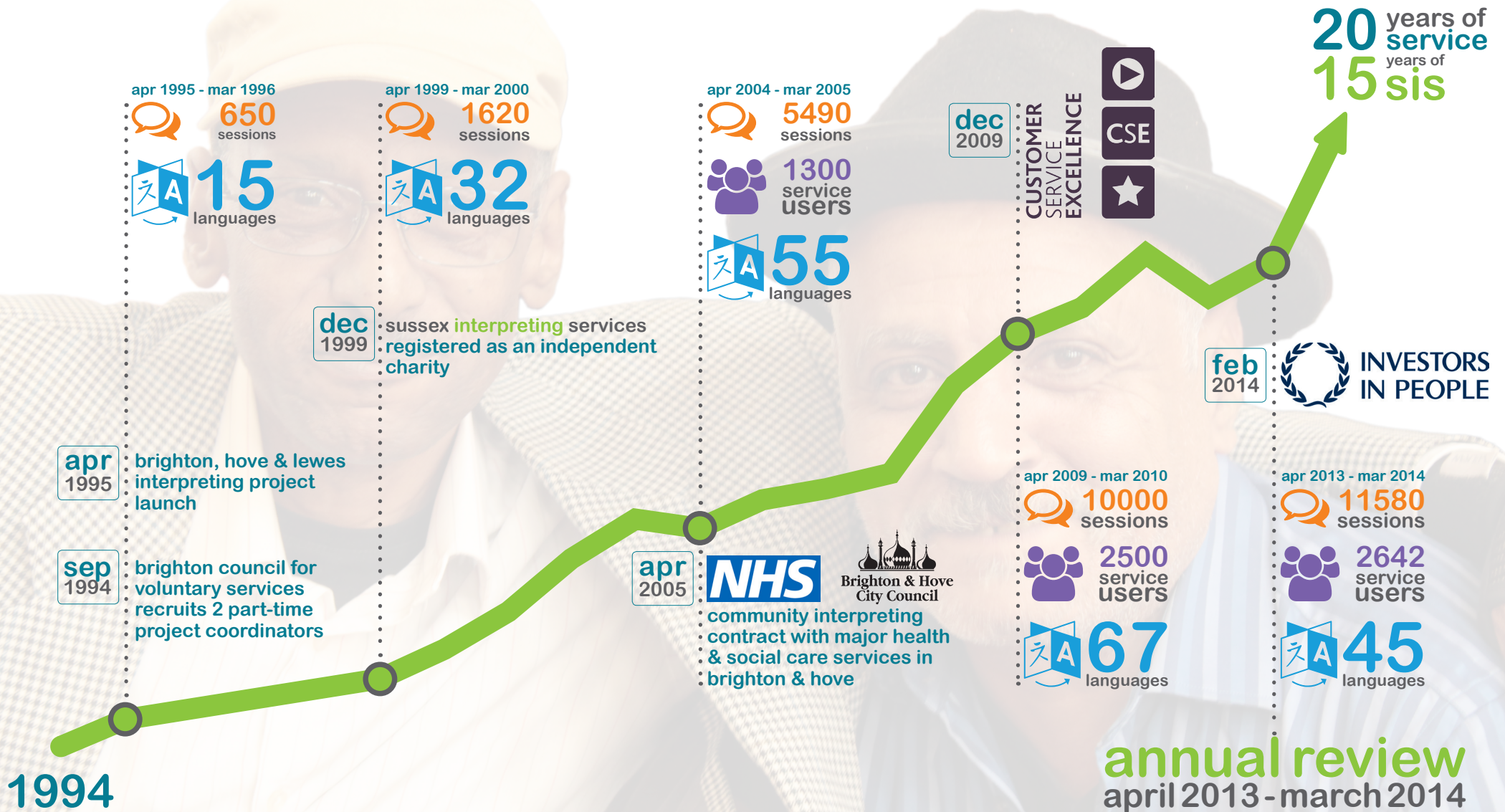


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chair's message

Jen Henwood
SIS chairperson



CUSTOMER
SERVICE
EXCELLENCE



INVESTORS
IN PEOPLE

It is a pleasure to introduce our annual review. 2013-2014 was a successful and exciting year for **SIS**, as you will see in the rest of the report. In the limited space I have, I wish simply to highlight a couple of points.

Our success in securing a contract with local NHS providers, despite not being the cheapest, and in regaining the contract with Sussex Partnership NHS Foundation Trust, indicate that commissioners recognise that there is more to value for money than simple price.

Despite a financially challenging situation, we have maintained our commitment to continuous improvement (gaining Investors in People accreditation, retaining Customer Service Excellence and preparing for a bilingual advocacy quality performance mark) and to innovative ways of working to improve the health and well-being of service users (health promotion project, Independent Complaints Advocacy Service).

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

our 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.

our 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.



pictured: Arabic speaking service users with community interpreter Hocine Baiche and CSE assessor Sue Downey (Jan 2014)

directors' report

april 2013 - march 2014

We had a busy and successful year: winning contracts, continuing to make a difference, gaining quality marks, receiving national recognition, working with new partnerships and making improvements.

winning contracts

This year, we competed with private businesses for our main contract with local NHS health providers. We were successful and continue as the trusted provider of community interpreting in Brighton and Hove.

We can now also provide translation services across Kent, Sussex and Surrey.

We won back an important contract to provide interpreting for people with needs involving mental health, learning disability and substance misuse.

Another contract saw interpreting services grow by 22% in West and East Sussex.

pictured: community interpreter Tatiana Brileva interprets for Russian speaking service users at our annual general meeting



pictured: CSE assessor Sue Downey meets representatives from partner organisations (Jan 2014)

“Managing a team of interpreters is a complex and sensitive affair. Inevitably, there are going to be times when issues arise. With SIS, those issues are rare, easy to address, and the response is swift and effective. Above all, the support by SIS for their interpreters is efficient, responsive and professional.

This means that interpreters come to sessions confident, prepared and properly supported. I can concentrate on therapeutic work, without worrying whether I will have an interpreter who is capable of supporting my patient’s communication needs.

Working with SIS is a pleasure.”

Hanno Koppel - Black & Minority Ethnic Psychotherapeutic Counsellor - Sussex Partnership NHS Foundation Trust

read more & sign up to our news bulletin
 sussexinterpreting.org.uk/news.asp

pictured (right): community interpreter Lai Lai Wu demonstrates electronic voting handsets at our annual general meeting

Arran Evans
Shahreen Shebli
SIS directors



continuing to make a difference

Having contracts with a range of health and social care services helps us to meet service user needs more consistently.

Trained community interpreters help empower vulnerable people. Interpreters bring empathy, sensitivity and effective communication. They build understanding and improve the confidence of service users (see more on page 6).

“I have been taking English classes. I know I have the backup and support of SIS for my interpreting needs. This has given me the courage to continue attending the classes.”

“Since using SIS interpreters, I feel so much more at ease to be able to go out and meet and talk to friends. I am able to do simple ordinary things like shopping.”

“I’ve seen that privacy and confidentiality applies to everything discussed, and my self-confidence has increased a lot.”

We experienced a 9% fall in interpreting activity in 2012-13. This was largely reversed in 2013-14 and we approached the levels of our busiest year (2011-12).



directors' report april 2013 - march 2014



quality & recognition

Investors in people is a quality mark that examines how staff and volunteers are managed and supported to achieve our aims. We spent 2 years preparing. We were delighted when the assessor said that we totally met the requirements and commended us “as an organisation that strived to put the core values at the heart of their practices” (see more on page 8).

Customer service excellence • SIS was assessed for the fifth year and has retained this award. The assessor spent a day meeting the team and customers. Partners and Interpreters spoke very highly of their relationships with SIS.

“SIS is providing extremely high levels of customer satisfaction. The team works hard to ensure the best possible customer experience.”

Sue Downey, CSE Assessor

pictured: part of the audience attending our annual general meeting (June 2013)

The guardian charity award celebrates excellence among small and medium-sized charities. 1300 charities applied and 30 were shortlisted. SIS was the only Sussex based charity to reach the shortlist.

Quality performance mark for bilingual advocacy We are ready to submit our application once an organisation agrees to take over the assessment process from Action 4 Advocacy.

delivering new partnerships

Healthwatch • We are a community partner for Healthwatch Brighton & Hove. Healthwatch is a voice for people who use social care and health services. We used our 2013 annual general meeting to launch Healthwatch. Service users were asked about their experiences of local services. People enjoyed using electronic voting handsets to give their views.

ICAS (independent complaints advocacy services) • We have worked hard to support people

to be able to complain about local health services. 12 bilingual advocates were trained and a leaflet translated into 9 languages. Complaints help to improve services (see more on page 10).

Health promotion project • We are working with the Clinical Commissioning Group, Brighton & Hove City Council and 11 volunteer linguists to promote health information. This is a response to recommendations from our 2013 service user day (see more on page 7).

making improvements

Bookings • Customers can register to use a new tool to request interpreters, look up the booking history for their organisation and check the status of any existing booking.

Bilingual appointment letters can be printed from our website. They help people to understand appointment details and are very popular.



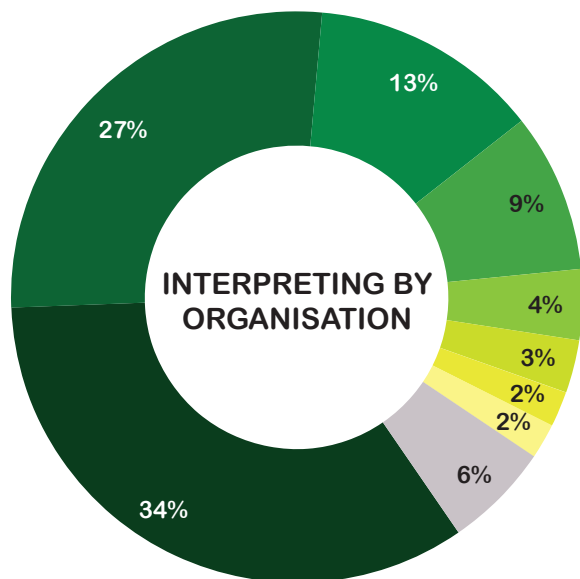
community interpreting

april 2013 - march 2014

 **11580**
sessions

 **2642**
service
users

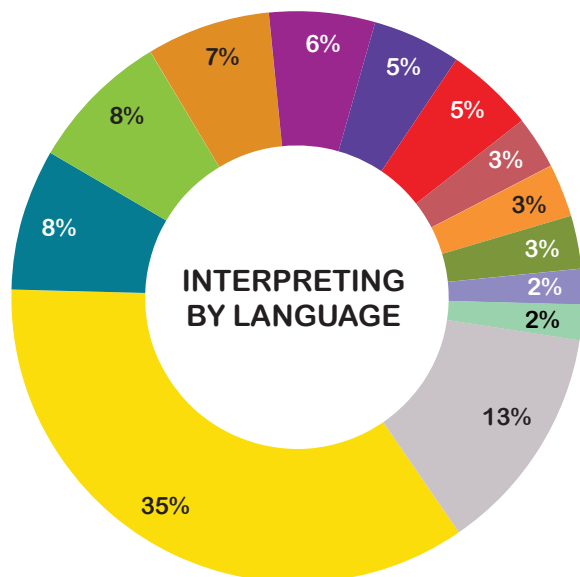
 **45**
languages



organisation	sessions
Brighton & Sussex University Hospitals NHS Trust	3985
Brighton & Hove Clinical Commissioning Group	3125
Sussex Community NHS Trust	1450
Brighton & Hove City Council	1047
East Sussex County Council Consortium	503
Brighton & Hove Integrated Care Services	331
Kent, Surrey & Sussex Community Rehabilitation Company	243
Voluntary & Community Sector	234
Others	662

“Although I’ve been working for over a decade this was the first time I had worked with an interpreter. I struggled initially to learn how to conduct a psychological session with an interpreter, but I was open about this and the interpreter was able to teach me how interpreting worked and informed me throughout the sessions about what she was doing. It was a fantastic piece of work and the clinical outcome for the client was a very positive one.”

Dr Penny Leroux, Sussex Partnership NHS Foundation Trust



language	sessions
Arabic	4008
Polish	941
Farsi	922
Bengali	755
Mandarin	693
Cantonese	630
Portuguese	623
Russian	379
Spanish	316
Lithuanian	312
Turkish	254
Hungarian	238
Others	1509



pictured: community interpreter Nawal Watlal interpreting for Arabic speaking service users at our annual general meeting (June 2013)

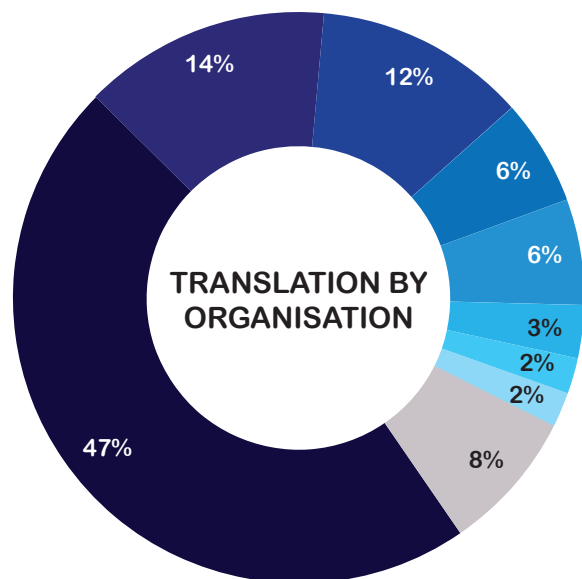
community translation

april 2013 - march 2014

 **408**
translations

 **380287**
words

 **42**
languages



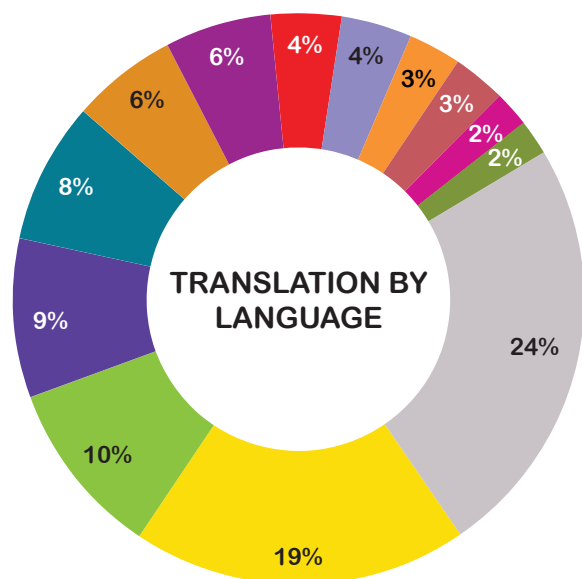
organisation	
Brighton & Hove City Council	192
Sussex Interpreting Services	56
ESCC Consortium	50
Brighton Housing Trust	26
Sussex Community NHS Trust	22
Equiniti 360° Clinical	12
Impetus	10
Kent, Surrey & Sussex Community Rehabilitation Company	8
Others	32

jobs	
Brighton & Hove City Council	192
Sussex Interpreting Services	56
ESCC Consortium	50
Brighton Housing Trust	26
Sussex Community NHS Trust	22
Equiniti 360° Clinical	12
Impetus	10
Kent, Surrey & Sussex Community Rehabilitation Company	8
Others	32

“The support SIS provides gives me such confidence and happiness that I’ve been able to express myself better.

It also brings peace to my family; it is helping my spouse and my children. In some situations it’s not sufficient for them to go alone, and for this I put an infinite trust in SIS workers. I can rely on SIS and go about my business and do the things I need to do without any doubts thanks to you.”

Turkish speaking service user



language		jobs
Arabic		79
Farsi		39
Mandarin		37
Polish		32
Bengali		23
Cantonese		22
Portuguese		18
Turkish		17
Spanish		13
Russian		12
French		10
Lithuanian		10
Others		96

pictured: a delegation from Brighton & Hove Clinical Commissioning Group visits SIS offices (Oct 2013)





service user impact survey

Vikki Gimson
SIS quality assurance manager



Service users have often told us about areas of their lives that have improved since working with **SIS** community interpreters. Anecdotal evidence gathered from interviews and focus groups identified seven main areas of change:

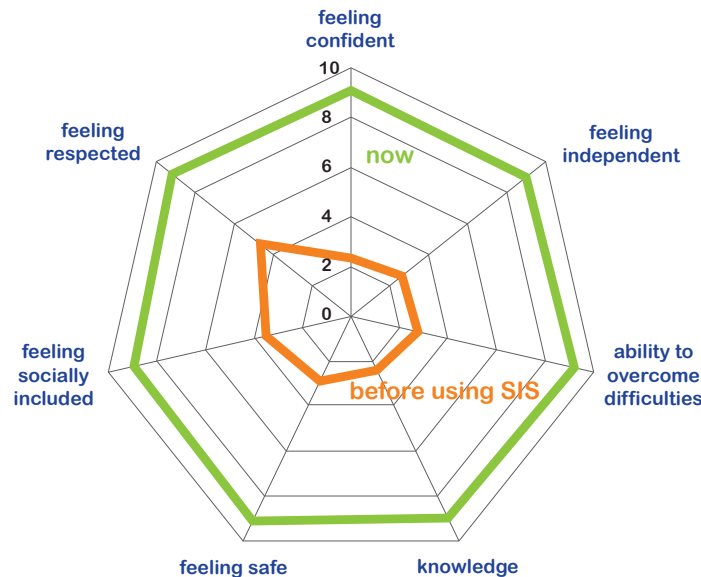
- feeling respected
- feeling socially included
- feeling confident
- feeling independent
- feeling safe
- knowledge of services and rights
- ability to overcome difficulties

We measured and quantified these changes in the Autumn/Winter of 2013. We asked some of our service users to complete an impact grid showing how they felt before using community interpreters and how they feel now, on a scale of 1 to 10.

We distributed impact grids and information, including illustrated examples of the impact areas, to service users on our contacts database. **SIS** community interpreters helped us to reach other service users.

We received 63 responses, of which about 2/3 were valid, covering 8 languages spoken by our service users.

average change for service users



The results clearly show that **SIS** has a great positive impact on service users. Each person is unique when they first access our services and there are wide ranging differences in the way people felt before using community interpreters. However, it also indicates common themes within language groups.

We plan to repeat these impact measurements at regular intervals. We will try to capture information from the first session with new service users rather than asking for retrospective information.

Headlines

67% increase in feeling confident and sure of their own abilities.

65% increase in knowledge of services, society, opportunities, rights etc.

64% increase in feeling independent.

64% increase in ability to overcome difficulties and solve problems.

60% increase in feeling secure and safe from abuse or harassment.

55% increase in feeling socially included with links to the wider community.

46% increase in feeling respected and that their feelings and opinions were valued.

Feeling independent, feeling confident and knowledge had the lowest starting points.

Feeling respected and feeling socially included had the highest starting points.

Turkish speakers recorded the biggest distance travelled as a result of using our services with an average 80% increase.

There were only 3 service users (Cantonese and Polish) who indicated no change in particular areas and these areas were feeling respected and feeling safe.

pictured: Portuguese speaking service user discusses housing options with Karen Burt (Brighton & Hove City Council) and community interpreter Julia Encarnação at our annual general meeting (June 2013)



health promotion project

In January 2014, **SIS** launched an exciting project with 12 community interpreters volunteering three hours per week to:

- distribute and promote health information to people with language needs;
- signpost or refer service users to relevant services;
- build a network of individuals to “cascade” information within communities;
- be involved in service provider consultations.

This project was designed to:

- realise recommendations resulting from the March 2013 service user day;
- develop supplementary services: volunteering, bilingual advocacy, outreach, community development and training;
- utilise community assets and skills;
- recognise and formalise the volunteering already being done by community interpreters.

In order to ensure that our volunteer linguists work confidently in their new role:

- we provided a comprehensive induction to the project;
- we offered specialist training in partnership with Brighton & Hove City Council health promotion trainers, and the Trust for Developing Communities;
- we are exploring additional opportunities for continuous professional development.

Volunteer linguists also have opportunities to share their expertise and information about communities and get recompensed for their time through a reward and recognition scheme. They have been involved in four consultations to date:

- BME Housing Strategy
- Brighton & Hove City Council research into customer experience and needs
- All our Voices – on wellbeing amongst Brighton & Hove communities
- Princess Royal Hospital communication event

“SIS answered our call for evidence quickly and with a really positive approach. As a result we were able to gain really valuable insight into how we provide face to face value and where we can improve, which was exactly the objectives of the research.”

Annie Heath - Brighton & Hove City Council Customer Access Programme



In the first phase of the project (March to June 2014), volunteer linguists focussed on individual service users they met through their community interpreting work.

The key messages, supported by translated information are:

- access to urgent care services
- what to expect from your GP
- how to use ICAS
- information prescriptions
- warmer homes
- access to **SIS** services
- health trainers and health checks

The wider remit of the volunteer linguist role enables them to work with service users in a different way. This has involved reading letters and completing forms, feeding back information and questions to the Clinical Commissioning Group, and making referrals to other support services.

In the second phase of the project (July 2014 onwards), volunteer linguists will also give presentations to community groups and leave information signboards in strategic venues. We will be developing further ideas for sustaining the health promotion project into the future.



 **volunteer linguists**
healthpromotionproject

pictured: volunteer linguists with **SIS** quality assurance manager Vikki Gimson (top right - Nov 2013) and with Brighton & Hove City Council health promotion trainers (left - Feb 2014)

quality and recognition



SIS achieved the Investors in People quality mark in February 2014. This complements the Customer Service Excellence award we've held for the past 5 years.

Investors in People concentrates on how we manage and support office staff, sessional workers, trustees and volunteers to help achieve our aims and objectives.

"I attended the team away day in November. Everyone participated, working in small groups to discuss particular topics. In one exercise, we focused on SIS values, choosing one which is particularly important to us, and explaining why. I found it very interesting to do this myself, and to hear what colleagues had to say."

Jen Henwood, chair of management committee

The assessment report highlights areas of strength or good practice, and areas of consideration for continuous improvement.

The assessor commended SIS **"as an organisation that strived to put the core values at the heart of their practices and where people believed in and shared the core values."**

Autumn 2012

diagnostic exercises

Winter 2012 / 13

workshops looking at evidence of good practice and areas for improvement for each criterion

Spring 2013

action and developments planned and implemented

Autumn 2013

SIS office staff and trustees held a team away afternoon to complete Plan-Do-Review cycle

Winter 2013 / 14

assessment involving a series of 30 minute interviews with staff, trustees and sessional workers

February 2014

SIS receives the Investors in People accreditation

We have been working towards this award for the past 2 years.

"The Investors in People assessment offered staff an impartial space to give open and candid feedback about our experiences of working with SIS. This was particularly welcome after a challenging couple of years and it was good to be able to share openly how we felt about things. The final reports were taken on board in a positive spirit, and we hope that this openness prevails to enable continuing positive change for us all."

SIS coordination team



SIS was also acknowledged as **"seeking to provide added value to service providers in times when money was tight and demands continued to be high."**

In addition, sessional workers **"felt very well supported. They described how the support provided by SIS was far superior to other organisations and competitors with whom they had contact."**

We are deliberating the suggested areas of consideration for continuous improvement such as organisational structure, governance, learning and development strategies, collecting feedback and internal communication.

pictured: office staff and trustees at team away afternoon (Nov 2013)

independent complaints advocacy service

SIS is working in partnership with the Independent Complaints Advocacy Service (ICAS).

ICAS helps residents of Brighton and Hove make a complaint about care or treatment provided by the NHS.

Trained bilingual advocates will listen to you and help you decide if you want support to make a complaint.

Your bilingual advocate will give you information about the different ways you can make a complaint and help you think about what you would like to achieve by complaining.

complaining helps improve services

They can help you with writing a letter and accompany you to meetings.

complaining is a right

When you call, please leave your name, telephone number and mother tongue. **SIS** will call you back with an interpreter.

In the last year, ICAS has worked with some complex and sensitive complaints. Many complaints have been resolved.

We are keen for more people to use ICAS in the future.

Please call us on 01273 234825 if you would like us to come and talk to your group about ICAS.

you will be treated fairly

pictured: bilingual health advocates and BSL interpreters at the ICAS training day (May 2013)

you can contact ICAS by calling SIS on

 **01273 234825**


free, confidential & independent service

ICAS is delivered by Impetus in partnership with other specialist providers: Age UK Brighton & Hove, Speak Out, Mind in Brighton & Hove, Mind Out, Sussex Interpreting Services and Healthwatch Brighton & Hove.

ICAS

Independent Complaints
Advocacy Service

find out more about ICAS

 www.bh-impetus.org/projects/independent-complaints-advocacy-service-icas/

information is available in translation

 www.sussexinterpreting.org.uk/resources.asp


impetus


sis
sussexinterpreting services

healthwatch
Brighton and Hove


Brighton & Hove
age UK

Brighton and Hove

SPEAK OUT



Advocacy Project

mind
OUT

LGB&T mental health project


for better mental health

in Brighton
and Hove



finance report

april 2013 - march 2014

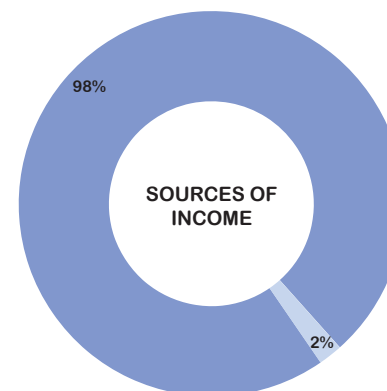
Keith Braid
SIS finance officer



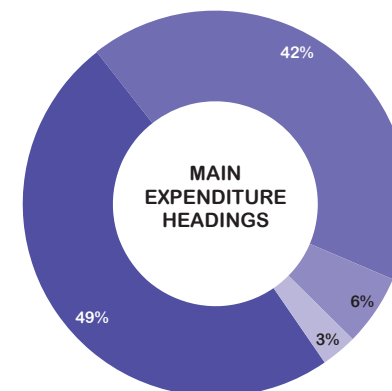
STATEMENT OF FINANCIAL ACTIVITIES

(INCLUDING INCOME AND EXPENDITURE ACCOUNT) FOR THE YEAR ENDED 31 MARCH 2014

	Unrestricted Funds 2014 £	Restricted Funds 2014 £	Total Funds 2014 £	Total Funds 2013 £
INCOMING RESOURCES				
Incoming Resources from Generated funds:				
Interest Receivable	169		169	316
Other Income	800		800	-
Grants	14,000		14,000	612,345
Contract Fees	705,032		705,032	197,330
TOTAL INCOMING RESOURCES	720,001		720,001	809,991
RESOURCES EXPENDED				
Charitable Activities	748,621		748,621	772,998
Governance Costs	2,913		2,913	2,913
TOTAL RESOURCES EXPENDED	751,534		751,534	775,911
NET INCOMING/(OUTGOING) RESOURCES FOR THE YEAR	(31,533)		(31,533)	34,080
ACCUMULATED FUNDS AT 1 APRIL 2013	300,775		300,775	266,695
ACCUMULATED FUNDS AT 31 MARCH 2014	269,242		269,242	300,775



Contract income 98%
Grants and donations 2%



Interpreting fees 49%
Employee costs & training 42%
Office costs & overheads 6%
Premises costs 3%

BALANCE SHEET AS AT 31 MARCH 2014

	2014 £		2013 £	
FIXED ASSETS				
Tangible Assets		1,755		1,233
CURRENT ASSETS				
Debtors	222,111		87,032	
Bank and Cash	173,290		336,427	
	395,401		423,459	
CREDITORS: Amounts falling due within one year				
Trade and other Creditors	127,914		123,917	
NET CURRENT ASSETS		267,487		299,542
TOTAL ASSETS LESS CURRENT LIABILITIES		269,242		300,775
RESERVES				
Unrestricted Fund		50,492		82,025
General Designated		218,750		218,750
		269,242		300,775

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.

This year saw a further 11% reduction in our income over the previous year. This was partially offset by a 3% reduction in our expenditure. However, it was an insufficient saving to prevent us going into deficit of £31,533. Against this, it can be seen from the accounts that the previous year had seen a surplus of £34,080, and so over the two years there was still a slight increase in our overall financial situation.

During the current year (2014/2015) we expect to see an increase in our income once more. The early signs - from the increased number of sessions - indicate that this will be the case.

There has been a gradual shift in the nature of our contract work away from block contracts for a set number of sessions for our major partners, and toward sessions invoiced on an individual basis. It has meant extra work for our finance team, as new systems are set up to cope with the changing pattern of work. This challenge has been largely met by increased efficiency within the administrative and finance systems, which we have developed to deal with the increased volume of work.

sussexinterpreting services

SIS is a BME Social Enterprise, Company Limited by Guarantee (registration number 3893084), and Registered Charity (registration number 1081284).



Community Base
113 Queens Road
Brighton BN1 3XG

☎ 01273 702005

✉ info@sussexinterpreting.org.uk



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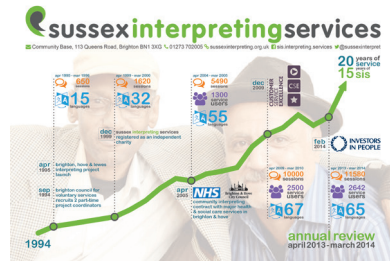
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CUSTOMER
SERVICE
EXCELLENCE



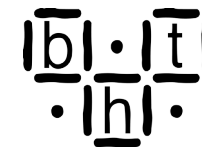
INVESTORS
IN PEOPLE



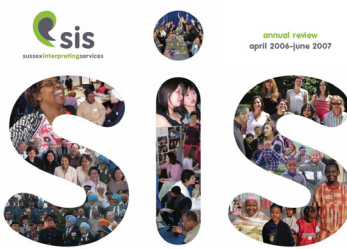
20 years of
service
15 sis

supported by / working in partnership with

NHS partners include Brighton & Hove Clinical Commissioning Group, Brighton & Sussex University Hospitals NHS Trust, Sussex Community NHS Trust, Sussex Partnership NHS Foundation Trust and all CCGs in East Sussex and West Sussex



Kent
Surrey
& Sussex
Community Rehabilitation Company



ICAS
Independent Complaints
Advocacy Service

healthwatch
Brighton and Hove