



sussexinterpreting services

✉ Community Base, 113 Queens Road, Brighton BN1 3XG ☎ 01273 702005 🌐 sussexinterpreting.org.uk 📘 sis.interpreting.services 🐦 @sussexinterpret



annual review
april 2014 - march 2015



chair's message

Jen Henwood
SIS chairperson



**CUSTOMER
SERVICE
EXCELLENCE**



It is a pleasure to introduce our annual review. 2014-15 was a year of growth and development for **SIS**. The number of interpreting sessions increased by 25%. Staff rose to this challenge with commitment and flexibility, to maintain our reputation for delivering a quality service.

We received further recognition of the quality of our work, obtaining a Silver Award for safeguarding work and a Voluntary and Community Sector Star for furthering equality and diversity, and retaining our Customer Service Excellence standard.

We have continued to develop services such as the health promotion and the bilingual advocacy projects, in accordance with our vision, mission and values, working in partnership with commissioners and service providers, drawing upon and developing the considerable skills of our sessional workers and volunteer linguists.

Thank you to everyone who makes **SIS** possible: our excellent staff, sessional workers and volunteer linguists, 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.



tell us what you think about our annual review

<https://www.surveymonkey.com/r/sisannualreview>

pictured: Mike Holdgate (Brighton & Hove CCG), Barbara Harris, Simon Anjoyeb (Brighton & Sussex University Hospitals NHS Trust) and Robert Whitehead (West Sussex County Council) at **SIS** annual general meeting - September 2014

directors' report

april 2014 - march 2015

We had a busy year building on the success of last year. We delivered 3000 more interpreting assignments, developed new services, won awards and made stronger connections.

customer service

After recent decline and slow growth, interpreting increased in 2014-15 by 25%. This degree of change was last experienced in 2008-09.

600 more service users received interpreting support compared to last year. Turkish, Hungarian, Amharic, Russian and Romanian speakers used **SIS** a lot more.

We supported significantly greater access to some clinics and treatments: sexual health, cancer, diabetes, physiotherapy, labour and children services.

Despite such rapid change we continued to meet 98% of all interpreting bookings.

This is only possible with excellent team work.

pictured: Community interpreters attending a safeguarding training - July 2014



"SIS would be nothing without its highly skilled, professional and dedicated sessional workers, who are on the front-line, on a daily basis, representing SIS values to service users and service providers."

Within the staff team, the professionalism, dedication and efficiency of the coordination team ensure that the appropriate sessional worker is assigned to each job and that unmet need is kept to a minimum."

Jen Henwood, chairperson - Sussex Interpreting Services

quality and value

We worked incredibly hard to ensure satisfaction with our services and value for funders.

"We are very satisfied with the service that you are providing. We are delighted to announce that the Sussex Partnership NHS Trust contract has been extended for 12 months to the end of March 2016. This will mean a degree of security and continuity for some of our most vulnerable service users with needs arising from learning disability, poor mental health and substance misuse."

Andy Porter, deputy director of social work - Sussex Partnership NHS Foundation Trust

We used translated appointment letters, interpreting conference calls, online booking and good customer care to encourage attendance at appointments. Consequently, there were less wasted hospital appointments than the national average, despite communication challenges.

Arran Evans
Shahreen Shebli
SIS directors



We were delighted to receive a silver award for our safeguarding work with children and young people.



SIS was awarded a Sector Star for Excellence in Furthering Equality and Diversity. This recognition from local communities, businesses and public services feels very special.



For the sixth year we secured the prestigious Customer Service Excellence standard.

outreach and engagement

Volunteer linguists from our health promotion project visited communities and meeting points to contact people who could benefit from our services. We translated and gave out helpful information on healthy living, disability, safety, housing, carers, citizenship, benefits and debt advice.

Volunteer linguists also came together to share their knowledge on important topics. This included how permission to share health records might improve care, safety and patient experiences.

Our bilingual advocacy pilot helped some vulnerable adults by supporting better coordination of health and social care services. It focussed on listening to service users, problem solving together, giving them a voice and helping people to take control of their lives (see page 8).

pictured: commissioners plan advocacy services with SIS in September 2014



Both projects provided clear evidence of need and are funded at least to the end of March 2016.

We worked closely with the Trust for Developing Communities and the Hangleton & Knoll Project to organise the 'Healing Village' event. This was a very successful example of getting people involved in learning new skills, connecting with groups and accessing translated information.

"As a community midwife, I work with SIS interpreters very frequently. Almost without fail, I have found every interpreter to be highly professional, friendly and appropriate in behaviour to the sensitive nature of the work."

Ruth Awati, midwife - Brighton & Sussex University Hospitals NHS Trust

impact

In our recent survey (page 6), customers agreed that working with SIS helps them to convey difficult or complex concepts, helps them to build a relationship of trust with service users and helps service users to make informed choices.

telling stories

Busy interpreters found time to collaborate on the *Asylum in the city* exhibition (Brighton Festival 2014). They used photographs and personal objects to tell stories of displacement and home.

looking ahead we will continue to take a vibrant, flexible, confident and innovative approach and to promote wellbeing in everything we do.



pictured: Photograph shown in the *Asylum in the city* exhibition

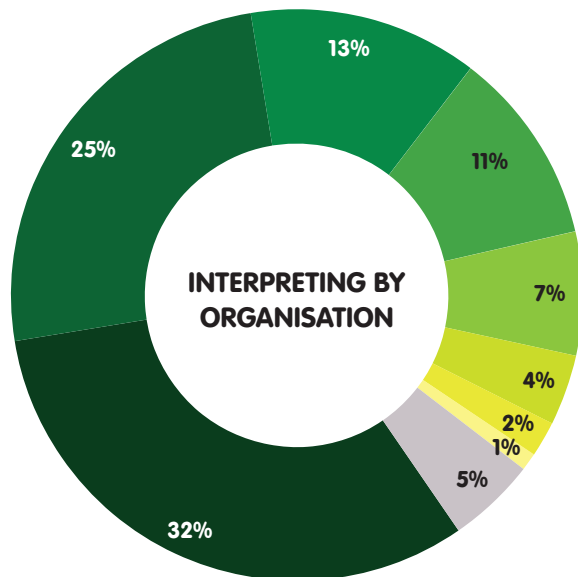
community interpreting

april 2014 - march 2015

 **14550**
sessions

 **3200**
service
users

 **48**
languages

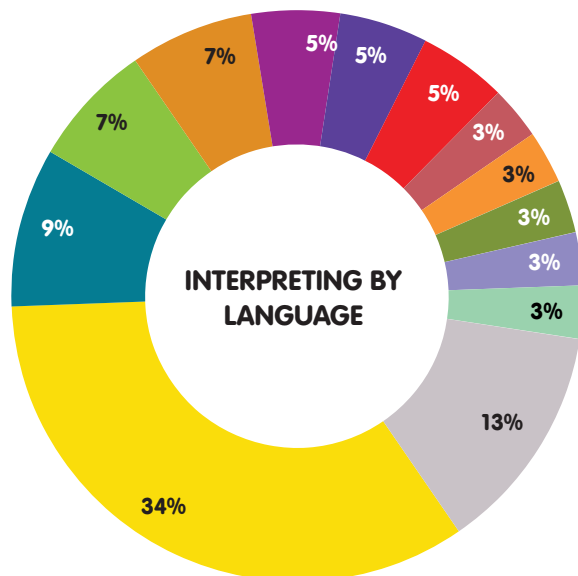


organisation	sessions
Brighton & Sussex University Hospitals NHS Trust	4631
Brighton & Hove Clinical Commissioning Group	3634
Sussex Community NHS Trust	1858
Sussex Partnership NHS Foundation Trust	1596
Brighton & Hove City Council	1029
East Sussex County Council Consortium	616
Brighton & Hove Integrated Care Services	325
Kent, Surrey & Sussex Community Rehabilitation Company	202
Others	659

“With an interpreter present, our client is able to talk indepth about his wishes, feelings, thoughts, and to present issues. Interpreting has helped us to formulate a number of interventions to further our client’s integration and independence.

Our client has himself emphasised the value of your service and actively requests an interpreter as he feels that this is beneficial for him.”

Finabar Breeze, student social worker - Rough sleepers street service



language	sessions
Arabic	4930
Polish	1265
Farsi	1046
Bengali	1022
Mandarin	750
Portuguese	726
Cantonese	668
Russian	515
Turkish	440
Spanish	406
Hungarian	402
Lithuanian	381
Others	1999

erratum: an error slipped into last year’s Annual Review - the number of languages for interpreting work delivered in 2013-14 should have read 45 instead of 65.

pictured: Cantonese speaking service users at SIS annual general meeting - September 2014



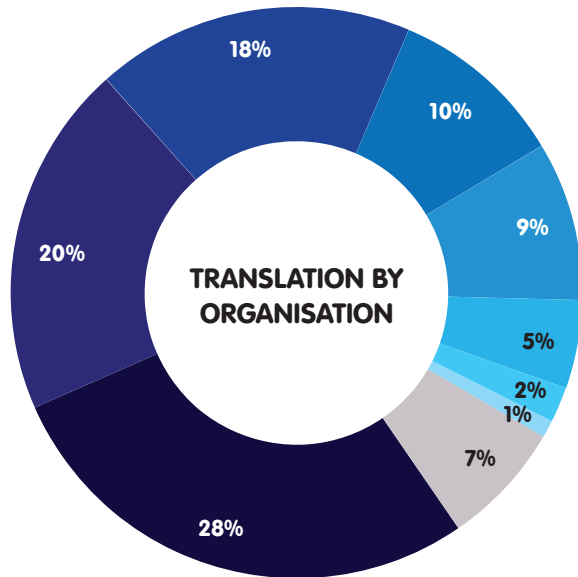
community translation





april 2014 - march 2015

 **413**
translations

 **291468**
words

 **43**
languages

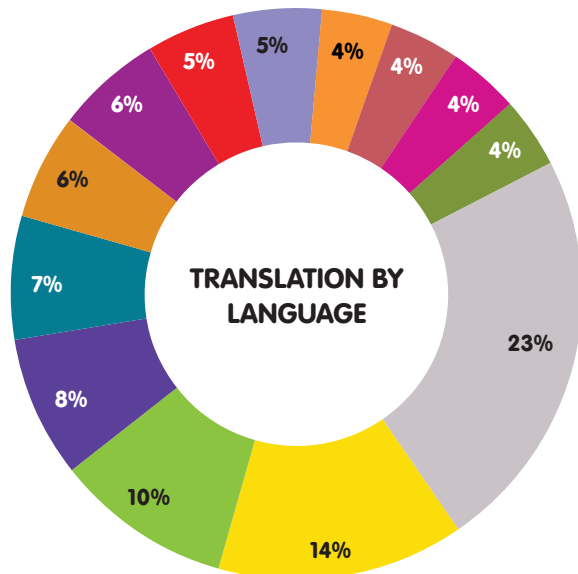


organisation	
	Brighton & Hove City Council
	Sussex Interpreting Services
	ESCC Consortium
	Voluntary & Community Sector
	Sussex Partnership NHS Foundation Trust
	Sussex Community NHS Trust
	Schools
	Solicitors
	Others

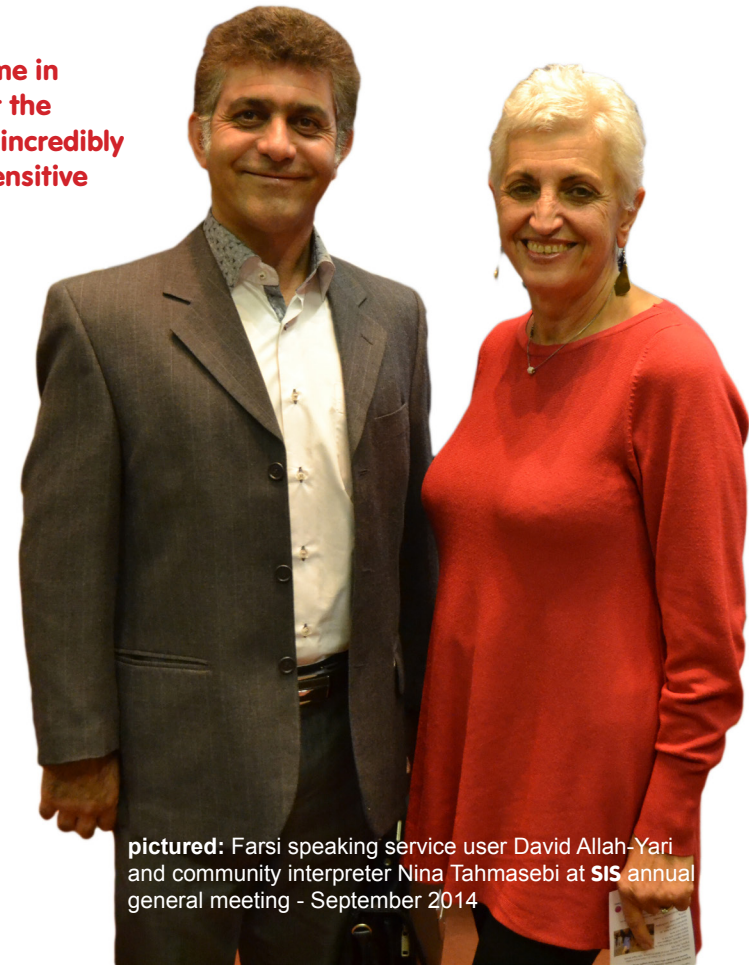
jobs	
	117
	81
	75
	42
	39
	21
	7
	5
	26

“ Working with SIS has been very valuable to me in ensuring I am offering the best outcomes for the children I work with. They have always been incredibly knowledgeable and very good at handling sensitive issues with the parents. ”

Freya Brooks, speech and language therapist - Sussex Community NHS Trust



language	jobs
	Arabic 59
	Polish 40
	Cantonese 32
	Bengali 30
	Mandarin 23
	Spanish 23
	Farsi 20
	Portuguese 20
	Russian 19
	Italian 18
	Turkish 17
	French 16
	Others 96



pictured: Farsi speaking service user David Allah-Yari and community interpreter Nina Tahmasebi at SIS annual general meeting - September 2014



customer survey • brighton & hove NHS

Vikki Gimson
SIS quality assurance manager



We received 186 responses from staff booking or using our interpreters under our contract with Brighton & Hove CCG, Brighton & Sussex University Hospitals and Sussex Community NHS Trusts (representing 70% of our interpreting activity).

- 88% were experienced users (10% had used our services for more than 10 years).
- 100% were likely to recommend us.
- 96% of people who had used our “guidelines for working with community interpreters” found them useful or very useful.
- We maintain high levels of satisfaction with 96% of respondents acknowledging the quality, timeliness and accessibility of our services.

As per all our previous surveys, our ability to provide fully trained community interpreters and the same interpreter for repeat appointments continue to be the two top priorities for practitioners. Followed by the possibility to book at short notice and the cultural information interpreters provide.

“It is vital to build a good relationship with our patients, many of whom are very anxious.

Continuity of care, with the same interpreter present, means that the patient is receiving the best possible care. ”

Helen Brown, senior dental officer - Sussex Community NHS Trust

“Appropriate cultural information is really important when discussing patients’ diets. For example, interpreters can explain cultural foods, dishes or eating habits. ”

Rebecca Lawton, community diabetes dietitian - Sussex Community NHS Trust

Our offers of a 24-hour service and of pre-sessions with the interpreter were amongst the lowest priorities.

Respondents identified various areas where bilingual advocacy may be effective.

“For families who have wider needs or need to be signposted to other services and who do not have relatives or social networks to help them get the services they need. ”

Speech and language therapist -
Sussex Community NHS Trust

pictured:
Portuguese speaking service user and SIS member Manuel de Sousa with community interpreter and SIS trustee Julia Encarnação and SIS quality assurance manager Vikki Gimson - September 2014

For more information on our bilingual advocacy project in Brighton & Hove, see page 8 below.

NHS staff thought telephone interpreting wasn’t a suitable alternative to face-to-face interpreting. However they identified certain situations where telephone interpreting would be effective as an add-on service. Having access to an interpreter over the phone can help when arranging or confirming appointments or when giving general advice, for example.

All practitioners agreed that working with **SIS** made a positive impact. It helps them to convey difficult or complex concepts, it helps them to build a relationship of trust with service users and helps service users to make informed choices.

“It is vital that service users’ opinions are sought in the treatment of their children, allowing them the same choices as English speakers. It is vital that medication is understood: how and when to take, side effects, etc.

It is vital parents understand how to administer first aid to their child when they are having a seizure at home or at school. ”

Jo Whittick, clinical nurse specialist children’s epilepsy - Brighton & Sussex University Hospitals NHS Trust

Please visit the quality assurance page of our website for a full report on this and other surveys.

sussexinterpreting.org.uk

engagement strategy

Getting people involved is important to us.

In 2014-15, our main focus was to add value to our interpreting and translation services. We make sure our contract requirements include strong community links and encourage the best possible results for our service users. This approach has wider benefit for the local black and minority ethnic communities.

In accordance with our values, we get people involved by:

- supporting individuals / communities
- acting together
- deciding together
- consulting
- giving information
- reaching out and promoting services widely

In 2014-15, we collaborated with partners to:

- build trust and foster connections
- increase choice and control
- strengthen communities
- promote and develop collective action

We improved access to information, advice and signposting of services to help service users make best use of local resources.

We participated in the Healing Village to give black and minority ethnic people an opportunity to share new skills, network and learn together in a fun way.

Our annual general meeting encourages support and participation from all invested in **SIS**.

The event, like our input in the Bangla heritage project, demonstrates best practice in equality and diversity celebration.

Our outreach work helps to build confidence and cultural safety.

Our bilingual advocacy project helps to increase the choice, control and independence service users are able to have as well as their wellbeing.

A community interpreter focus group shared knowledge, skills and experiences to help give black and minority ethnic patients more choice and control over the NHS use of their personal information and health records.

Our volunteer linguist reference group helped local health and social care providers to be more accountable to their users and to involve them in shaping future services.

We worked with our service users to improve our interpreting services and to maintain high service user satisfaction. We worked together with other organisations to make best use of every opportunity to involve service users in the planning and evaluation of services.

Bangladeshis living in Brighton are proud of their heritage especially the poetry and literature in Bengali from Rabindranath Tagore, Kazi Nazrul Islam and others. They visit Bangladesh as often as they can, and are enthusiastic about the colour and the beauty of the landscape. They still feel a sense of belonging but recognise that the generation born in the UK are growing up without the same sense of attachment.



pictured: Bengali speaking community interpreter Shipa Chowdhury at BME Heritage Network event - June 2014

brighton & hove bilingual advocacy project

SIS delivered a bilingual advocacy pilot in Brighton and Hove from December 2014 to March 2015. We worked with 19 accredited bilingual advocates to support people with complex health and social care needs.

200 hours of face-to-face advocacy helped make a positive difference to the wellbeing of 29 vulnerable and frail adults.

“I am 57 years old and disabled. For a long time I have been experiencing great difficulties. The bilingual advocate helps to resolve issues quickly. Your work is very necessary and important.”

Russian speaking service user

“I am delighted with the service. I have been waiting to start Alzheimer medication for approximately one year and in a space of days you managed to book the appointment.”

Portuguese speaking service user

Bilingual advocates speak the same language as the service user. They can understand the person's culture and expectations. They establish their wants and needs and give relevant information about public services and British culture.

for a copy of the pilot evaluation report please contact Arran, SIS Director

☎ 01273 234024 ✉ arran@sussexinterpreting.org.uk

“I work at the Royal Sussex County Hospital as a domestic violence advisor for staff and patients. I was amazed by the service provided to one of my clients assessed as having a high risk of domestic violence. She was even more vulnerable due to not being able to communicate in English.”

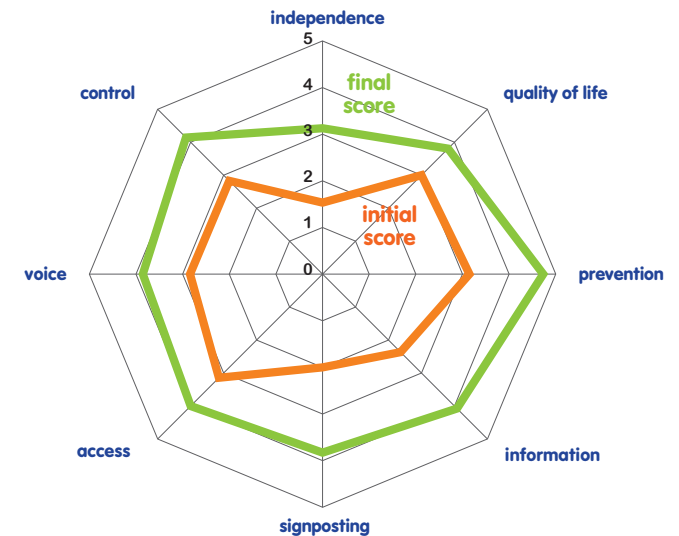
Ramune Murauskaite, senior domestic violence advisor

The pilot has been a great success. A project will now continue the work at least to the end of March 2016.

“Bilingual advocacy has a positive outcome for both service providers and service users. If the service user is clearer about his/her choices and options it lessens their anxiety and saves time for the service provider.”

SIS bilingual advocate

average change as defined by service users



to make a referral please contact
Ben, SIS projects coordinator

☎ 01273 234016 ✉ ben@sussexinterpreting.org.uk



pictured: Bilingual advocates evaluating the pilot - April 2015



DRAFT STATEMENT OF FINANCIAL ACTIVITIES

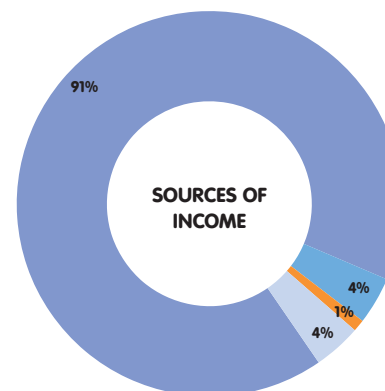
(INCLUDING INCOME AND EXPENDITURE ACCOUNT) FOR THE YEAR ENDED 31 MARCH 2015

	Unrestricted Funds 2015 £	Restricted Funds 2015 £	Total Funds 2015 £	Total Funds 2014 £
INCOMING RESOURCES				
Incoming Resources from Generated funds:				
Interest Receivable	17		17	169
Other Income	7,852		7,852	800
Grants	35,000		35,000	14,000
Contract Fees	863,993		863,993	705,032
TOTAL INCOMING RESOURCES	906,862		906,862	720,001
RESOURCES EXPENDED				
Charitable Activities	871,399		871,399	748,621
Governance Costs	2,913		2,913	2,913
TOTAL RESOURCES EXPENDED	874,312		874,312	751,534
NET INCOMING/(OUTGOING) RESOURCES FOR THE YEAR	32,550		32,550	(31,533)
ACCUMULATED FUNDS AT 1 APRIL 2014	269,242		269,242	300,775
ACCUMULATED FUNDS AT 31 MARCH 2015	301,792		301,792	269,242

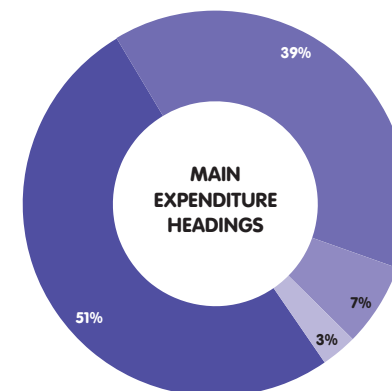
BALANCE SHEET AS AT 31 MARCH 2015

	2015 £	2014 £
FIXED ASSETS		
Tangible Assets	1,983	1,755
CURRENT ASSETS		
Debtors	206,832	222,111
Bank and Cash	234,060	173,290
	440,892	395,401
CREDITORS: Amounts falling due within one year		
Trade and other Creditors	141,083	127,914
NET CURRENT ASSETS	299,809	267,487
TOTAL ASSETS LESS CURRENT LIABILITIES	301,792	269,242
RESERVES		
Unrestricted Fund	68,042	50,492
General Designated	233,750	218,750
	301,792	269,242

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 examination.**



interpreting
translation
grants
other income



Interpreting fees
Employee costs & training
Office costs & overheads
Premises costs

The year under review saw an increase in 'sales' of 23% over 2013/2014, with an overall increase in income of 26%. There was a corresponding rise in our expenditure 16% higher than the previous year due to the increased levels of work undertaken. The result was a net surplus of £32,550. Against a deficit of £31,533 in the previous year, the last two years saw a slight increase in our overall reserves.

During the current year (2015/2016), we expect to see a levelling off of our income. The early signs indicate that this year may see a close to breakeven financial result.

2015/2016 will see a change from a full audit of our accounts to an Independent Examination. The trustees are responsible for the preparation of the accounts. They consider that an audit is not required for this year under section 144 of the Charities Act 2011 and that an independent examination is needed. The Independent Examiner will examine the accounts (under section 145 of the Charities Act 2011) and be required to follow the procedures laid down in the General Directions given by the Charity Commissioners.

sussexinterpretingservices

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

Copying of any part of this report requires the written permission of Sussex Interpreting Services.

Your co-operation is appreciated. All reasonable requests will be granted.



Community Base
113 Queens Road
Brighton BN1 3XG



☎ 01273 702005

✉ info@sussexinterpreting.org.uk

🌐 sussexinterpreting.org.uk

📘 sis.interpreting.services

🐦 [@sussexinterpret](https://twitter.com/sussexinterpret)

CUSTOMER
SERVICE
EXCELLENCE



INVESTORS
IN PEOPLE

supported by / working in partnership with

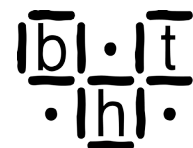
NHS partners include Brighton & Hove Clinical Commissioning Group, Brighton & Sussex University Hospitals NHS Trust, Sussex Community NHS Trust, Sussex Partnership NHS Foundation Trust and all CCGs in East Sussex and West Sussex



pictured: Bilingual advocates attending a refresher training in November 2014



East Sussex
County Council



Brighton & Hove
City Council



Kent
Surrey
& Sussex

Community Rehabilitation Company



tell us what you think about our annual review

Overall, how would you rate our annual review?

- ☐ excellent
- ☐ very good
- ☐ fairly good
- ☐ mildly good
- ☐ not at all good

How visually appealing is our annual review?

- ☐ extremely appealing
- ☐ very appealing
- ☐ moderately appealing
- ☐ not so appealing
- ☐ not at all appealing

How easy is it to understand the information in our annual review?

- ☐ extremely easy
- ☐ very easy
- ☐ moderately easy
- ☐ not so easy
- ☐ not at all easy

How relevant is our annual review to you?

- ☐ extremely relevant
- ☐ very relevant
- ☐ moderately relevant
- ☐ not so relevant
- ☐ not at all relevant

How likely is it that you will recommend our annual review to a friend?

- ☐ extremely likely
- ☐ very likely
- ☐ moderately likely
- ☐ not so likely
- ☐ not at all likely

Would you like to receive our annual review in future?

- ☐ yes
- ☐ no
- ☐ not sure

If yes, in what language?

- ☐ in English
- ☐ in another language - please specify:

Do you have any other comment about how we can improve our annual review?

Your name:

Your email address:

Your address:



Please send completed questionnaire to:

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

Thank you!