



Sussex Interpreting Services (SIS) works with a team of self-employed freelance Bilingual Community Navigators to support migrants, who do not speak English, in Brighton and Hove. We work in the 18 most commonly spoken languages in the city.

Outcomes are measured according to the appropriacy and success of the links made between service users and locally statutory and voluntary/community sector groups.

A qualitative measure of impact is achieved through service user feedback.

A quantitative measure of impact is achieved through a test-retest approach. Each service users is asked the same set of questions in their first and last interaction with the social prescribing Bilingual Community Navigator (BCN). Each question is scored on a 5 point scale.

Social Contact How satisfied are you with how much you socialise with others?

1 = I am very dissatisfied

3 = sometimes I'm not satisfied

5 = I am very satisfied

Activity What activities do you do or local facilities do you use regularly? (E.g. clubs, groups, community centres)

1 = I don't do activities

3 = I do some activities

5 = I do enough activities

Information How well informed are you about services and activities available to you? (E.g. advice, support, clubs)

1 = I don't know where to find information

3 = I know a little about local services

5 = I have all the information I need

Accessing Service Do you get the support you need from more formal services?

1 = I don't get enough support

3 = I get support but need more

5 = I am happy with the support I have

Ability to Cope How able are you to deal with issues on your own?

1 = A BCN would need to do it all

3 = I'm not sure

5 = I can do this myself

Wellbeing How would you describe your wellbeing? (In relation to the issue or issues we discussed with you)

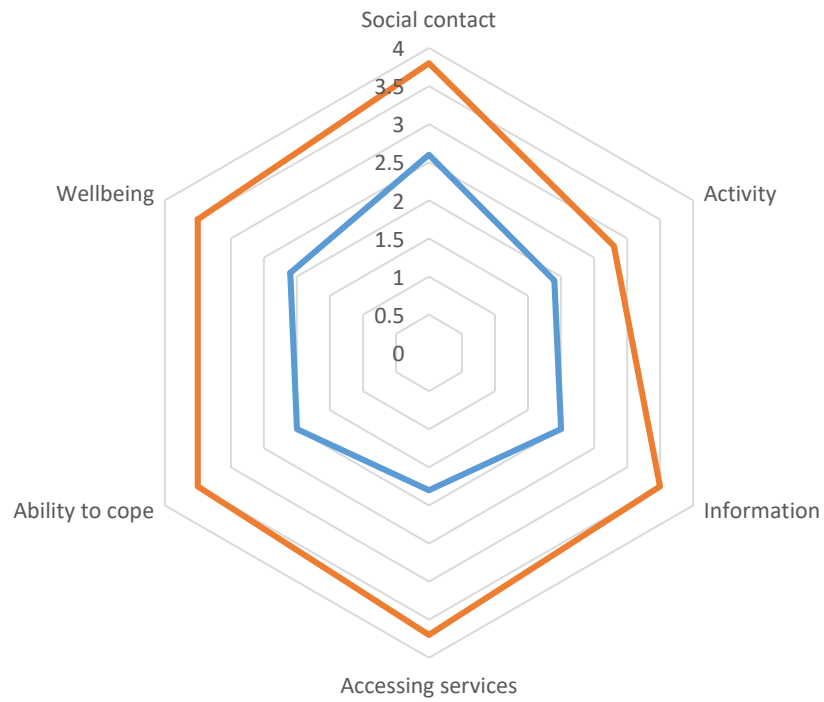
1 = I feel overwhelmed

3 = I can cope some of the time

5 = I feel optimistic

Average Distance Travelled by Social Prescribing Service Users 2018-2020

Initial assessment Final assessment



SIS0099 Sudanese Arabic Service User A

Referred by GP at Portslade Health Centre, 9 hours of social prescribing support

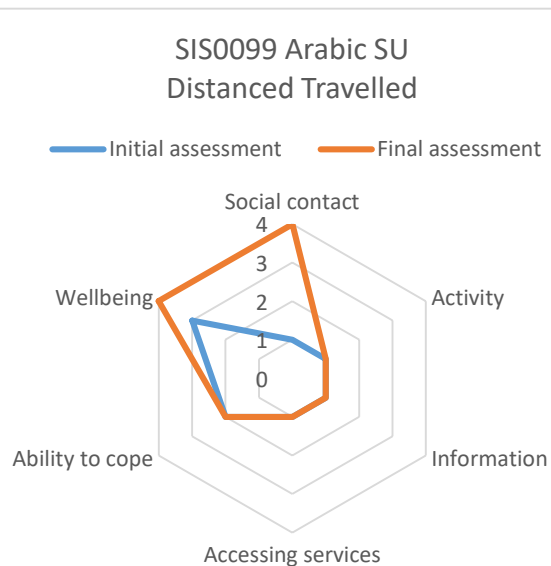
Social Prescribing Needs

- Housing – tenancy with a housing association, lived with sons who are verbally abusive and non co-operative, some police involvement. Would like to have sons evicted and move back in
- Finance – insufficient income to cover expenses, review of benefits and understanding of entitlements and recent changes
- Mental Health – situation has caused stress and anxiety

Social Prescribing Activities and Referrals

- Liaise with Housing Association to discuss eviction of the sons
- Research regards private and council tenancy options for the sons
- Coaching regards HomeMove application for the sons
- Liaise with utilities providers and negotiating management payment schedule
- Research regards change in benefits payments
- Referral to money advice service that will book an interpreter to discuss the situation with A

Impact



SIS0049 Magrebi Arabic Service User G

Referred by domestic violence charity, triaged by a volunteer, 18 hours of social prescribing support

Social Prescribing Needs

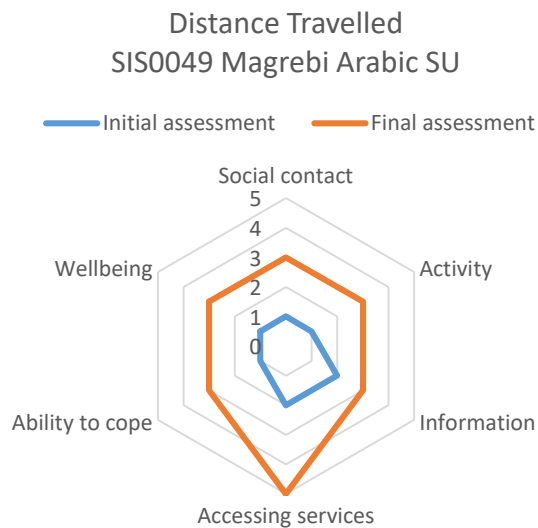
- Open a bank account
- Access free dental treatment
- Support with universal credit application
- Support appealing EEA family member status (turned down)
- Help with financial instability – food, transport etc

Social Prescribing Activities and Referrals

- Help tracking down evidence and paperwork needed for banking, referrals to Co-op Bank and East Sussex Credit Union
- Researched locally NHS dentists with spaces, helped with registration
- Referral to CAB Digital and Budgeting Support Workers for Universal Credit application and support with updating journal
- Application for BHCC Discretionary Fund for financial support
- Referral to SIS Bilingual Community Advocacy for support with Housing and Immigration issues

Impact

"I am very grateful for this service and wish it could continue forever, I felt very lost without it and now my situation is much better. My level of activity has increased with confidence that my BCN has provided. I have access to more services thanks to the BCN support".



SIS0054 Polish Speaking Service User M

M was a self-referral, 17 hours of social prescribing support

Social Prescribing Needs

SU was a self-referral. A single parent of two young children. She lives in a council property, is in receipt of Universal Credit, she is working but this is a difficult situation because it is a challenge to find regular/reliable childcare due to evening work hours and her boss is also her ex-partner and father of her children, she feels harassed by him.

SU would like support

- understanding her employment rights
- understanding her eligibility for other benefits if she leaves work (constructive dismissal)
- looking for more suitable work to fit in with childcare
- to get help with her emotional wellbeing
- correspondence and liaison work

Social Prescribing Activities and Referrals

- Prepared M to talk to the GP about her mental health concerns leading to a referral to the Wellbeing Service
- Referral to Money Advice Plus which generated various scenarios for SU to consider regarding employment and/benefits
- Reported the harassment to the Police and got legal advice from the University of Sussex Law Clinic which meant employer took disciplinary action against her boss/ex-partner
- Application for council tax reduction and child maintenance
- Referral to Child Support Agency
- Referral to RISE domestic violence charity

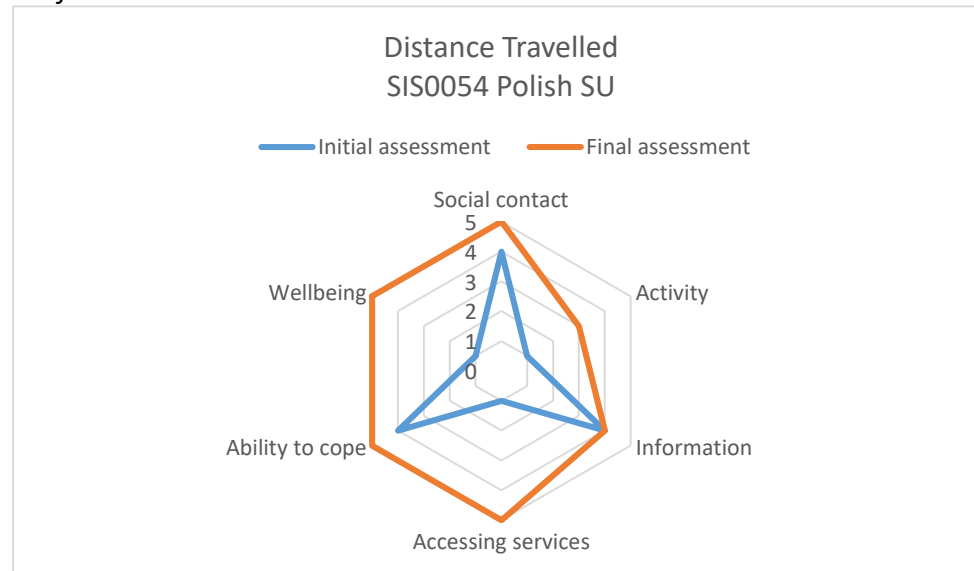
Impact

"I feel optimistic in terms of future because a lot of things I needed have been sorted out. I thought I would have to leave work and it is a great relief that I can continue working part-time in my old position, and along with benefits, I can manage my expenses and childcare costs now.

I also feel safe and know where to go if I ever had problems with my ex-partner who is behaving better and providing child.

My appointments with the Wellbeing Service were very reassuring. I am so relieved to have someone who listened to all my concerns and reassured me about feeling depressed and to understand how that might develop and improve.

The SIS service has been really helpful but it was disappointing that I couldn't contact my BCN directly and get immediate support when I needed it most. This meant that I had to take some of the action myself which was difficult but, I suppose that helped to build my confidence."



SIS0064 Polish Speaking Service User R

Referred by a SIS Community Interpreter, 23 hours of social prescribing support

Social Prescribing Needs

R has recently been diagnosed with ovarian cancer. R's had a major operation and is starting chemotherapy. R was looking for support with

- low income, her health is affecting her ability to work and therefore her benefits. She is struggling to pay for basic things.
- poor quality, damp housing which she can barely afford.
- no support network.
- physical activity and would like to do extra things during the treatment

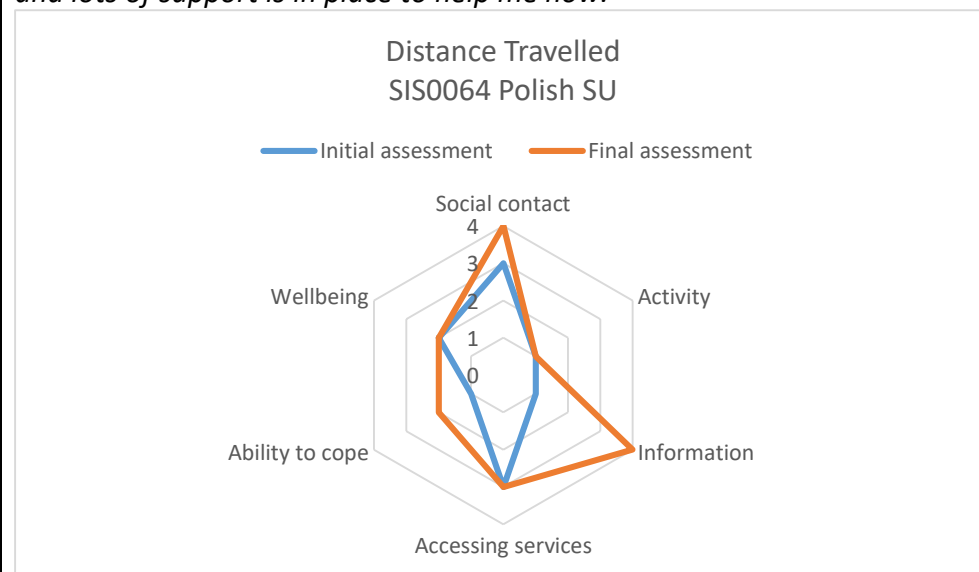
Social Prescribing Activities and Referrals

- Helped the SU review her current benefit situation and referred her to JC+ to update her circumstances and get expert advice
- Researched other financial support
- Referral to Macmillian for help with Discretionary Social Fund and PIP applications
- Referral to Macmillian Befriending service for emotional support
- Referral for food bank support and delivery

- Referral to Brighton Unemployed Centre Family Project for help with Housing Benefit and HomeMove applications
- Referral to Sussex Cancer Centre Welfare Officer for costs associated with treatment
- Referral to Brighton and Hove Energy Service Coop for utilities review and warm home assessment resulting in the provision of a heater

Impact

“The service has been so helpful and provided a lifeline at a really difficult time. Although my financial situation is still uncertain and the future is a big unknown, I am more relaxed and less worried than before the BCN helped me. I know how to contact SIS if I need more help and lots of support is in place to help me now.”



SIS0026 Portuguese Speaking Service User F

F made a self-referral to SIS, 8 hours of social prescribing support

Social Prescribing Needs

F was looking for support with

- return to work terms and conditions following a period of sick leave, she had already had one meeting with HR attended by a union rep but felt unfairly treated on the grounds of disability and equality (no language support provided) and was dissatisfied with the support from the union rep.
- addressing a substantial debt issue
- liaising with a solicitor about an accident at work claim

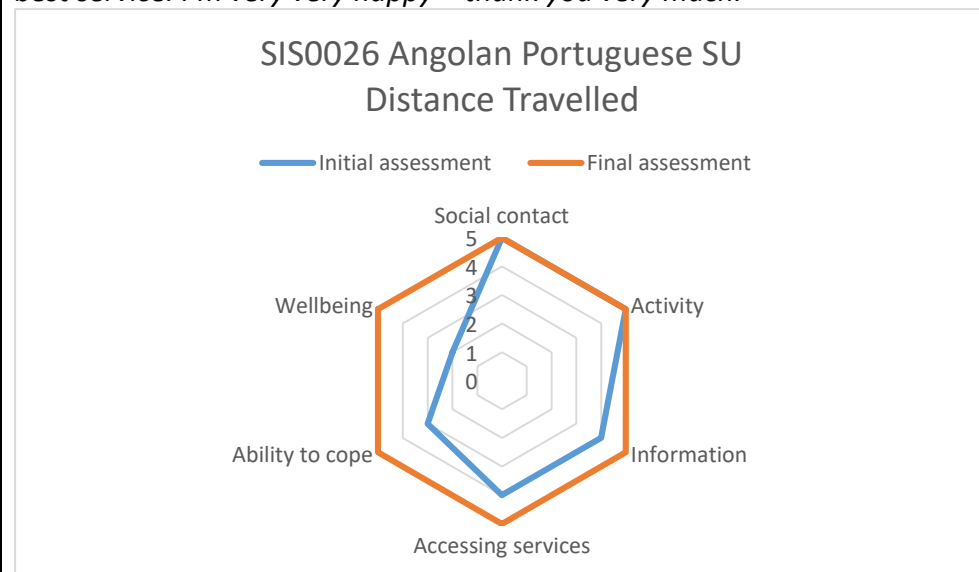
- liaising with F's son's youth worker and finding summer camps for troubled teens for 2019
- complaining about a faulty sofa

Social Prescribing Activities and Referrals

- attempted, unsuccessfully, to make a facilitated referral for free employment legal advice
- contacted the union representative to confirm details of the case
- researched disability and equality employment law
- made a referral for Bilingual Advocacy for support with return to work meetings
- made a facilitate referral to specialist debt advice agency – St Luke's Advice Service
- make a second facilitated referral to specialist debt advice agency - Moneyworks
- researched and presented options for possible residential summer camps
- arranged for the faulty sofa to be returned as it is still under warranty

Impact

"Thank you very much. Everybody now respects me at work because of the way I was represented. I've told all my colleagues that you're the best service. I'm very very happy – thank you very much."



SIS0025 Portuguese Speaking Service User V

V was referred by a SIS Community Interpreter, 18 hours of social prescribing support

Social Prescribing Needs

- The SU wants his family, who currently share a two bedroom property with his brother in law's family, to have their own home. The SU has started a claim for Universal Credit and also for Child Tax Credit.
- The SU needs support around finding a specialist school for his two-year-old son, who is currently undergoing an autistic assessment.
- Needs support with applying for DLA for son.

Social Prescribing Activities and Referrals

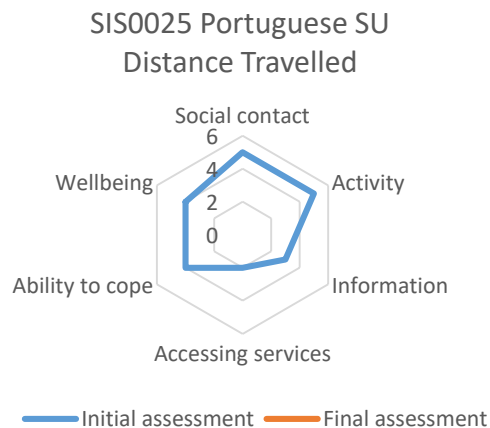
- supported the SU with the current Universal Credit claim through referral to CAB Digital and Budgeting support worker
- referred to Amaze for support with applying for DLA and a compass card
- researched ESOL options and referred to WEA for ESOL classes
- supported the SU in finding a suitable property in the private sector –join up with lettings agents and to set up online accounts

Impact

"I am forever grateful for all your help and support. Without your help, life would not be this beautiful. We are so happy in our new flat which is perfect for our family.

Now that we have all the benefits we are entitled to, my wife can afford to work less hours and give more time to our [autistic] son, looking after him and supporting him.

The BCN put us in touch with AMAZE who are experts in helping people who have disabled children, they have given practical support but also helped us to understand we are not alone, this has given us more confidence. Thank you!"



SIS0004 Cantonese Speaking Service User I

I was referred by a SIS Community Interpreter, 12 hours of social prescribing support

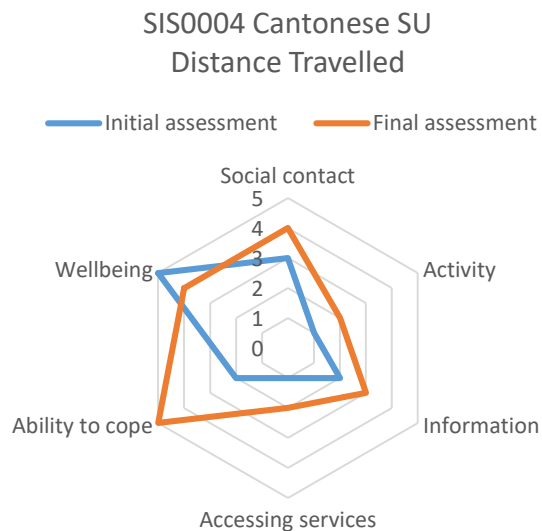
Social Prescribing Needs

- I said that she was very depressed and hadn't been out of the house for a few months
- I is in a long term unhappy marriage and her husband has been very controlling. He hasn't permitted her to go out in the afternoons, insisting that she be home by midday.
- She has been sleeping poorly due to the stress and emotional control exerted by her husband.
- Her GP has even offered assistance with finding alternative accommodation but she hasn't been able to find the courage to move out

Social Prescribing Activities and Referrals

- discussed self-care opportunities with I to look after herself more
- researched activities that matched I's interests
- I joined an allotment group and attends 2-3 times per week
- Referred her to start Yoga classes at the Black and Minority Ethnic Community Partnership centre with a group of Cantonese Elders
- Referred to attend a cookery class at the Food Partnership Community Kitchen
- Referred her to start swimming lessons at Prince Regent Swim Complex

Impact



SIS0001 Arabic Speaking Service User B

B self-referred, 14 hours of social prescribing support

Social Prescribing Needs

- Employment
- Financial stability
- Reduced isolation

Social Prescribing Activities and Referrals

- Money Issues

referral to CAB Digital Support officer

help with Winter Fuel Payment application

- Employment

referral for CITB test with interpreting support to help with building qualifications

- Utilities

liaison with Water company for debt repayment plan

help with understanding information about international calling from a mobile phone

- Exercise and social isolation

detailed conversation regards needs and interests to make the most appropriate referral

SIS0002 Kurdish Sorani Speaking Service User D

D was referred by social prescribing partnership, 18 hours of social prescribing support

Social Prescribing Needs

- Financial issues and destitution (due to Immigration Status) and living off limited finances provided by a charity
- insecure and inadequate housing causing family friction
- the children have no language support in school.

Social Prescribing Activities and Referrals

- Immigration

Facilitated referral to an immigration solicitor

- Finance

Liaison with the charity that are currently supporting them

- Housing

Chased up LA housing application

Helped gather medical evidence to support the application

Coaching on the HomeMove bidding system

- Education

Liaison with the Head Teacher

Liaison with Ethnic Minority Achievement Service for linguistic support in school

Impact

“It has been so difficult to get the help we need since arriving in Brighton a few months ago. We are so grateful for the help of the BCN who knows all about the complicated systems for applying for housing which would have been impossible for us to understand without him. He also helped us to get supporting information by talking to our GP for us when we didn’t know what to do.”

