

sussexinterpretingservices

✉ Community Base, 113 Queens Road, Brighton BN1 3XG ☎ 01273 702005 🌐 sussexinterpreting.org.uk 📘 [sis.interpreting.services](https://www.facebook.com/sis.interpreting.services) 🐦 @sussexinterpret



annual review
april 2015 - march 2016

chair's message

Jen Henwood
SIS chairperson



CUSTOMER
SERVICE
EXCELLENCE



INVESTORS
IN PEOPLE

It is an honour and a pleasure to introduce the annual review for 2015/16. Rather than try to summarise the contents of the review, or select highlights, I would like to reflect on our core values.

At a time when our vision of diversity and inclusivity is being undermined by much of the public debate about Britain's relationship with the rest of the world, it is vital that we continue to re-state our core values clearly and confidently.

Our vision and mission inform everything we do, from providing high quality interpreting and translation services, to our health promotion and bilingual advocacy projects, and our work with partners delivering events such as *Many Cultures One City* and facilitating research into barriers to accessing health services.

I wish to thank 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: newly recruited community interpreters attending their induction training

directors' report

april 2015 - march 2016

We are 21!

We celebrated by investing in services, staff and infrastructure to deliver our vision of an equal society.

We developed new services, responded to a growing demand for interpreting and played an active part in welcoming refugees.

interpreting activity

There was an 8% increase in interpreting. Interpreting for Accident & Emergency Departments, Child and Adolescent Mental Health Services and Diabetes Clinics grew by more than 50%. We interpreted a lot more for voluntary and community organisations supporting survivors of sexual violence and abuse and those seeking to live independently.

pictured (below): A still from the film *Tasting my future* by Sylvie Collier and Cathy Maxwell (<http://www.tastingmyfuture.net/>)



Our 24 hour emergency service was used more than any previous year.

" Sometimes, emergencies are very hard, like attending A&E after a traffic accident, an attempted suicide, or to assist a bereaved family. "

SIS interpreter

" SIS is really supportive and caring which makes me feel I am not working alone, but as part of a team. "

SIS interpreter

welcoming refugees

We connected people and services working to welcome refugees. We are members of the *City of Sanctuary* movement that is building a culture of hospitality.

We were delighted to show *Tasting My Future*, a film about local women who have fled wars and persecution, and who begin to rebuild their lives through the language of food, dance, laughter and music.

pictured (right): interpreting for the Fairness Commission at our Annual Genetral Meeting



Arran Evans
Shahreen Shebli
SIS directors



" Speaking for the Iranian community, we're so happy to have the support of your service. SIS helps making us feel welcome. It's hard to establish a new life here but the most important thing is to have freedom and to know your rights. "

Farsi speaking service user

We are helping local authorities to meet the needs of vulnerable Syrian refugees. Our interpreters are involved in building a Sussex Syrian Community Group.

" The family have been through a lot of trauma, and their child's illness doesn't make it any easier. Since arriving in the UK, they have been taken care of in a humanitarian way, something they were not used to. A big thank you to SIS for responding to emergencies with the professionalism and urgency needed. "

Caseworker, Brighton Voices in Exile

directors' report april 2015 - march 2016

quality

" SIS has made fantastic progress on recommendations. "

Investor in People assessor - August 2015

" SIS is more than an interpreting service - customers get what they want when they need it - they are exceptionally satisfied. "

SIS have been brave and bold in deciding to agree a deficit budget in order to expand the range of services to meet the needs of end-users. This is truly putting the customer first and warrants Compliance Plus for using customer insight to inform policy and strategy. "

Customer Service Excellence assessment report - February 2016

Black and Minority Ethnic Communities.

" Having the interpreting services has made Brighton a fairer society. "

Arabic speaking service user

" It was one of the best AGMs I have attended. I loved it. There were so many service users there and they were involved in voting on future service provision. "

Sam Bond, Service Manager – Macmillan Impetus Cancer Advocacy Service

We provided research into barriers in accessing services for Healthwatch.

" Interpreters from Sussex Interpreting Services played a valuable role in the success of the event. Their unique perspective was one of the reasons specific feedback from interpreters was sought. "

Many Cultures One City event report

pictured: service users meeting the Customer Service Excellence assessor

investment

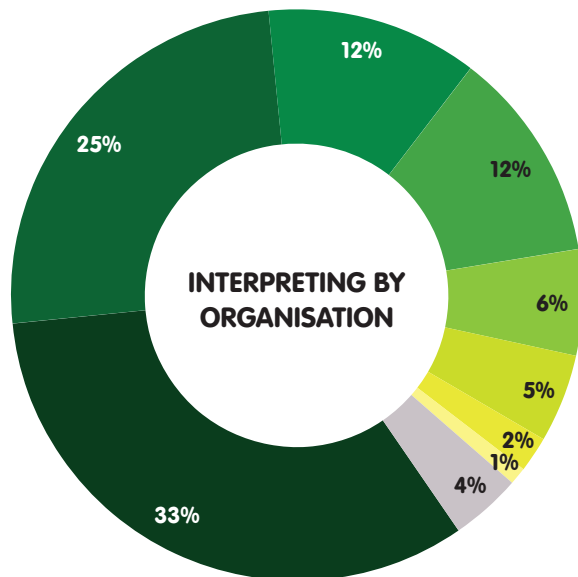
We used a financial surplus from 2014-15 to invest in IT and communication, learning and development, quality accreditation and staffing capacity.

collaboration

We collaborated with other organisations to give people a voice. We invited the Fairness Commission to our Annual General Meeting to speak with, and listen to service users. Our volunteer linguists also shared ideas at an Employment and Skills Event for



community interpreting april 2015 - march 2016



organisation	sessions
Brighton & Sussex University Hospitals NHS Trust	5157
Brighton & Hove Clinical Commissioning Group	3893
Sussex Community NHS Trust	1849
Sussex Partnership NHS Foundation Trust	1823
East Sussex County Council Consortium	945
Brighton & Hove City Council	804
Brighton & Hove Integrated Care Services	317
Voluntary & Community Sector Organisations	197
Others	640

 **15625**
sessions

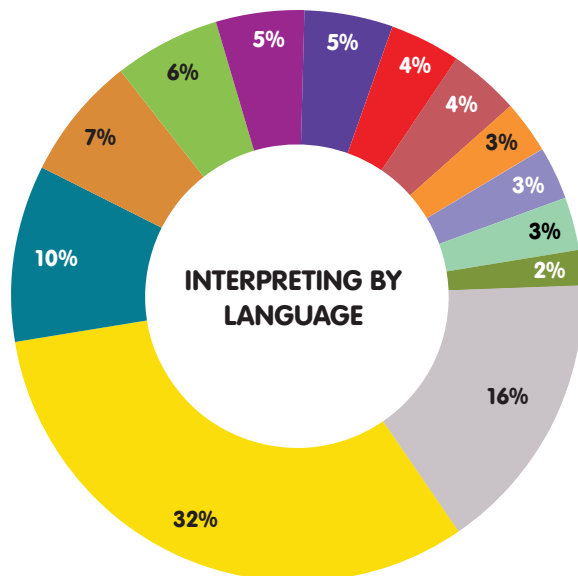
 **3600**
service
users

 **50**
languages

“ I would like to express my gratitude to all SIS staff members.

It is a very important organisation because many people are coming to the UK without full knowledge of the English language. As a result, they come across many difficulties in healthcare and welfare and talented interpreters from SIS always offer great service to the people.”

Russian Speaking Service User



language	sessions
Arabic	5057
Polish	1560
Bengali	1125
Farsi	1003
Mandarin	732
Cantonese	712
Portuguese	686
Russian	583
Spanish	453
Turkish	455
Hungarian	451
Lithuanian	347
Others	2461



pictured: Interpreting at SIS annual general meeting - November 2015



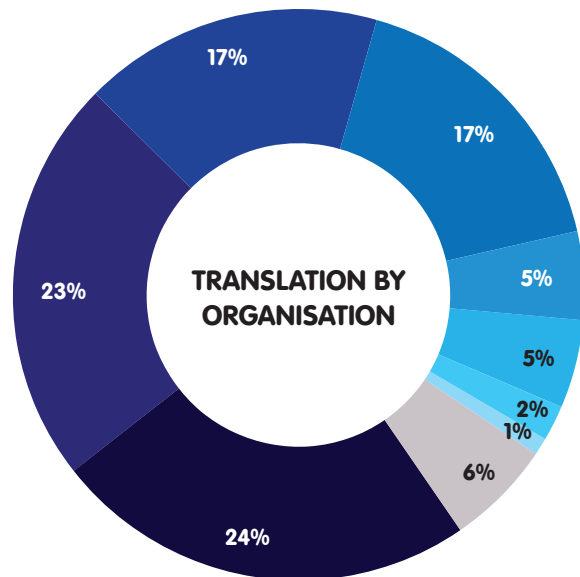
community translation

april 2015 - march 2016

 **347**
translations

 **268699**
words

 **37**
languages



organisation

	Brighton & Hove City Council
	Sussex Interpreting Services
	Sussex Partnership NHS Foundation Trust
	ESCC Consortium
	Sussex Community NHS Trust
	Voluntary & Community Sector
	Sussex Downs Fertility Centre
	Schools
	Others

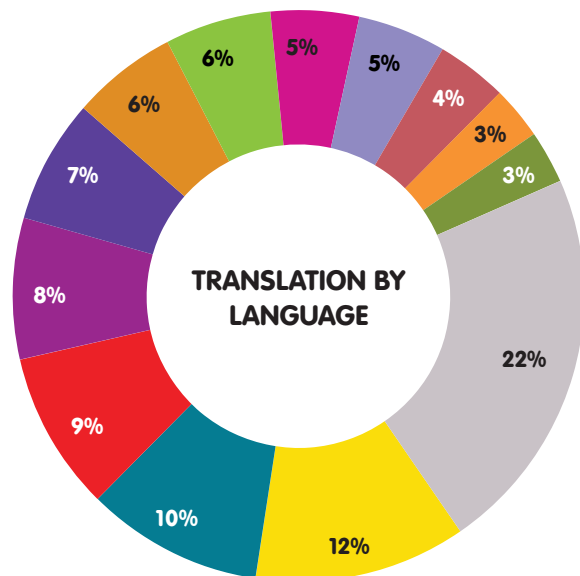
jobs

84
81
60
58
16
16
6
4
22

"I wanted to say that the Polish community interpreter, has been really helpful and professional, building a relationship with the service user family which has had a positive impact while working with the family."

Sarah Jago, Social Worker, Childrens Services, Brighton & Hove City Council

pictured: SIS trustees and staff at our AGM (Nov 2015) from left to right: Lucy Bryson, Arran Evans, Jen Henwood, Kevin Dugdale, Matt Evenden, Sue Friend, Dee Trickey, Althea Wolfe, Kate Gronau, Vikki Gimson, Zina Bratović, Manu Fruteau, Shahreen Shebli, Ben Williams, Julia Encarnação & Rachel Greenan



language

	Arabic
	Polish
	Portuguese
	Mandarin
	Cantonese
	Bengali
	Farsi
	French
	Turkish
	Russian
	Spanish
	Romanian
	Others

jobs

40
36
31
29
24
22
21
19
17
13
10
9
76

You can find out more about our work by reading recent evaluations of our projects and services.

Emergency services – Adding value

Maternity focus group – Community Spoke report for Healthwatch Brighton & Hove

Bilingual advocacy project – A successful first year

Health promotion project – The power of volunteering

Collaboration "snap-shot" - Report for Brighton & Hove City Council

Contact us to request a copy or visit
<https://www.sussexinterpreting.org.uk/reports.asp>

📞 01273 234832 ✉️ joe@sussexinterpreting.org.uk



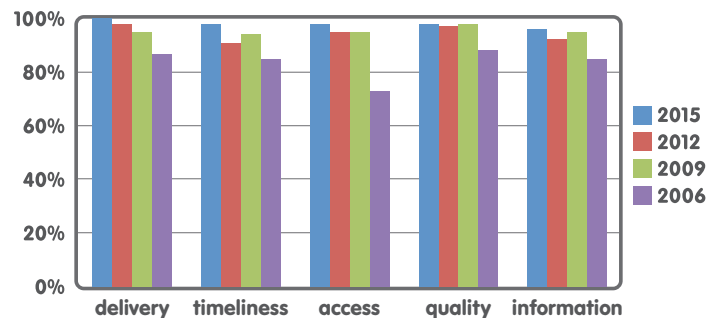
sessional worker survey

SIS sessional workers are our most valuable asset and are our frontline representatives. They are also a significant customer of ours and we conduct a triannual survey to ensure we are meeting their needs.

We received 51 responses (48% of sessional workers). Results indicated a high degree of loyalty and satisfaction:

- 40% had worked for SIS for over 5 years.
- 100% were likely to recommend SIS.
- 94% felt the support and services provided by SIS were excellent or good.

satisfaction levels compared with previous surveys



“I feel a valued member of the SIS family thank you for always being understanding towards my needs.”

Sabah Kaiser, Urdu and Punjabi community interpreter

“I have worked for many interpreting services - for most of them I’m just a name on a database, with SIS it’s different, I feel that SIS values my work. SIS staff are very polite, professional and always treat me with respect.”

community interpreter

The ranking of priorities remain the same as in previous surveys.

1. positive impact on the wellbeing of individuals and the community

“SIS has a high level of reputation with clients and service providers. SIS do as much as they can to ensure clients get an excellent service from all parties.”

Vuola Abdelmalak, Arabic community interpreter and volunteer linguist

“I really enjoy working with SIS and feel a real sense of helping the local community, which doesn’t happen in my other translation jobs so that’s great.”

Mariana Campos, Portuguese community translator

2. rate of pay

“I prioritise working for SIS because you do not argue about payment. The forms are clear and do not lead to disputes. I value their clarity and relevance.”

French, Italian and Spanish community interpreter and translator

Vikki Gimson
SIS quality assurance manager



3. being a valued member of a professional team

“SIS has been a good and fair employer, the staff at the office are always polite and helpful, they make every effort to help with queries and sending job offers within a good time frame.”

Amrit Bhogal, Hindi, Punjabi and Urdu community interpreter

4. training and development opportunities

“There are lots of opportunities for learning, with constructive discussions when we have our peer-to-peer sessions.”

Lucia Collins, Portuguese community translator and volunteer linguist

Various themes emerged about potential improvements:

- More information about sessions to prepare terminology etc.;
- Continuity of terminology in translations, e.g. names of benefits and services;
- Provide regular individualised feedback;
- Continued development of community engagement.

We also asked for “reward and recognition” suggestions, and are considering the budgetary and equal opportunity implications.

for more information please contact
Vikki, SIS Quality Assurance Manager

01273 234825 vikki@sussexinterpreting.org.uk

health promotion project

The remit for the health promotions project includes giving people with language needs a voice within public service consultations.

Volunteers have completed 3 on-line surveys which are inaccessible for SIS Service Users

- Young People's Mental Health
- Unwanted Sexual Contact
- In Hospital Care

Volunteer joined the Patient Participation Groups (PPG) at their local GP surgeries. Their experiences have been fed back to Healthwatch and to the Community Works project which supports the setup and operating of PPGs.

SIS Volunteer Linguists have acted as a reference group for consultation meetings, sharing their knowledge and representing their communities.

"I made sure that the specific needs of people with language barriers were spoken about, raising translations being available, interpreting, ESOL classes etc."

Martina Wenner, French and Italian volunteer linguist

June 2015

Consultation to ensure a new cancer booklet is readable, accessible and in the required formats for all.

"Having representation for non-English speaking communities is essential. For example, I can stress how useful a picture can be and the importance of contact details for organisations that offer help in other language."

Oana Patap, Romanian community interpreter, translator, bilingual advocate and volunteer linguist

for more information please contact
Vikki, SIS Quality Assurance Manager

01273 234825

vikki@sussexinterpreting.org.uk

pictured: Service user with a volunteer linguist at one of SIS health promotion project drop-ins

Vikki Gimson SIS quality assurance manager
Ben Williams SIS projects coordinator



November 2015

Consultation about the design of a proposed new specialist weight management service.

"I had the pleasure of meeting some of the health promotion project volunteers yesterday at the Weight Management event. I was on their table. What a lovely bunch of people and with such fantastic feedback."

Jane Lodge, Head of Engagement, Brighton & Hove CCG

January 2016

Consultation to give views on how to make Brighton and Hove a fairer city and find solutions to various topics/issues underpinning inequalities for the BME community.

"A strong theme was how racism and prejudice is not understood properly, how it is brushed under the carpet, rather than flagged up and addressed."

Sidi El Alami, Arabic, Spanish and Portuguese Volunteer Linguists

January 2016

Consultation on how the CCG might develop post treatment support for cancer.

Consultation on attitudes to lung cancer and smoking.

"The group were articulate and insightful about these issues, it was an engaging and informative session."

Sabiha Khan, Trust for Developing Communities



Trained interpreters

As a supplier of professional language support services, we often have to explain why health and social care professionals should only use trained professional interpreters. Asking bilingual staff, family members or friends to interpret is a risk. Untrained individuals usually have a poor understanding of ethics or confidentiality and commonly miscommunicate critical information.

“ At least 10 of my patients have been asked to bring a family or friend to interpret for them. They have sometimes been given wrong information, which can be disastrous. For instance, one person was told that a suppository should be taken orally! ”

SIS community interpreter

It is essential to use trained professional interpreters to ensure quality, safety, dignity and patient choice for those with language support needs.

“ A lady in the mid-stage of labour was lying naked on the floor of the labour ward. She seemed as if she was drunk and said that she was feeling dizzy. It turned out she had been using the pain relief gas wrongly. She had misunderstood the midwife’s instructions and believed she needed to use the gas after each bout of contractions when she wasn’t in pain. ”

Lai Lai Wu, Cantonese community interpreter and bilingual advocate

At **SIS**, we use the Ascentis Level 3 Certificate in Community Interpreting as our minimum quality benchmark.

The course enables participants to develop the skills and knowledge needed to work effectively as a community interpreter, a fuller understanding of their role and professional best practice. They learn how to use a range of interpreting techniques and gain knowledge of the sectors within which they will work, such as health, social services, housing, education, immigration and benefits.

“ The course allows us to rehearse extremely rare and challenging scenarios with guidance and support, and to use the right rules and techniques. ”

Rodrigo Furtado, Portuguese community interpreter

“ I have already noticed a difference in my interpreting practice. ”

Sabah Kaiser, Urdu and Punjabi community interpreter

Shahreen Shebli
SIS director



In December 2015, we signed a 2-year partnership agreement with the Workers’ Educational Association (WEA) to offer the course and qualification to our community interpreters.

“ We are very proud to be partnering in such a successful project, helping the community and changing people’s lives. ”

Kerrith Bell, WEA Regional Organiser (Sussex)

All 14 interpreters who attended the 14-day course between January and May 2016 completed it successfully. The course will be offered again to **SIS** interpreters during 2016-17.

for more information please contact
Shahreen, SIS Director

☎ 01273 234758 ✉ shahreen@sussexinterpreting.org.uk



pictured: Community interpreters attending training - April 2016

a day in the life of a service coordinator

Fran Wrigley
SIS service coordinator



I joined **SIS** this February as a Service Coordinator, and I'd like to tell you about a typical day in the life of the busy coordination team.

The team needs to be wide-awake from 9am as this is the most hectic time of the day, with lots of things to do at once. So, each day starts with a giant pot of coffee. It's usually too strong for me though.

Our first task is to deal with messages received overnight, and urgent bookings that need prioritising. All this while answering the phone: answering queries, taking bookings, or communicating with interpreters. Whether we're talking in English or making a conference call with an interpreter on the line, speaking to the service users we help is one of the nicest parts of my day.

pictured: The coordination team, going anti-clockwise from right: Kevin, Sue, Kate, Fran and Dee.

An interesting part of our job is listening to messages that service users leave in their own language. My colleagues are very good at recognising languages when they hear them, and know how to say "hello" in lots of languages.

There's a lot to learn in this job, and the learning curve is steep. The process for working with each service provider varies enormously depending on the contract we hold with them. Coordinators have to remember the specifics of each contract so we can get it right and give accurate information to people on the other end of the line.

Calls to the emergency phone, letting us know that an interpreter is needed urgently, can come

in at any time. It operates 24/7/365! We work as fast as we can to get hold of the right interpreter as quickly as possible. At first I found it daunting to deal with calls on the emergency line, but like most things this gets easier with time... I'm not sure I will ever be able to drink Monika's super-strength coffee though!



brighton & hove bilingual advocacy project

Ben Williams
SIS projects coordinator



“Empowerment involves making someone aware of their personal power and supporting them to use it by listening, validating their thoughts and ideas, informing, encouraging and building confidence, and all with respect!”

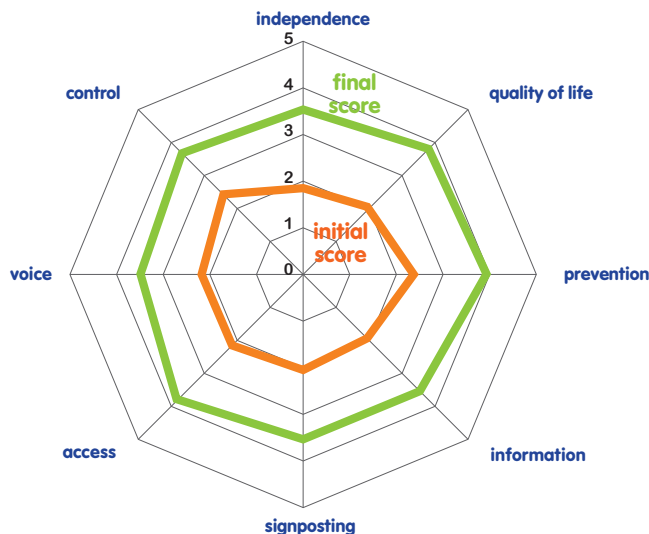
SIS bilingual advocates

19 accredited bilingual advocates supported 66 people with complex health and social care needs. 31% of people using the service said they have a disability. 765 hours of face-to-face advocacy made a positive difference to vulnerable, isolated adults.

“Most of my clients were desperate for help and unsure where to go.”

SIS bilingual advocate

average change as defined by service users



“I didn’t know about the advocacy service before. I was stressed and worried about my problems. Now my problems are solved, I feel more confident to use local services.”

service user

Bilingual advocacy helps people to be independent, manage long term health conditions and avoid situations getting worse. The project is reducing inequalities in health, social care and housing.

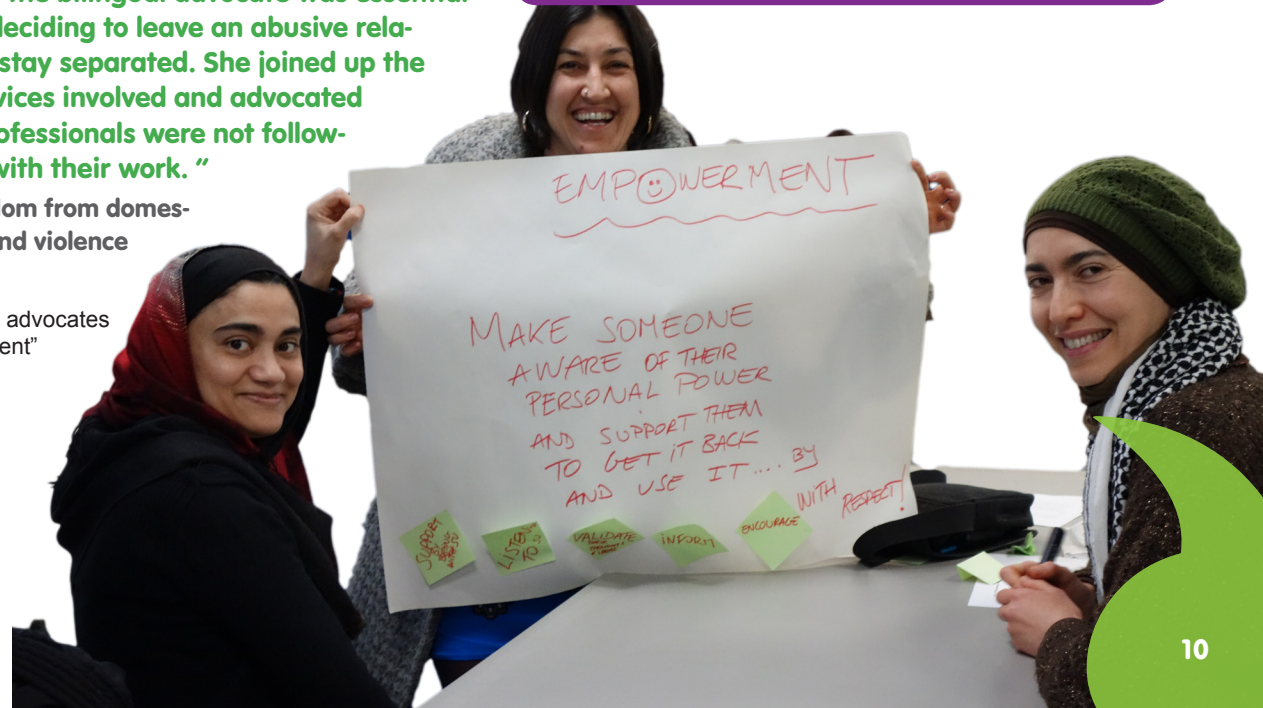
“I experienced so much in a short period of time, there are so many new windows opened in my life... I am no longer alone.”

service user

“Support from the bilingual advocate was essential in my client deciding to leave an abusive relationship and stay separated. She joined up the different services involved and advocated strongly if professionals were not following through with their work.”

RISE - freedom from domestic abuse and violence

pictured: Bilingual advocates define “empowerment”



We secured the Advocacy Quality Performance Mark (QPM).



“SIS provides a good service based on the principle of independent advocacy and we are pleased to award the Quality Performance Mark to SIS for 3 years.”

QPM Assessment Report

to make a referral please contact
Ben, SIS projects coordinator

📞 01273 234016 ✉️ ben@sussexinterpreting.org.uk



DRAFT STATEMENT OF FINANCIAL ACTIVITIES

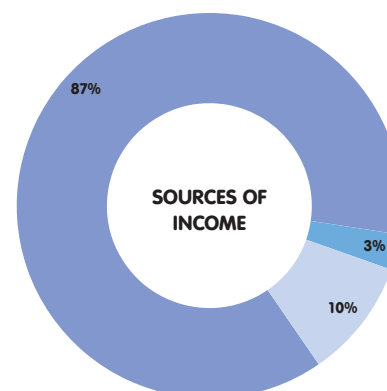
(INCLUDING INCOME AND EXPENDITURE ACCOUNT) FOR THE YEAR ENDED 31 MARCH 2016

	Unrestricted Funds 2016 £	Restricted Funds 2015 £	Total Funds 2016 £	Total Funds 2015 £
INCOMING RESOURCES				
Incoming Resources from Generated funds:				
Interest Receivable	0		17	17
Grants	97,501		97,501	35,000
Contract Fees	935,954		935,954	871,845
TOTAL INCOMING RESOURCES	1,033,455		1,033,455	906,862
RESOURCES EXPENDED				
Charitable Activities	1,012,395		1,012,395	871,148
Governance Costs	3,000		3,000	2,163
TOTAL RESOURCES EXPENDED	1,015,395		1,015,395	873,311
NET INCOMING/(OUTGOING) RESOURCES FOR THE YEAR	18,060		18,060	35,551
ACCUMULATED FUNDS AT 1 APRIL 2014	302,792		302,792	269,241
ACCUMULATED FUNDS AT 31 MARCH 2015	320,852		320,852	302,792

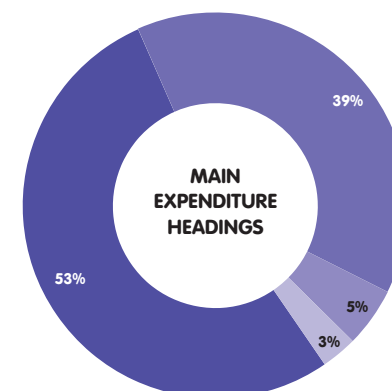
BALANCE SHEET AS AT 31 MARCH 2016

	2016 £	2015 £
FIXED ASSETS		
Tangible Assets	1,436	1,983
CURRENT ASSETS		
Debtors	324,466	191,718
Bank and Cash	177,067	234,060
	501,533	425,778
CREDITORS: Amounts falling due within one year		
Trade and other Creditors	182,117	124,969
NET CURRENT ASSETS	319,416	300,809
TOTAL ASSETS LESS CURRENT LIABILITIES	320,852	302,792
RESERVES		
Unrestricted Fund	87,102	69,042
General Designated	233,750	233,750
	320,852	302,792

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 87%
translation 3%
grants 10%
other income 0%



interpreting fees 53%
Employee costs & training 39%
Office costs & overheads 5%
Premises costs 3%

The year under review saw an increase in turnover of almost 7.5% compared to 2014/2015, with an overall increase in income of 14%. There was a corresponding rise in our expenditure, 16% higher than the previous year due to the increased levels of work undertaken (as the number of sessions goes up, so do both our overall costs and the income from those jobs). The result was a net surplus of £18,060. The previous year had seen an unusually high surplus of £33,511. So, over the last two years there has been a reasonable increase in our overall reserves.

During the current year (2016/2017) there will be changes to the staffing structure of the organisation and we hope to see a levelling off of our net income as a result. The early signs indicate that this year may see a close to breakeven financial result, partly due to changes to staffing levels and partly through a further increase in activity.

This year (2016/2017) will see yet another change back to a full audit of our accounts. This is due to the turnover for the period having exceeded the £1,000,000 mark for the first time. The Trustees (who are also the Directors of the company for the purposes of company law) are responsible for the preparation of the accounts. The Charity's trustees consider that an audit is required for this year to keep in line with current legislation (The Charities Act 2011 (Accounts and Audit) Order 2015) section 3).

sussexinterpretingservices

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

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



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

CUSTOMER
SERVICE
EXCELLENCE



INVESTORS
IN PEOPLE

pictured: Sussex Syrian Community celebration

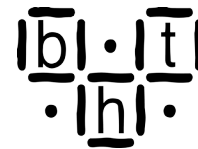
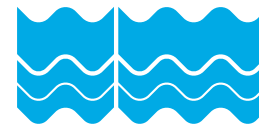


supported by / working in partnership with

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



East Sussex
County Council



Brighton & Hove
City Council



Kent
Surrey
& Sussex

Community Rehabilitation Company



Independent Complaints
Advocacy Service



CHARITIES • VOLUNTEERS • BUSINESSES

healthwatch
Brighton and Hove

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!