

annual review
april 2016 - march 2017



sussexinterpretingservices

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profile photos © Howard Davies/www.eye-camera.com

current staff directory



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to find out more about the SIS staff team visit

 sussexinterpreting.org.uk/staff-team

chair's message

Welcome to another SIS Annual Review.

In the following pages, you will read about the challenges faced by SIS and our service users in the year April 2016 – March 2017, and about SIS's responses to those challenges.

SIS is not simply an interpreting service (or, as is often the case, an interpreting and translation service.) Our vision is of 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 is to enable full access, for people with language needs, to publicly funded services in order to improve health, education and overall quality of life. Whilst the provision of high quality community interpreting remains our



tell us what you think about our annual review

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

Jen Henwood
SIS chairperson



core service, SIS is always looking for new ways to fulfill our mission, by removing obstacles and empowering our service users. As you will read, this involves working with partners to deliver tailored services, training and supporting volunteer linguists to work in health promotion and social prescribing and providing a bilingual advocacy service.

In the period covered by this Annual Review, SIS said goodbye to two long-standing managers, Zina Bratovic, Service Manager and Emmanuel Fruteau, IT, Communication & Office Manager. Both made very significant contributions during their time with SIS; we thank them and we wish them well. We also said goodbye to Joe Cunningham, who, in a short time at SIS, was an approachable and efficient Team Administrator. We have been delighted to welcome David Slade, SIS's first Learning and Development Officer, and John Simpson, as our new Team Administrator.

It is an honour to chair SIS's voluntary management committee, and to be involved in strategic planning to preserve and develop SIS's unique range of services. It is my responsibility and great pleasure to say a really big thank you, to everyone who makes SIS possible – our fantastic staff team, our excellent sessional workers, our generous volunteer linguists, our many and varied partners, our funders, trustees and of course, our service users.



Fares Hadison (right) interpreting at the SIS AGM 2016

This was a difficult year for our service users. Many faced income reductions, problems finding affordable housing and challenges managing chronic health conditions.

We responded by re-doubling our effort to support people to access services and confidently state their needs - building peoples resilience.

We continued to nurture a vision of SIS as a vibrant, flexible, confident and innovative organisation that promotes well-being at the heart of everything. Our newest Trustee expresses this graphically:

"I see SIS as this big octopus- right at the hub of the community spreading its various tentacles across public services and the Third Sector- opening doors and bringing down barriers for the vulnerable and disadvantaged- boldly reducing health and social inequality in the Brighton & Hove area. With such a committed, inspirational team of sessional interpreters and co-ordinators I am very excited to see how SIS grows in the years to come".
Sidi El Alami

Interpreting

We interpreted for 3813 people, speaking 52 languages. This is 213 more people than last year. Nearly 75% of people accessed services in Brighton and Hove. This reflects the 'super-diversity' of that city.

There was a small increase in interpreting sessions. Within this, there was significant growth in accessing dental care, solicitors and cancer services.

We interpreted for more refugees from Syria. There were 586 interpreting sessions for refugees arriving as part of the Syrian Vulnerable Persons Relocation Scheme. In 2015-16, this was 101 interpreting sessions.

Our 24-hour emergency service remained busy:

"We have 2 interpreters in A&E at the Royal Sussex County Hospital, another in Maternity and 1 in the Millview - Busy emergency service tonight!"
@sussexinterpret 18 Nov 2016

We met 95% of all interpreting requests.

Outreach, Engagement, Drop-In, Social Prescribing and Casework

We worked hard to strengthen connections between our services. We reached out to communities to promote our new fortnightly drop-in. We linked people with social, emotional and practical needs to support within their communities and to non-clinical services. This is called social prescribing (Page 8).

We referred those with challenges that are more complex from the drop-in to our bilingual advocates for casework support (Page 11). We asked people again what they needed. We developed Facebook pages in 15 languages. We involved people in our busy and vibrant AGM.

"What a wonderful AGM. Very moving to hear from the interpreters and the service users. A little teary I must say!"
Alison Marino - Sector Support Manager - Community Works



The Mayor of Brighton & Hove, Pete West, with SIS AGM attendees in 2016.

Partnership

Partnership was key. We contributed to needs assessments involving: international migrants, advocacy, fairness, maternity, social care, mental health and Syrian refugees.

"Partnership arrangements are fantastic and SIS acts as a real influence locally"

External Assessor – Customer Service Excellence

"The reports identify the challenging health issues faced by vulnerable populations in Brighton and Hove. We believe the research highlights the need for health services to adopt a more proactive approach to serving these communities".

Healthwatch Media Release

We were part of the 'winning team' at the Sussex Partnership 'Hackathon' in December

"We made a big step forward in getting Peer work on the agenda for the trust and make things better."

Rachael Kenny - Head of Involvement - Sussex Partnership NHS Foundation Trust

We were recognised with a Sector Star Award for Biggest Impact in the local area.

Quality

Our Volunteer Linguists have been fantastic and made an outstanding contribution. (see photo opposite)

We were delighted to receive a Quality Performance Mark (QPM) for our Bilingual Advocacy Project.

"Well done on achieving the QPM for the bilingual advocacy service"

Meena Patel – National Development Trust for Inclusion

For the first time we secured Compliance + in three areas of Customer Service Excellence: *customer insight, community support, employee empowerment*.

"All staff interviewed confirmed high levels of personal empowerment...In their words - 'we are self-managing, agile, adaptable and flexible...Sessional Workers love you to bits!'"

External Assessor – Customer Service Excellence

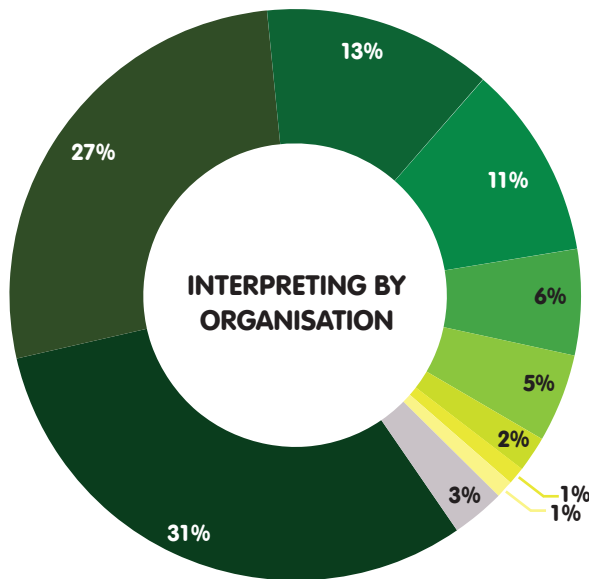
Values - #westandtogether

We restated our values publicly. We emphasised their importance by sharing *Living Values Summary* – a report encouraging boldness in the third sector organisations - in all our staff inductions. We used values as a compass in a year of significant staff change and wider uncertainty.

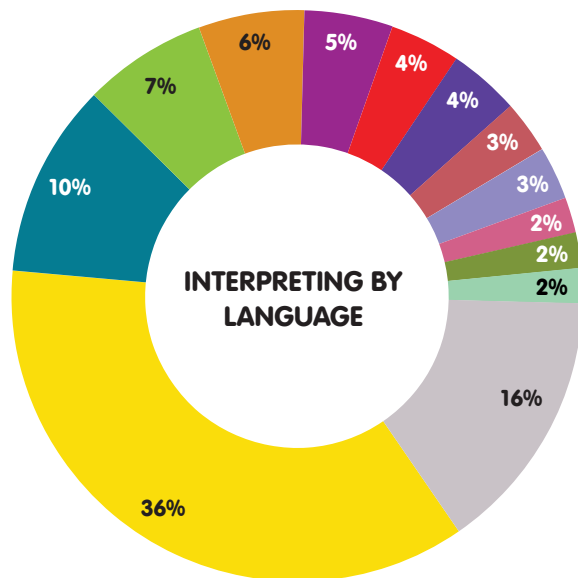


Volunteer Linguists Meryam and Vuola with Vikki (Quality Assurance Manager) receiving a Sector Star for Outstanding Volunteering Contribution: Adults.

community interpreting april 2016 - march 2017



organisation	sessions
Brighton & Sussex University Hospitals NHS Trust	4984
Brighton & Hove Clinical Commissioning Group	4325
Sussex Community NHS Foundation Trust	1990
Sussex Partnership NHS Foundation Trust	1675
East Sussex County Council Consortium	872
Brighton & Hove City Council	839
Brighton & Hove Integrated Care Services	379
Solicitors	167
Voluntary & Community Sector	141
Others	486



language	sessions
Arabic	5638
Polish	1672
Bengali	1172
Farsi	944
Mandarin	726
Cantonese	686
Portuguese	573
Spanish	498
Russian	446
Hungarian	356
Italian	340
Lithuanian	305
Others	2502

 **15858**
sessions

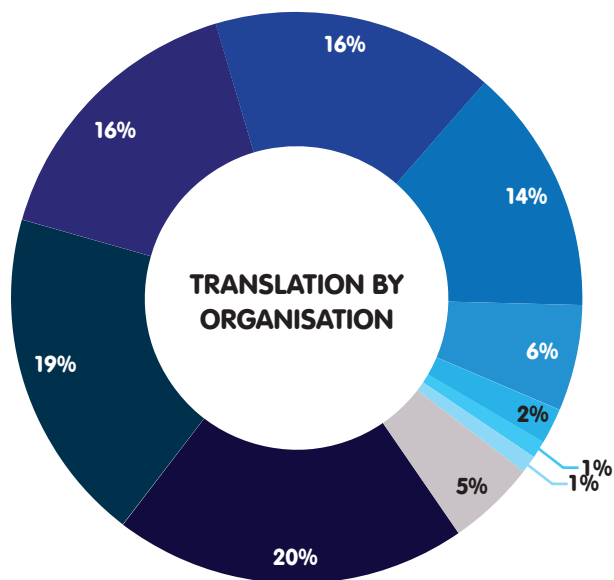
 **3813**
service
users

 **52**
languages

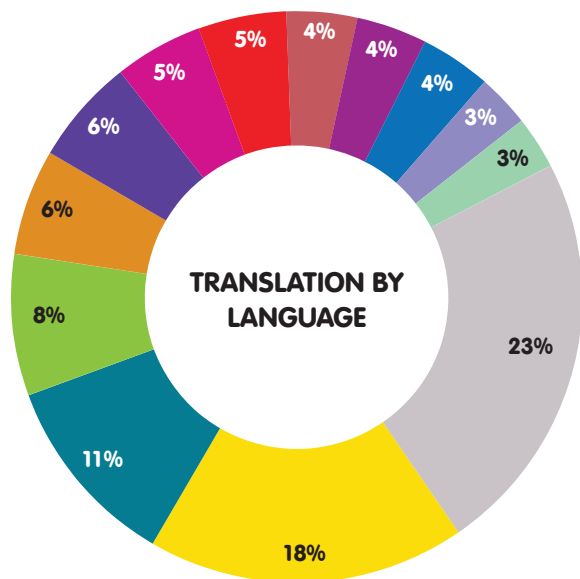


community translation

april 2016 - march 2017



organisation	jobs
Brighton & Hove City Council	58
East Sussex County Council Consortium	54
Voluntary & Community Sector	47
Sussex Interpreting Services	45
Sussex Partnership NHS Foundation Trust	40
Sussex Community NHS Foundation Trust	18
Brighton & Sussex University Hospitals Trust	7
West Sussex County Council	4
Brighton & Hove Clinical Commissioning Group	4
Others	14



language	jobs
Arabic	51
Polish	31
Bengali	23
Farsi	17
Portuguese	17
French	15
Cantonese	15
Spanish	12
Mandarin	12
Turkish	11
Russian	9
Lithuanian	8
Others	70

 **291**
translations

 **294520**
words

 **37**
languages

Volunteer Linguists (VL) deliver SIS's Social Prescribing Service

- by phone
- by e mail
- via our bilingual Facebook pages
- in person at the SIS Drop In

VLs support SIS service users by:

- finding information about specialist services
- making appointments and linking with these services
- reading letters and completing simple forms
- making telephone calls on their behalf
- encouraging the booking of community interpreters

The impact of Social Prescribing is aligned with the NHS Better Care Outcomes. SIS service users reported

- increased confidence
- clarity about choices available
- more person-centred care
- being more connected within the community
- improved well-being

"I am very happy with the support SIS has given me... The staff have been extremely caring, supportive and empathic. I feel much less isolated and alone... the support I received from SIS has made me open up socially - I feel much more able to trust people here... SIS helped to give me the motivation I had lacked for a long time; renewing my purpose and drive for life. I feel less fear, more confident, able to develop myself professionally, to work hard and build a life here with my family."

Spanish speaking Service User

"Because of the language barrier, I can't read, understand or respond to official letters... At the SIS Drop-In there is always a helping hand... All the volunteers are absolutely amazing, they are really knowledgeable and can find the right service and get the accurate information I need for any day to day issues or complicated ones... It has really helped to improve my quality of life."

Mandarin speaking Service User

"Social prescribing provides a pathway to refer clients to non-clinical services, linking clients to support from within the community to promote their wellbeing, to encourage social inclusion, to promote self-care where appropriate and to build resilience within the community and for the individual."

Social Prescribing in Bristol Working Group, 2012

to find out more visit

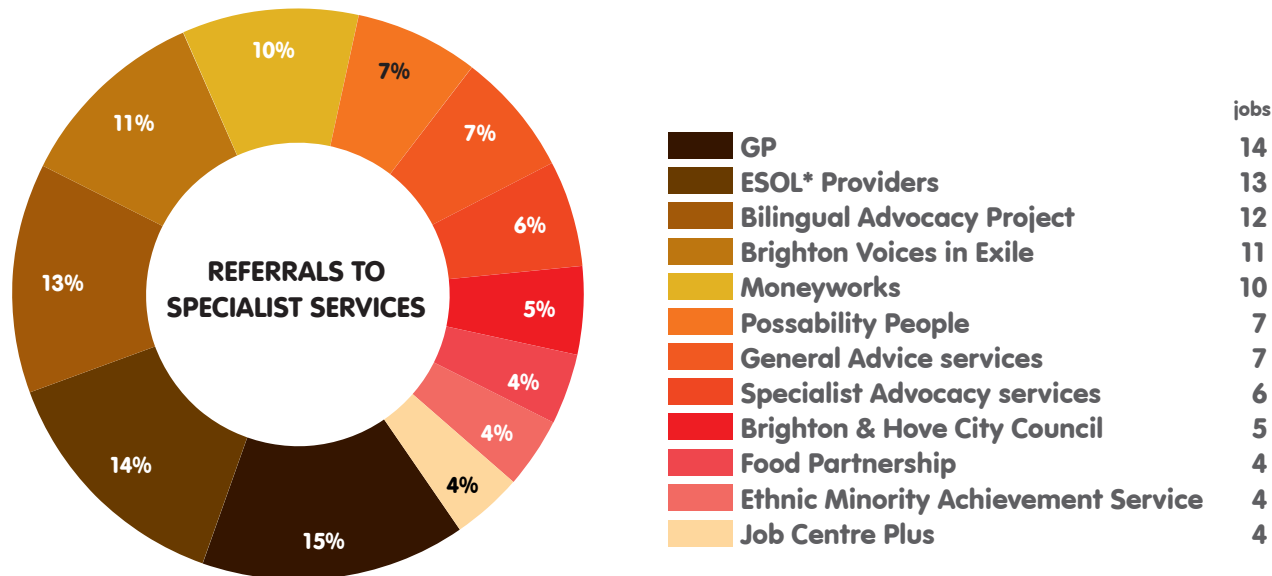
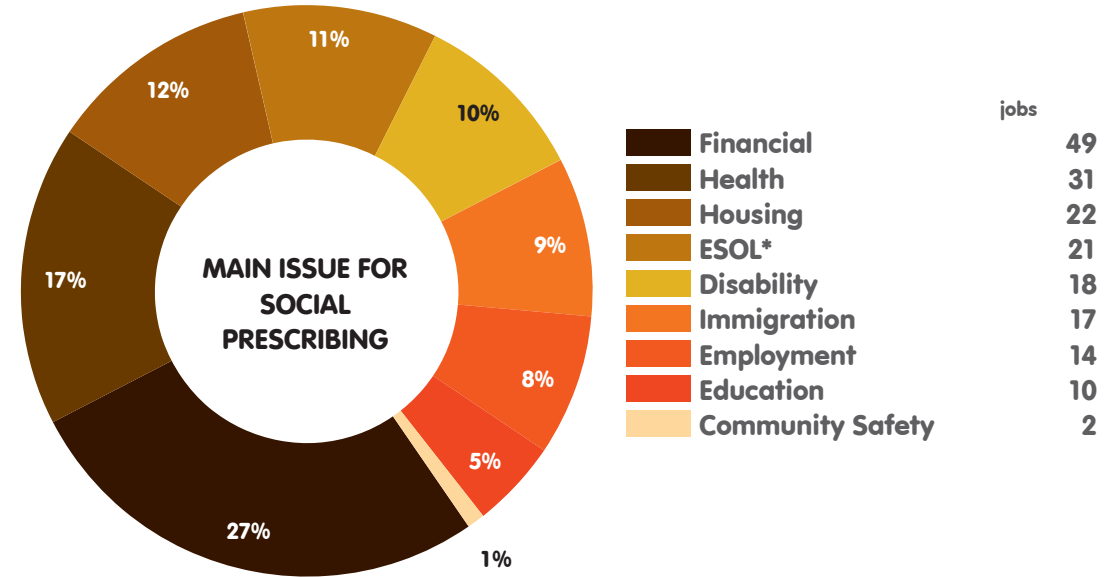
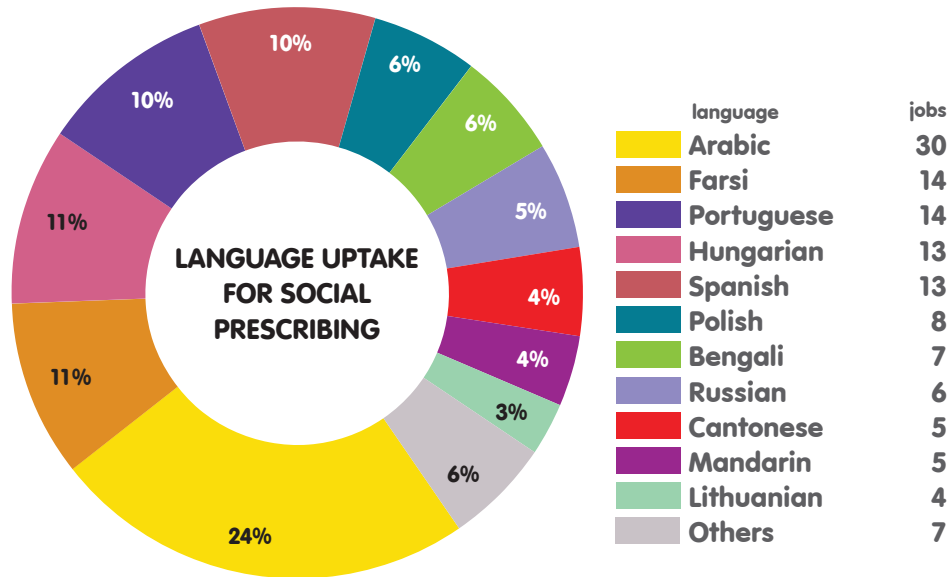
 sussexinterpreting.org.uk/sp



Meryam Ejja, a SIS Volunteer Linguist, making a telephone call on behalf of a service user.

social prescribing - april 2016 - march 2017

brighton & hove



*English for Speakers of Other Languages

bilingual advocacy project brighton & hove

This was the second full year of our Bilingual Advocacy Project. We promote empowerment, defined by Bilingual Advocates as:

"Making someone aware of their personal power by respectfully listening, validating their ideas, informing, encouraging and building confidence. Empowerment also involves sharing and promoting rights among the communities and families of service users".

21 accredited bilingual advocates supported 62 people, speaking 11 languages with complex health and social care needs. The mean age range of those using the service was 36-49. 31% of people have a disability.

"Without the support of my advocate I would not have survived. Losing my job and accommodation was the lowest point of my life. My advocate explained my rights and guaranteed them. Her knowledge, insight and support during this process were invaluable."

Service user

We measure impact by asking service users:

Can you act to control and manage issues negatively affecting your health and quality of life?

Have you developed independence, new skills and confidence to speak for yourself?

Can you access translated information to navigate services more easily?

Can you use services in a way that avoids admissions to hospitals, and care homes?

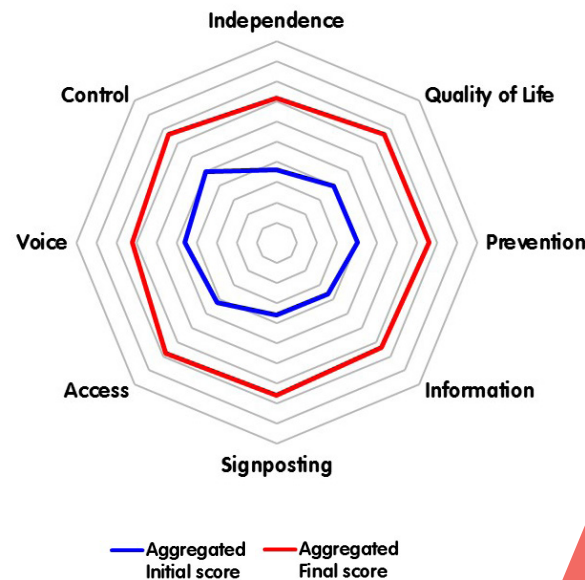
"I am impressed with the way you represented me and amazed at how fast you concluded the case."

Service user

"My advocate was a ray of sunshine. Extremely professional and focused and always willing to go the extra mile to ensure my needs were fully met. I can now look forward to my baby's arrival with joy and peace of mind."

Service user

Average change as defined by all Service Users



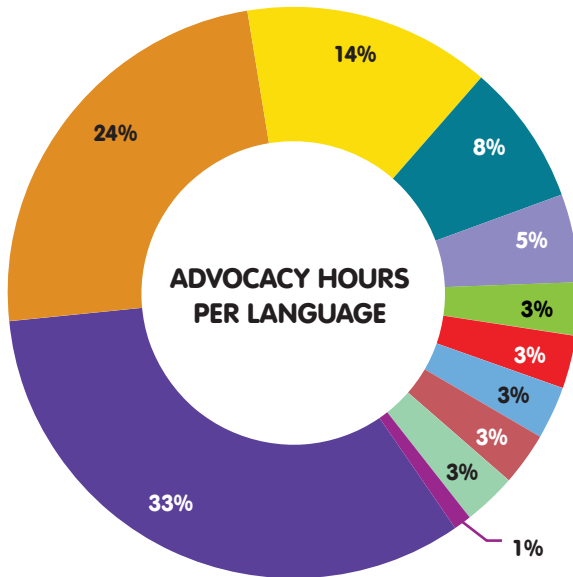
to find out more visit

 sussexinterpreting.org.uk/bap



bilingual advocacy project

brighton & hove



language	hours
Portuguese	304
Farsi	217
Arabic	126
Polish	75
Russian	44
Bengali	32
Cantonese	32
Romanian	29
Spanish	28
Slovak	23
Mandarin	9



"My proudest moment was when the service user started to say 'I am here, I have a voice'. When this happens, people also start to feel part of the community again. It is transformative".

Bilingual Advocate

"The bilingual advocate has made sure this family has stayed a high-priority on my caseload because her work has increased my awareness of their needs. There are some things which I cannot provide, for example, support in accessing community resources, the bilingual advocate has been able to take up this role, which has been really good for this client".

Student Social Worker

"I was very proud to see the service user becoming a different person, growing in confidence and empowered, without me having to do everything for them".

Bilingual Advocate

to `spot-purchase` Bilingual
Advocacy sessions please contact
Ben Williams (Projects Co-ordinator)

✉ ben@sussexinterpreting.org.uk

☎ 01273 234016



"An Emergency is any interpreting which cannot be foreseen or planned and involves serious risk to health and wellbeing."

We ask a great deal of our interpreters. Nowhere is their dedication and commitment more visible than in their attending Out of Office Hours Emergencies.

"When I get the call in the middle of the night and attend sessions I really do not think twice whether to take it on or not because in my mind someone needs help."

Mariam Latif - SIS Arabic Interpreter

SIS have provided Out of Hours Emergency Interpreting Service since 2002. It operates around the clock - 365 days a year 24/7.

In 2016/17 SIS met 94% of 207 emergency requests. 90% of the time an interpreter attended within an hour.

The presence of a trusted interpreter can be particularly reassuring during labour:

"Before my caesarean the specialists came. They didn't rush. I was surprised when I looked at the interpreter. I didn't see any fear or worry at all! She was able to interpret clearly and quickly. This meant I was calm during the birth. I had a feeling of safety all the way through and felt I was in good hands."

Aniko Sebok - SIS Hungarian Service User

"When I am in the middle of interpreting, I fully focus on the Service User and Service Provider(s). I don't even sense how the time goes by. I wasn't aware how calm I was, but many Service Users have said that my peace creates such a calm atmosphere, and it calms them down too."

Anna Jakab - Hungarian Interpreter

Emergency sessions are often complex; interpreting for individuals who have attempted suicide, suffered rape/trauma, or domestic violence; A & E patients injured in road

traffic accidents or requiring cardiac and intensive care.

Each emergency encounter brings its own set of challenges and at times a need to communicate distressing information.

"I once had to break the news to a couple that their newborn baby has passed away. It was very hard keeping composed but also very important to continue translating the doctor's words about how and why the death occurred."

Sandra Hilmi - SIS Arabic Interpreter

Emergency Interpreting demands enormous patience, empathy, diplomacy and sensitivity.

"I'm acutely aware of the need for my tone of voice, body language, mannerisms, and expressions to show emotional support."

Severine Crossman - SIS French Interpreter

There are also rewards.

"It's a special experience every time I see a new born baby enter the world, but that particular day I was asked if I'd like to cut the cord. Wow what a feeling. I felt special."

Shipa Chowdhury - SIS Bengali and Sylheti Interpreter

SIS interpreters provide a vital lifeline in emergencies to support **patient choice**, **dignity** and **informed consent**. In doing so they provide a safety net, and give hope.

to find out more visit

 [sussexinterpreting.org.uk/
emergency](https://sussexinterpreting.org.uk/emergency)

Emergency number: 07811 459315



Aniko Sebok and partner Janos Privitzer with their new arrival

new SIS website

The new SIS website which was launched in October 2017 came out of a need to make sure SIS is accessible to as many people as possible. Recent years have seen a move forward in terms of technology and how people communicate including using the internet. The website is a major update to our online presence with a secure, responsive design which works on smartphones and tablets as well as computers and laptops.

Part of the SIS mission statement is:

“to enable full access, for people with language needs, to publicly funded services in order to improve health, education and overall quality of life.”

Service User area

With this in mind, the new website offers a Service User area in over 14 of our core languages giving service users access to information in their own language as well as the ability to self-refer or send a confidential general enquiry. In addition to now having the ability to make requests 24/7 service users can now attach appointment letters (though responses will be during office hours). Whilst this won't be something everyone will feel confident to use, it will hopefully be empowering to many of our service users.

Service users can still telephone SIS during office hours if they prefer.

Service Providers area

This section contains details of all SIS services and a new, improved Web Booking form plus access to our online booking portal called eLangserv which allows Service Providers to log in securely and make booking requests on an easy to use form.

This area also has guidelines for interpreting and translations as well as a download area containing bilingual appointment forms and other literature.

Other areas

- News - with up to date news about SIS events.
- About Us - with SIS staff and trustee profiles
- Recruitment - Job vacancies, freelance work opportunities for community interpreters & translators.
- Quality Assurance - Feedback and survey results and details of awards.
- Live feeds from our main Facebook and Twitter accounts.

The site is managed by SIS staff who can add, edit and publish content to the site.

What next?

The new website is a constantly evolving tool, so although Phase 1 is completed there will be new areas coming in the future. So keep an eye out for future developments!

to find out more visit

 sussexinterpreting.org.uk



my journey from HK to SIS

When I left the UK in 1996 to go to Hong Kong and travel the world, little did I know I would stay away for 17 years. I came back to the UK in 2013 and moved to Brighton where the only person I knew was my cousin.

Questions

It was strange being back in the country where I was born but feeling like I didn't know England at all anymore. I converted British pounds back into Hong Kong dollars and got confused in supermarkets over 'meal deals'. When I asked questions it resulted in strange looks from people who could hear I spoke English and couldn't understand why I didn't know the answers.

After getting the job at Sussex Interpreting Services it became clear how much more I had to learn. I didn't know any names of the towns in Sussex or how public services worked. Using a map I was able to find out where places such as Haywards Heath were. I learnt all the acronyms used such as 'RSCH' which stands for Royal Sussex County Hospital.

Confident

After two and a half years at Sussex Interpreting Services I can now say I feel confident talking to interpreters, service users and service providers on all kinds of topics.

I have had the opportunity to attend training courses and volunteer for many different events. The induction of new interpreters is another part of my job. I enjoy the daily interaction with service users who call up to book an interpreter for their appointments and feel proud to work for an organisation which I believe provides a valuable service to the community.

Sue Friend
co-ordinator

"I arrived in the UK, young and newly married in February 2008. This was my first journey abroad alone! Being questioned by Immigration Officers was intimidating. I felt anxious as I spoke very little English. Initially I didn't like it here. I had no friends, was lonely and dependent on my husband for everything like shopping and registering with the GP. I had no family, felt isolated and emotionally vulnerable. I didn't use an interpreter because I felt I could get by with the small level of English I had... I started feeling safer with the interpreter. I felt reassured that my comprehension of what professionals advised was correct, and that misunderstandings would not escalate my problems".

Service User

to find out more about the SIS staff team visit

 sussexinterpreting.org.uk/staff-team



Sue at work in the SIS office.

DRAFT STATEMENT OF FINANCIAL ACTIVITIES

(INCLUDING INCOME AND EXPENDITURE ACCOUNT) FOR THE YEAR ENDED 31 MARCH 2017

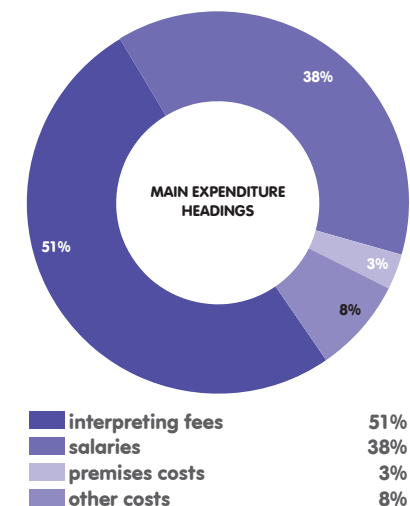
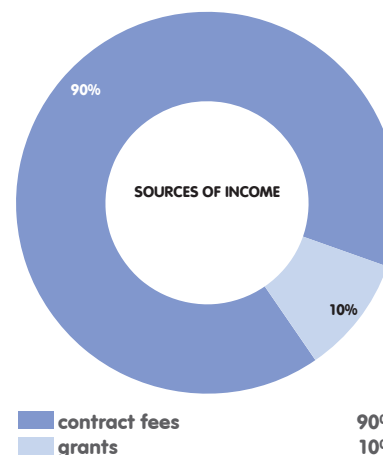
	Unrestricted Funds 2017 £	Restricted Funds 2017 £	Total Funds 2017 £	Total Funds 2016 £
INCOMING RESOURCES				
Incoming Resources from Generated funds:				
Interest Receivable	-	-	-	-
Grants	105,000	-	105,000	97,501
Contract Fees	977,938	-	977,938	935,955
TOTAL INCOMING RESOURCES	<u>1,082,938</u>		<u>1,082,938</u>	<u>1,033,456</u>
RESOURCES EXPENDED				
Charitable Activities	1,071,161	-	1,071,161	1,012,395
Governance Costs	-	-	-	3,000
TOTAL RESOURCES EXPENDED	<u>1,071,161</u>		<u>1,071,161</u>	<u>1,015,395</u>
NET INCOMING/(OUTGOING) RESOURCES FOR THE YEAR	<u>11,777</u>		<u>11,777</u>	<u>18,061</u>
ACCUMULATED FUNDS AT 1 APRIL 2016	320,853		320,853	302,792
ACCUMULATED FUNDS AT 31 MARCH 2017	<u>332,630</u>		<u>332,630</u>	<u>320,853</u>

BALANCE SHEET AS AT 31 MARCH 2017

	2017 £	2016 £
FIXED ASSETS		
Tangible Assets	395	1,437
CURRENT ASSETS		
Debtors	280,790	302,028
Bank and Cash	210,570	177,067
	<u>491,360</u>	<u>479,095</u>
CREDITORS: Amounts falling due within one year		
Trade and other Creditors	(159,125)	(159,679)
NET CURRENT ASSETS	<u>332,235</u>	<u>319,416</u>
TOTAL ASSETS LESS CURRENT LIABILITIES	<u>332,630</u>	<u>320,853</u>
RESERVES		
Unrestricted Fund	82,630	87,103
General Designated	250,000	233,750
	<u>332,630</u>	<u>320,853</u>

Our audit was carried out by:

Chariot House Ltd, Chartered Accountants and Statutory Auditors, 44 Grand Parade, Brighton, East Sussex BN2 9QA



The year under review (2016-2017) saw a further increase in turnover of almost 5% compared to the previous year (2015/2016). There was also a related rise in our expenditure which was some 5½% higher than the previous year, largely due to the increased levels of work undertaken. The result of all this was a net surplus of £11,777 (compared to £18,061 the previous year). This represents a reduction of net income of some £6,284, which is an almost 35% decrease.

During the current year (2017/2018) we aim to at least break even on our net income, but the social and political situation is currently uncertain, so there may always be unforeseen forces at play which upset our financial plans. For the second year in a row we have a turnover exceeding the £1,000,000 mark, which is a massive change since our early days, and even a decade ago when our income was only £0.66m.

A full statutory audit was carried out this year to keep in line with current legislation (The Charities Act 2011 (Accounts and Audit) Order 2015) section 3). A copy of the full report is obtainable from our office.

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.



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Brighton BN1 3XG

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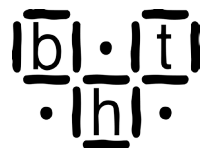
📘 sis.interpreting.services

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

CUSTOMER
SERVICE
EXCELLENCE



supported by / working in partnership with



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