

## SIS SERVICE USER DAY 2023

On Monday 26<sup>th</sup> June 2023 SIS welcomed 33 SIS Service Users in 6 languages (Arabic, Cantonese, Farsi, Italian, Pashto, Portuguese) to a specially organised lunch time event to help us get to know them better, hear their opinions about SIS, understand their needs and share knowledge about communities and culture.

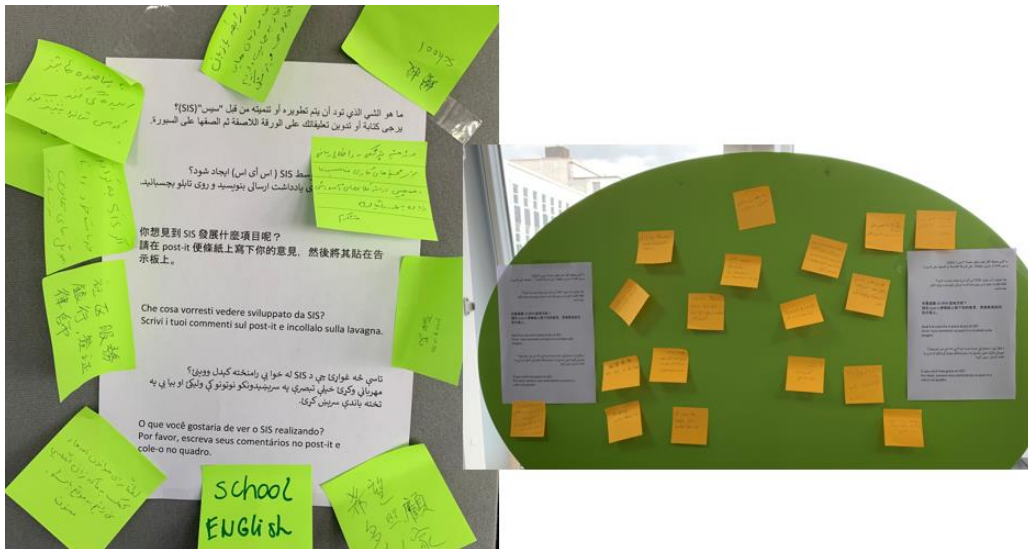
*“I enjoyed talking about ideas and the services. I learned a lot about services I didn’t know. I enjoyed meeting other SUs. Some of us have a lot of things in common.” Farsi speaker*



Translated invitations were sent to approximately 1500 Service Users via email or SMS message. A translation of the executive summary has also been sent to the invitees.

The Service Users were supported at the event by 7 linguists who, having received Community Researcher training, facilitated activities and discussions and then provided written feedback on the following topics;

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Evaluation of this feedback has allowed us to consider some key recommendations for developments within SIS whether that is to deliver something new and different, or to continue doing more of what is working well.

**Key outcomes;**

- 80% of Service Users had self-referred to SIS, mainly by phone.
- Service Users requested a receipt for their self-referral.
- There was quite poor knowledge of SIS’s other, additional services.
- The translated pages of the SIS website were very well received.
- There was a wide spectrum of IT literacy.
- Surveys aimed at Service Users should be *“short, to the point, in my language and relevant to my needs”*.
- There is high satisfaction of SIS service delivery particularly the staff.
- Service Users would like SIS to deliver interpreting services for a wider range of public services e.g. schools, DWP.
- SIS could improve and develop the promotion of our services particularly to Service Users.

**Key recommendations;**

- Continue developing our promotional strategy for Service Users
- Build confidence for Service Users making self-referrals
- Explore the viability of resuming the Drop-In service at the BMECP
- Seek out and secure more funding for Social Prescribing
- Develop additional satisfaction feedback mechanisms for Service Users
- Create better collaborative understanding between SIS service delivery teams

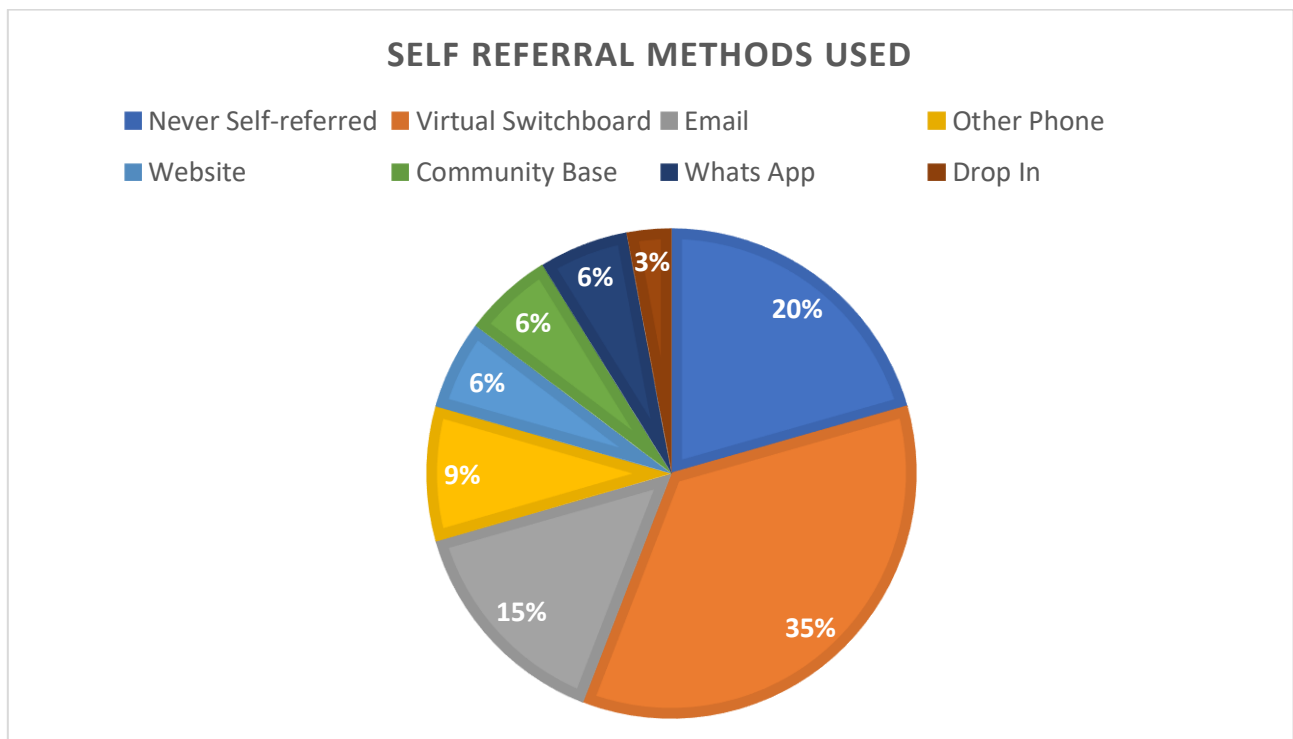
## **PART 1      ACCESS TO AND KNOWLEDGE OF SIS SERVICES**

The Service User Day began by taking stock of what the attendees already knew about SIS Services

### **Self-Referral**

We asked

***Have you ever contacted SIS to ask for an interpreter or for other help of support?  
How did you contact SIS? How easy/difficult was the process?***



Not all Service Users knew about all the access routes.

There was positive feedback across all access routes and active recommendations made to friends.

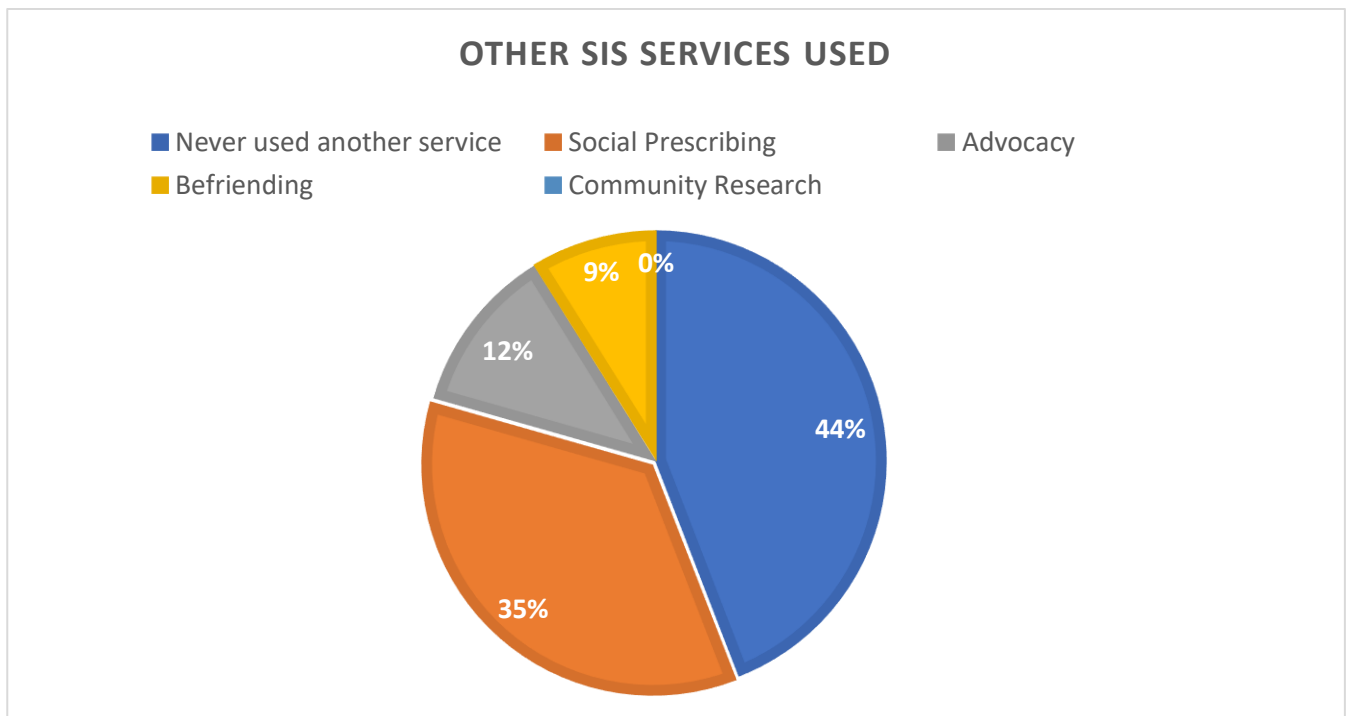
Some issues were identified;

- Lack of confidence that Virtual Switchboard messages had been received
- Request that SIS respond back to confirm receipt of self-referrals
- *“I found it difficult to attach photos to an email, WhatsApp was much easier.”* (It)
- *“I had been to the Drop-In at the BMECP before. It was really easy to access in person. I hope SIS will reopen this service again.”* (Ct)

## Range of Services

We asked

***Which other SIS services have you used? What did you think?***



There was generally quite poor knowledge of SIS's other services or an understanding of there being separate services within SIS.

*“Even though I used the Social Prescribing service, I didn’t realise this was an extra service and not a usual part of interpreting services.” (Ct)*

There was some feedback offered about Social Prescribing not being available for long enough.

*“My issue is that I need a lot of support and when they closed my case I still felt I needed support. It has been great anyway, I wish it could last longer.” (It)*

A follow up activity helped Service Users to gain a better understanding of the range of SIS services.

## **PART 2**      **EXPLORING THE SIS WEBSITE**

Service Users were supported to join the Community Base Wi-Fi and find the SIS website. They were then guided through the functions of the website and given time to explore and test the Service User language pages; enquiry forms, resource pages, service videos etc.

### **Feedback**

*“We were quite impressed with how easy it was to navigate the SIS website. It’s definitely a simpler and less time-consuming way to communicate with SIS, request services and access the resources.”* (Pt)

*“We had never used the website and found it very useful. Being able to choose our language right from the beginning was very well received.”* (It)

*“I will send an “I need support with something else” form when I get home. The fields are clear and straightforward..”* (Ct)

*“I’m happy somebody can read long documents and letters In English. Some of the letters are important but I do not understand them and this can cause if we don’t take action”* (Fa)

*“The SIS video explaining the service was very clear. It’s good to tell everyone it’s free and explain why it’s important to use professional interpreters not family members and friends.”* (It)

There was a wide variety of IT literacy evident from the level of support needed. Some Service Users shared their knowledge and helped their colleagues.

The instructions provided by SIS were easy to follow even for those with poor IT literacy.

There was positive feedback about use of the QR code on SIS promotional material rather than typing in the site address or searching a web browser.

There was a little confusion about how to find the translated pages; whether to click on the country flag in the google translate tool bar or the buttons below with the name of the language.

Agreement that the website is an easy way to contact SIS using the enquiry forms. Service Users practiced sending a request form.

The option to attach a file or take a picture of a letter/document was very welcomed.

### **PART 3      ATTITUDES TO SURVEYS**

SIS and other Service Providers need to gather insights from Service Users to gauge satisfaction, understand needs and drive continuous improvement / development. The most commonly used methodology is a survey. It can be challenging to get sufficient survey responses.

We asked

#### ***What would encourage/motivate you to complete a survey?***

All language groups gave slightly different responses.

- To know **who** you are, **why** are you asking these questions.
- If the questions are **clear and specific**. If the questions are **short**.
- I would have to be **interested** in the subject area of the questions, I am more prone to answer questions about things that interest me like medical, work, school. (It)
- **In return for the services** received, no need for encouragement or reward
- were **straightforward**, perhaps with multiple choice answers, and the surveys were relatively **short** (Pt)
- Invitation to **group meetings or event** to give feedback in person
- Offering **vouchers** for participants (Sainsburys, Coop, Tesco, M&S...)
- **Easy** read and easy questions
- Providing **information** about services alongside the survey (A)
- It needs to be in **our language** (F)
- If the subject is in my **interest** (Pa)

#### ***What would put you off completing a survey?***

- If I'm **not interested** in what the questions are about
- if it's **too long or complicated** to fill in
- if there are things that **I don't understand**, and if it's not in my **language** (It)
- **time** spent completing the surveys would be a barrier,
- **writing explanations** or their own comments, (Pt)
- **Long** surveys with **complicated** questions, all in **English**
- **Costs** e.g. postage (Ar)
- If it isn't related to **my needs** (Pa)

## **PART 4      SATISFACTION SURVEY QUESTIONS**

Service Users undertook three activities to provide qualitative and quantitative feedback about SIS Services.

### ***Friends and Family Question***

Service Users were asked to mark on scale 0 to 10, how likely they are to recommend SIS to a colleague? (where 0 is not likely at all and 10 is extremely likely)

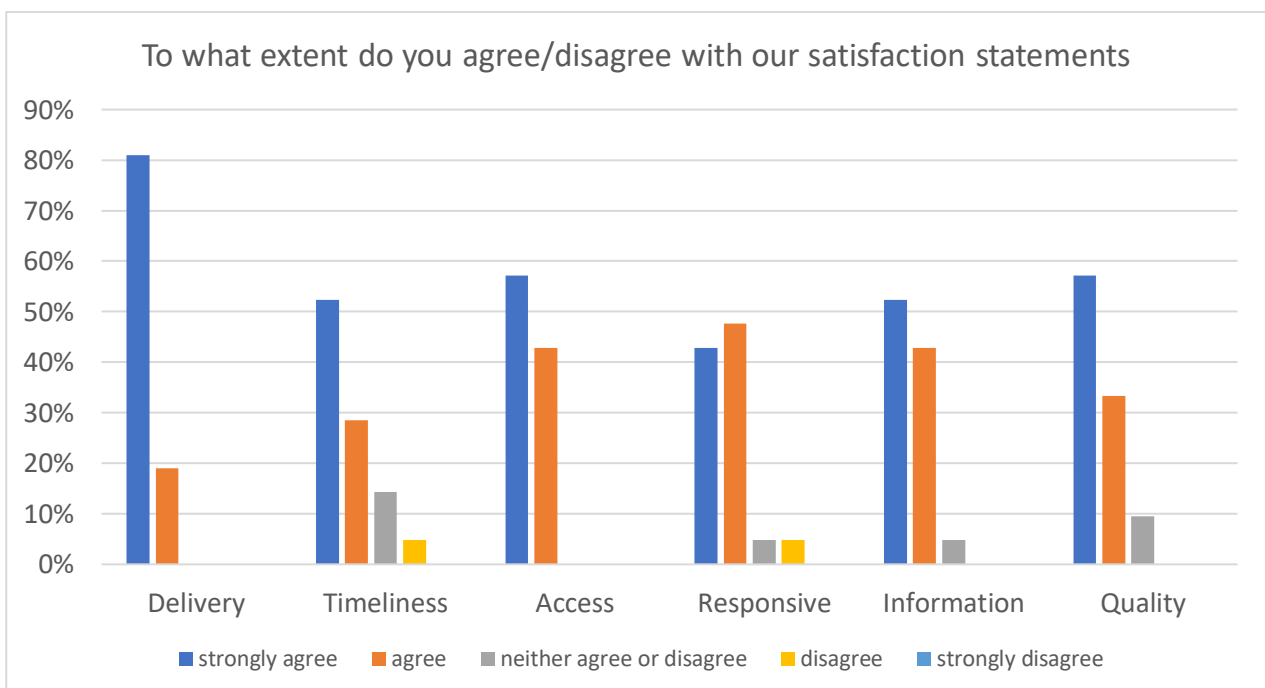
A [Net Promoter Score](#) is calculated from the results giving a snapshot of customer satisfaction.

SIS scored 56 which indicates *“doubling down on customer experience .. have a larger than average group of promoters sharing their positive perception with their personal networks”*

### ***Ranking Questions***

Service Users were asked to state the degree to which they agreed or disagreed with the following statements

- SIS delivers professional services
- SIS provides prompt response to my needs
- SIS is easy to contact
- SIS responds proactively to feedback
- SIS explains it’s service clearly
- SIS provides high quality services



Further comments made by the Service Users identified the source of dis-satisfaction which will help with service review and development.

*“On one occasion, [I made a self-referral] but I didn’t get a reply from SIS and the interpreter wasn’t booked for the appointment.” (Pt)*

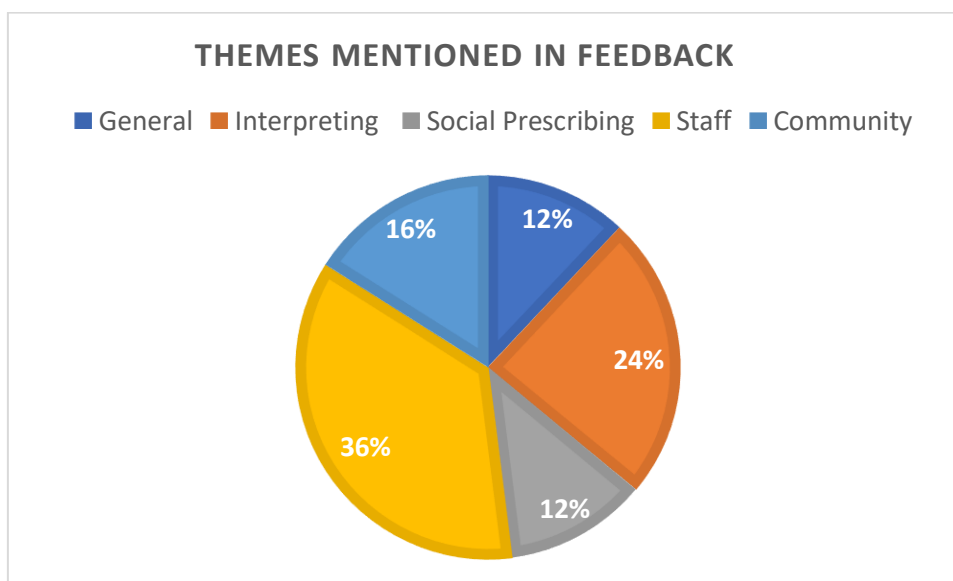
*“Some of my interpreters are very good but some others aren’t and have not been accurate in their translations (as I understand some English) or they have got nervous in an interpreting session” (It)*

*“When SIS books an interpreter we would like to have a phone call or email from SIS as this will give them peace of mind that they will have interpreter.” (Fa)*

### **Open Questions**

Service Users were asked to write on post-it notes their answers to two questions;

#### **What do you like best about SIS?**



*“Every time I needed their services, they provided me assistance within my expectations.” (Pt)*

*“To have friendly approach, protection of people, support those who are alone in this country, giving a sense of security.” (Fa)*

*“Their friendly approach to us and the good planning they gave in terms of getting to know this organization was very pleasant and I hope I can have clear and better services.” (Fa)*

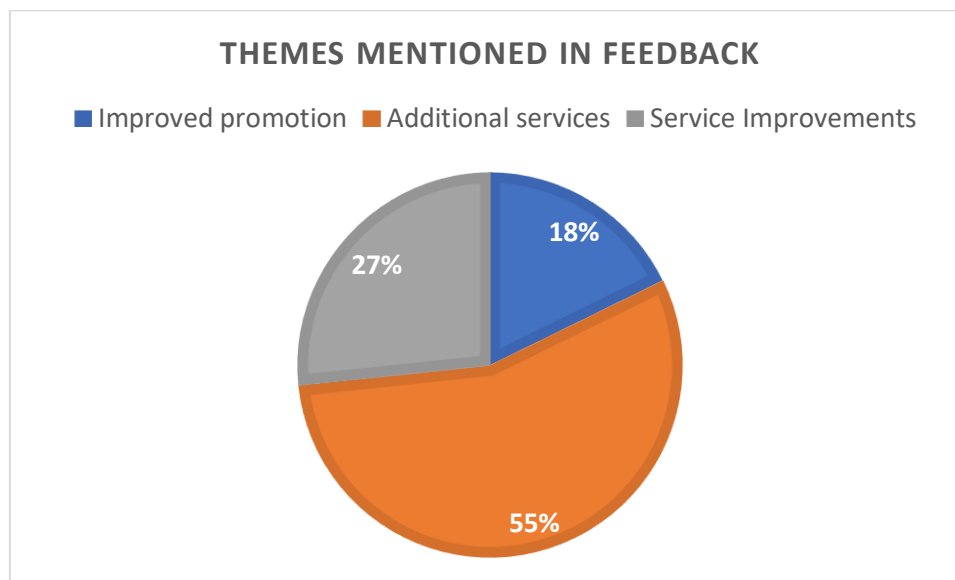


*“We are grateful for having this service available and free of charge, and we have been pleased with the services provided by SIS community interpreters. We would have been lost and unable to access public services without help from community interpreters.” (Pt)*

*“Support from SIS has been very beneficial, and has helped my stress and I have been saved from a dilemma. I know there is a place called SIS that guides me. Like a light in the dark.” (Fa)*

### What would you like to see developed by SIS?

The suggestions will be used by the SIS team to drive continuous improvement and development



### Additional Services

Interpreting for additional services

- Providing interpreting services for **community service/banks/applying for a visa/meeting with solicitor** (Ct)
- Service for **school parents**; communication between school and parents (3 x SUs)
- Increase **geographical area** e.g. Lewes (Ar)

Social Prescribing issues

- Help with **completing complex forms** and finding solutions for them (Ar)
- We are interested in more services like **Solicitors** and Legal Aid (Ar)
- Refer or add to group **activities for men** (Ar)
- providing information for a suitable work **environment** (Fa)
- Help with **family reunite** (Fa)
- If SIS could help **asylum seekers living in Hotels** (Fa)

## New Services

- Please can you make a **WhatsApp group** for our language community (Pa)
- Hoping to see SIS provides additional services to help **old people** (Ct)
- Provide free **English classes**. (3 x SUs)
- Please invite us to **social events** and meetings (4 x SUs)
- **Travel support** in getting to other organisations (Ar)

## Service Improvements

- Know **which interpreter** is coming to appointments (4 x SUs)
- **Improve quality standards** of the interpreters (5 x SUs)
- Do **satisfaction checks** and ask for feedback after each interpreting session (Ar)
- Give the workers **more power/voice** to support the service users (Ar)
- **Increase** the number of Interpreters (Fa)

## Improved Promotion

*“If it was not for my GP, I would never know about SIS, please do more advertising in the community” (Ar)*

## Suggested methods and locations

- You can use TV for advertising SIS’s services
- You can use other organisations to spread the word about SIS
- Please promote more / Voices In Exile can help promoting SIS
- Promote SIS where people go to learn English like Met college
- Send someone to represent SIS in other events in the community
- Enlarge the introduction workshop (Service User Day)

## **RECOMMENDATIONS**

*“I found the report very useful and encouraging, especially that 80% of attendees had contacted SIS, with the Virtual Switchboard the most used, and the ease of use of our website (once introduced) and the accessibility of the videos.”*

- Continue developing our promotional strategy for Service Users to better understand our offer.
  - Use of QR codes for easy access to the website. Can QR codes be attached to SMS messages and email? How else could they be promoted and distributed?
  - What additional promotional material might we create or use to complement the business cards?
  - What “places” should we visit to promote our services e.g. City Met and other ESOL providers
  - Can the knowledge of SUs who are IT literate be captured and used to coach other SUs e.g. as digital ambassadors such as <https://www.citizenonline.org.uk/digital-champions/> Is there scope to get funding for a partnership approach?
  - Additional, more regular Service User Days, targeted at new Service Users who may not have information about our services
  
- Building confidence for Service Users making self-referrals, particularly in using the Virtual Switchboard. In particular confirming receipt of messages.
  - amend the outgoing messages on the virtual switchboard to manage expectations about when Services Users might hear back from SIS
  - use a standard translated response that could be sent by SMS to the telephone number the referral arrives from (as is done for web form self-referrals). Ensure that expectations are managed by the content of any message e.g. “we will do our best ...”
  
- Explore the viability of resuming the Drop-In service at the BMECP
  - Gather further feedback about whether there is an appetite from Service Users. Since the pandemic there are many more contact options so it may not be such a popular option anymore.
  - Evaluate the benefits vs resources for SIS and Service Users to look at where our energies would be best placed.
  
- Seek out and secure more funding for Social Prescribing to enable more sustained support.
  
- Explore the issues around language support provision for services outside of SIS contracts
  - communicate clear information to Service Users about their rights to language

support

- continue to work with VCSE organisations to include language support in funding bids to enable them to meet equality obligations.

- Use the feedback collected to design a SIS satisfaction survey that meets the needs of our Service Users.
- Consider mechanisms for collecting satisfaction feedback from Service Users more regularly so that quality and delivery issues can be identified and dealt with promptly.
- Use the feedback about what encourages people to participate in surveys to guide partners; summarised as *“short, to the point, in my language and relevant to my needs”*.
- Create better collaborative understanding between SIS service delivery teams so that Service Users can feel securely “held” regardless of their entry point.