaking service  
users with SIS interpreter  
Birtukan Degafie  
(© Howard Davies)



**“Using SIS interpreters has broadened opportunities for us, and helps us to lead full lives and integrate into English-speaking society. We have gained in confidence and in feeling secure.”** (Russian speaking service users)



Above: Russian speaking service users with SIS interpreters Irina Allen and Anna Cartwright (© Howard Davies)

**“We don’t know about the law and other things in this country. SIS interpreters can provide me with correct information and signpost relevant and appropriate services.”** (Farsi speaking service user)

**“I’ve worked with several SIS interpreters, all of whom have been punctual, professional and highly effective at communicating difficult and sensitive information. I couldn’t be happier with their work. Thanks to your interpreters and to SIS for the services you provide.”** (Rich Jones, Federation of Disabled People, Disability Advice Centre)

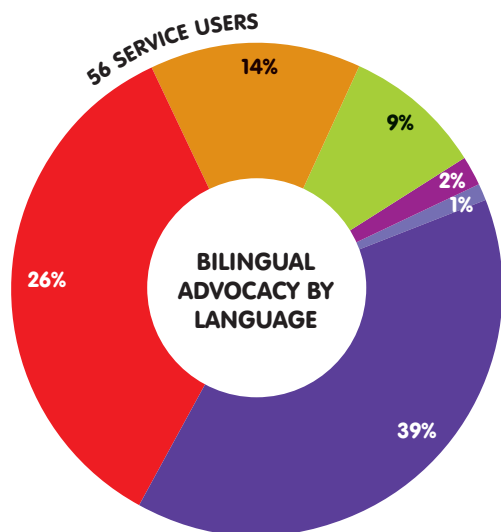


# bilingual advocacy april 2012-march 2013

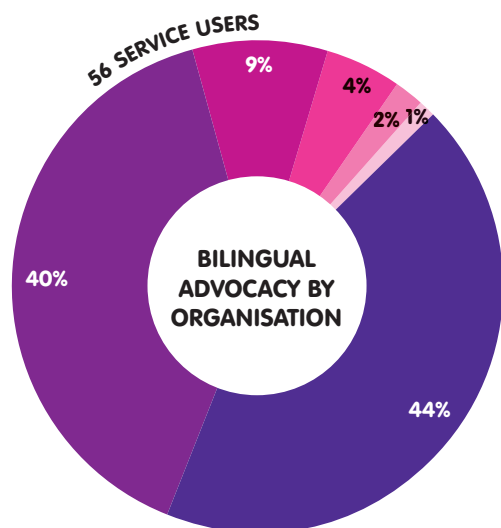


Cantonese speaking service user Hui Wu with SIS bilingual advocate Lai Wu, Hastings

**“I’m now totally relaxed because if I have any problems about health issues, I can contact the SIS bilingual advocate. They helped me with my housing application and explained what my options were.”** (Cantonese speaking service user)



**“I’m very happy to receive support from the SIS bilingual advocate. It definitely improved my situation and I’m in a better position to voice my needs”** (Bengali speaking service user)



## case study

The service user is pregnant, diagnosed with an STD and has a child with Global Development Delay. She has an increased risk of having a baby with Down’s Syndrome.

The hospital sent her an urgent appointment to discuss future tests, advising her that it will not be possible to arrange an interpreter and suggesting she brings a friend or a family member. The service user felt very annoyed. She didn’t feel it was appropriate to bring a family member or friend to discuss such sensitive issues. She also felt that doing tests to determine if her unborn child had any problems and to consider an abortion was totally against her religious belief.

The bilingual advocate provided the hospital with cultural information and the doctor said that they will consider these factors whilst dealing with service users from particular backgrounds.



# bilingual advocacy report



Sara Geater, Engagement & Equality Strategy Lead, NHS Sussex, SIS AGM 2012 (© Howard Davies)

## services

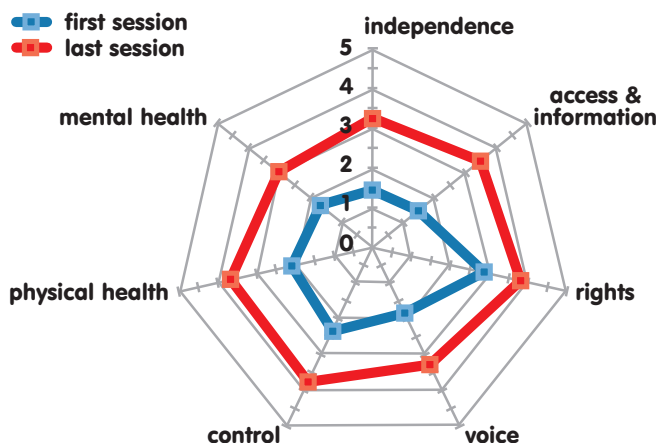
A bilingual health advocacy service has been operating for East Sussex residents since March 2011, addressing health inequalities, in terms of access, experience and outcomes, for migrants and BME individuals.

From March 2011 to March 2013, SIS provided 371 advocacy sessions for 93 service users speaking 7 languages.

## change

SIS designed an impact tool to use with service users.

**empowerment web average change from first to last session (40 clients)**



## independence

**before (prior to advocacy support)**

- 90% of service users needed lots of support from the advocate to make and attend appointments.

**after (average of 6 advocacy sessions)**

- 40% could do most things on their own or with a little support but continued to need community interpreting.

## access, information & rights

**before**

- 77% found it difficult to understand what health services were available and hard to access those they knew.
- 30% were not registered with a GP or Dentist.
- 25% were most likely to access health services through A&E.

**after**

- 55% now knew what was available and could access services independently or with some support.
- 100% were registered with GPs and dentists and likely to access health through primary care.
- 90% of advocates surveyed perceived that service users are better able to choose the right service.

## voice & control

**before**

- 47% felt their views were ignored.

**after**

- 65% said health professionals now take notice of what they want their health care to look like.
- 90% of advocates agreed/strongly agreed that "Clients are more involved in decisions about their own care and treatment as a result of advocacy."

Portuguese speaking service user Doralice Da Silva with SIS bilingual advocate Julia Encarnação



## physical & emotional health

**before**

- 70% did not understand their physical health or only received treatment for their 'main' problem.
- 75% said they never talked about their emotional or mental health needs.

**after**

- 65% now get the physical health care they want and their wellbeing is improving.
- 35% get the emotional / mental health care they want and their emotional wellbeing is improving.
- 34% were referred for specialist treatment or diagnostic tests: physiotherapy, cardiology, dermatology, paediatrics, gynaecology, surgery and neurology.
- 15% of case studies showed advocates supporting a service user to get treatment for long standing conditions – 3 service users had lived in the UK for 10 years without accessing primary care.
- 15% of cases involved diagnoses and treatment including: 1 of tuberculosis (TB), 3 of hepatitis B, 2 of cancer and 2 of diabetes.

## what next?

Bilingual advocacy services are now offered to all partners to the Sussex Consortium Framework Agreement - most local authorities, Clinical Commissioning Groups and hospital trusts in Sussex.

Please call **01273 702005** to make a referral

SIS provides Independent Complaints Advocacy Services to Healthwatch (Brighton & Hove).

We look forward to continuing to build advocacy services across Sussex.



# engagement strategy

**“We can’t do well serving communities if we believe that we, the givers, are the only ones that are half-full, and that everybody we’re serving is half-empty. There are assets and gifts out there in communities. Our job as good servants and as good leaders is having the ability to recognise those gifts in others, and help them put those gifts into action.”** (Michelle Obama, [www.abcdinstitute.org/faculty/obama](http://www.abcdinstitute.org/faculty/obama))

SIS aims not only to make a difference by providing language support services, but also to support service users to take more control in decisions and services that affect their lives. We aim to provide opportunities for service users to be involved in their community and to have their say.

## we invest in the local community:

- 85% of our sessional workers live and work in Sussex.
- We have spent £100,000 in training sessional workers over the last 13 years.
- We paid £350,000 in sessional worker fees last year.

## we invest time and resources to:

- Involve service users in the organisation by inviting them to become members or attend our AGM.
- Promote the voice of people with language support needs.
- Support their participation in community events.
- Improve community safety and equality.



Left: Farsi speaking service users and SIS interpreters, Service User Day May 2012.

Bottom: SIS service users and members Sidonio Rodrigues and Manuel De Sousa with SIS interpreter and trustee Julia Encarnação, SIS AGM 2012 (© Howard Davies)

**“This work supports social inclusion; it fosters fairness, and sustains dignity and diversity in our community.”** (The Mayor of Brighton & Hove, Councillor Bill Randall, SIS AGM 2012)

Engagement is important to SIS and follows standards set out in the Brighton & Hove Community Engagement Framework.

## we ensure that our engagement activities:

- Put equality and fairness first and promote diversity.
- Encourage and support everyone to take part and have a say. We try to take into account all the factors, including linguistic and cultural barriers, which may prevent people from getting involved.
- Use different ways to engage with people.
- Are carried out in collaboration with other organisations.



## in 2012/13 SIS:

- Built stronger relationships with community groups to make sure BME women take part in our engagement activities: Hangleton & Knoll Multicultural Women’s Group, BMECP, Polish Mother/Baby Group, Moulescoomb Bangladeshi Women’s Group.
- Organised a Service User Day (May 2012) to build better relationships with our service users and to understand better their needs.
- Organised another service user event (March 2013) in partnership with BMECP and Brighton & Hove Clinical Commissioning Group, to help them engage with service users about health services.

## as a direct result of these engagement activities, we:

- Worked with other organisations to expand our advocacy services.
- Created resources such as bilingual appointment letter templates.
- Hope to pilot a ‘drop in service’ to support people with language needs to get more information and to develop their confidence, knowledge and skills.

# sessional workers survey report

In December 2012, SIS conducted its triennial survey of sessional workers. Many thanks to the 71 sessional workers who completed the survey.

**“I really appreciate SIS for giving us a chance to express our feelings and thoughts about SIS and what we want from SIS. I answered every question very honestly and hope to work a lot with SIS in future.”**

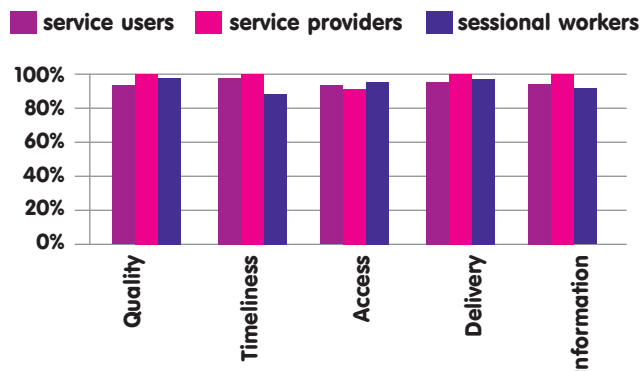


Above: Domestic Violence briefing for SIS interpreters and bilingual advocates with Rose Hawkins and Charlotte Collins (Rise)

Despite a challenging year, it is extremely rewarding to see satisfaction levels remain really high and show some improvement. Other customer groups reflect these views.

- 96% of sessional workers say they would recommend working with SIS to other colleagues.
- 94% rate SIS services as excellent or good.
- 98% are satisfied with SIS's terms and conditions.

## customer satisfaction levels



Sessional workers are particularly complimentary about the SIS office staff.

**“I have worked with lots of different interpreting services and none has the same excellent high standards. SIS has immense respect for their clients and the interpreters.”**

**“The SIS coordination team’s relationship with the interpreters is much much better than any other organisation.”**

There is a positive response to questions relating to SIS’s application for the Investors in People quality mark. There is strong shared understanding of SIS’s vision and strategy and how sessional workers contribute to maintaining and improving performance. Providing feedback was identified as an area for development.

Sessional workers said that what they valued most was making a difference to their community and feeling part of a professional team.

**“Every time I interpret for a service user, their appreciation and praise from the service provider, thanking me and telling me they couldn’t do their job without us, gives me more confidence in what I’m doing.”**

**“SIS treats me with respect, as a professional and makes me feel that my work is important. You are polite and friendly. I will always support SIS and recommend SIS to everyone.”**

Concerns were raised about pay. it was gratifying that the majority understood and supported our position. The SIS Pledge (page 2) confirms our commitment.

**“We know SIS is doing all it can to hang on to contracts and that public services are being slashed all over the place.”**

**“The unique selling point of SIS is the personal touch and consistency of support for the sessional workers.”**

Sessional workers are our greatest asset, in the professional delivery of SIS services, as a link to communities and a source of innovative ideas. The survey generated a wealth of information about communities, engagement, gathering feedback, use of volunteers and service development. This will form a foundation for continued partnership work.

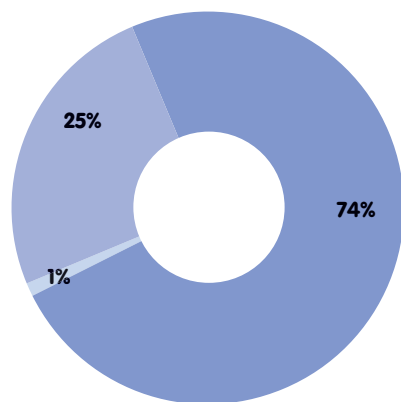


# finance officer's report

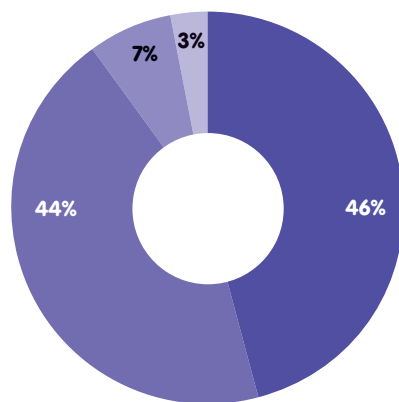
A further year of public expenditure cuts saw our income reduce by some 17% in the year. However, tight fiscal control resulted in a drop in our expenditure, and saw the income and expenditure account finish with an excellent surplus of £34,884. Within this context, we have been able to further reduce the price of a session to our core contractors – thanks to economies of scale and continued increases in the use of the service.

Once more, we have resisted increasing the main contract fee in our 13 years of independence, despite inflation over that period being around 35%. Taken together, these two factors represent a real achievement in delivering a quality interpreting and translating service for the local community at a reasonable price.

Next year will present new challenges though - with more uncertainty surrounding public sector spending and the NHS – but we are hopeful that financial considerations will not reduce our quality of service. Looking after our finances is an important but secondary activity, with our prime motivation being to provide an excellent service to our community, albeit within the constraints of our budget.



■ **block contracts** 74%  
 ■ **spot purchase fees** 25%  
 ■ **grants and donations** 1%



■ **interpreting fees** 46%  
 ■ **employee costs & training** 44%  
 ■ **office costs and overheads** 7%  
 ■ **premises costs** 3%

## STATEMENT OF FINANCIAL ACTIVITIES (INCLUDING INCOME AND EXPENDITURE ACCOUNT) FOR THE YEAR ENDED 31 MARCH 2013

	Unrestricted Funds £	Restricted Funds £	Total Funds 2013 £	Total Funds 2012 £
<b>INCOMING RESOURCES</b>				
Incoming Resources from Generated funds:				
Interest Receivable	316	-		246
Other Income	-	-		-
Grants	612,030	-		671,555
Contract Fees	197,645	-		306,147
<b>TOTAL INCOMING RESOURCES</b>	<b>809,991</b>	<b>-</b>		<b>977,948</b>
<b>RESOURCES EXPENDED</b>				
Charitable Activities	772,292	-		956,443
Governance Costs	2,815	-		2,414
<b>TOTAL RESOURCES EXPENDED</b>	<b>775,107</b>	<b>-</b>		<b>958,857</b>
<b>NET INCOMING RESOURCES FOR THE YEAR</b>	<b>34,884</b>	<b>-</b>		<b>19,091</b>
<b>ACCUMULATED FUNDS AT 1 APRIL 2012</b>	<b>263,798</b>	<b>-</b>		<b>247,604</b>
<b>ACCUMULATED FUNDS AT 31 MARCH 2013</b>	<b>301,579</b>	<b>-</b>		<b>266,695</b>

## BALANCE SHEET AS AT 31 MARCH 2013

	2013 £	£	£	2012 £
<b>FIXED ASSETS</b>				
Tangible Assets		1,233		1,661
<b>CURRENT ASSETS</b>				
Debtors	103,904		129,095	
Bank and Cash	336,268		249,087	
	<b>440,172</b>		<b>378,182</b>	
<b>CREDITORS: Amounts falling due within one year</b>				
Trade and other Creditors	139,826		113,148	
<b>NET CURRENT ASSETS</b>		<b>300,346</b>		<b>265,034</b>
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>		<b>301,579</b>		<b>266,695</b>
<b>RESERVES</b>				
Unrestricted Fund - General		82,829		47,945
- Designated		218,750		218,750
		<b>301,579</b>		<b>266,695</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 January 2007). They are draft accounts however, and a full set will be available from Sussex Interpreting Services on completion of the annual statutory audit.

# sis organisational structure

## SIS MANAGEMENT COMMITTEE



**CHAIR**  
**Jen Henwood**



**Julia Encarnação**



**Hülya Hooker**



**Farangiz Mohebat**



**Doris Ndebele**



**Lucy Bryson**



**Althea Wolfe**



**Sylvia Alexander Vine**  
(until 07 Mar 2013)



**Dr Sobhi Yagoub**  
(until 07 Mar 2013)



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**FINANCE OFFICER**  
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kate@sussexinterpreting.org.uk



**CO-ORDINATION  
SUPPORT WORKER**  
**Kevin Dugdale**  
**01273 702005**  
kevin@sussexinterpreting.org.uk



**SERVICE CO-ORDINATOR**  
**Monika Stachyra**  
(until January 2013)

**160**

**ACCREDITED  
COMMUNITY  
INTERPRETERS**

**51**

**ACCREDITED  
COMMUNITY  
TRANSLATORS**

**20**

**ACCREDITED  
BILINGUAL  
ADVOCATES**

Thanks to trustees who left during the year:  
Dr Sobhi Yagoub after 6 years; Hong Lu after  
8 years; Wagdi Habib and Sylvia Alexander  
Vine who had both served on the committee  
since the inception of SIS.

Welcome to Lucy Bryson, who works at  
Brighton & Hove City Council, focusing on  
the integration of migrant people; and  
Althea Wolfe, Project Manager at Mosaic,  
the Black and Mixed Parentage Families  
Group. Both bring valuable knowledge and  
experience to the management committee.





sussexinterpreting services

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Charity 1081284

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