

Ukrainian Refugee Programme Funding Monitoring form

| | |
|--|--|
| Organisation Name | Together Co & Sussex Interpreting Services |
| Address | |
| Name of Project | Language Support, Social Prescribing and Buddying |
| Project start date | 1 st July 2022 |
| Project end date | 30 th June 2023 |
| Main contact name for the project & contact details | <p>Vikki Gimson (for SIS) Quality Assurance Manager Tel 07951 723671 Email: Vikki@sussexinterpreting.org.uk</p> <p>Rachel Friggens (for Together Co) Social Prescribing Head of Service Tel: 01273 900420 Email: Rachel.friggens@togetherco.org.uk</p> |

Please provide a brief response to the questions below.

Describe the activities undertaken by the project; highlight any changes to the work from the original funding application:

SIS and Together Co bid in partnership for funding to provide and deliver;

Social Prescribing based on the [award winning](#) Social Prescribing Plus (SP+) Partnership model. Social Prescribing supports people to find help for social, emotional or practical issues by linking them with expert organisations within the community.

Interpreting support for sessions and appointments that fall outside of contractual arrangements with NHS and Local Authority and/or are not funded through other bids and grants.

Translation of useful documentation as and when this is identified. Source existing translations from other authority areas or produced nationally. Build and maintain a fully accessible web page, hosted on the SIS website and linked to BHCC website and others.

Buddying between trained volunteers and Ukrainian refugees to offer goal-focused, timebound practical support to accompany individuals to enable them to access services, orientate themselves, locate key places and engage with other groups and support services in their local community.

Together Co and SIS mobilised an experienced team of staff to co-ordinate, manage and deliver these services. In addition, SIS enrolled and trained Ukrainian and Russian speaking volunteers (2), professional bilingual Social Prescribing link workers (2), and interpreters/translators (2). Together Co enrolled and trained 14 volunteer buddies.

The partnership provided essential support for all staff, link workers and volunteers to manage role boundaries and a risk of vicarious trauma. Peer support, therapeutic sessions and/or clinical supervision was made available.

The partnership operated a “no wrong door” referral system including self-referrals. The services were promoted in-person, via outreach interactions, via email, SMS, leaflet drops, social media and community contacts.

Describe the outcomes delivered by the project; include quantitative and qualitative information, i.e., number of people engaged with, outcomes for the individuals supported

We have delivered the following services 1st June 2022 – 30th June 2023

Social Prescribing (SP)

- 82 Drop-In sessions attended by Social Prescribing Link Workers via Community Hub, BHCC Housing, TDC, Network for International Women and Stand 4 Ukraine
- 230 on the spot Social Prescribing interventions for information, advice, guidance, and onward referrals
- 45 refugees supported with on-going Social Prescribing case work
- 160 facilitated referrals, including ESOL classes (26), childcare (25), TDC Employability (24), BHCC Housing(14), benefits/financial advice (16) and therapy services (7)

“I’m over the moon with the outcome [improved economic wellbeing]. If not for you I would never know about this and I would be sitting at home unable to do anything, relying on my grand-daughter and children to support me financially” Service User

“We experienced very positive effects from working with the bilingual social prescriber, it really helped us to build a sense of belonging in our new environment” Service Users

All the SP support is client centred with Link Workers tailoring individual support offers to include a range of topics such as housing, benefits, health, finance, wellbeing, childcare, training/education, employment, social connection.

SP is delivered at different levels of intensity depending on individual needs.

Light -

- on the spot assistance to navigate Drop-In sessions to link with attending services
- a quick phone call to help make an appointment
- help filling in forms such as a bus pass application
- signposting to the SIS website for translated information

Medium -

- a culturally informed conversation about the different health systems, followed by GP registration, making an appointment and managing expectations
- finding suitable ESOL provision for academic requirements, fit with childcare, volunteering, job search etc
- providing information about the range of benefit entitlements, identify potential gaps, securing money advice or a DWP referral

High -

- information about private rental sector requirements then support to gather and translate documentation and complete financial checks
- carefully building a trusting relationship to facilitate conversations around holistic emotional/wellbeing support then explore options available e.g. formal talking therapies or art/activities that build wellbeing

Interpreting

- 514 hours of interpreting support for BHCC departments and CVS organisations included
 - 3 x Drop In sessions per week hosted by Stand 4 Ukraine, Network of International Women and BHCC Ukrainian Community Hub
 - BHCC Housing department meetings to provide help and guidance for individuals and families
 - BHCC departments delivering services to HfU refugees
 - CVS organisations delivering advice, information, support and activities to HfU residents

“The event went really well, we had 7 participants, everyone seemed to be very happy with it. [the interpreter] did a great job, our cycle instructor was so fond of her, she said that she was much better than other interpreters she has worked with in the past. It was mostly because she was interpreting everything very naturally....Thank you again for SIS’s help with organising the training.” Joanna Szuminska, Team Administrator, Transport Behaviour Change Team

“The interpreter has been fantastic. From the first session he quickly assessed the way we needed to work and mucked in. If there is even 5 minutes of quiet he is looking around for who he can help. It has been amazing support and a true reflection of “Community Interpreting” being so much more than interpreting words, he has been calm a reassuring presence, remembers everyone and liked by everyone.” Fiona Sharpe of B&H Network for International Women

Translations

- Over 20000 words translated into/from Ukrainian including
 - Promotional material for Drop Ins, job fairs, and other services e.g. library, young people’s services, vaccinations
 - Information pack for HfU new arrivals
 - Additional information and key documents for frequently requested services e.g. childcare, food banks, housing
 - Surveys and results for BHCC and Brighton Food Partnership
- Certificates e.g. medical information, criminal record checks, qualifications
- Creation of a fully accessible web page for accessing language support and translated information <https://sussexinterpreting.org.uk/ukrainian/>
- Upload of over 50 translated documents to the resource library <https://sussexinterpreting.org.uk/ukrainian-useful-information/>

“The written translation service has been greatly appreciated, and the turnaround time for the translation requests has always really quick, which is so important when we are wanting to update welcome packs, posters and other resources. I’ve used other translation services in previous roles and the wait times could be really long. Stacey Dickson | Operations Manager | Community Hub

“We would like to thank you for translation of numerous documents during this year, challenging nearly every aspect of life in Brighton in good time as well. Translations were welcoming Ukrainian refugees from the very first hours in Brighton with the first welcome letter to job search, doctor’s appointments, schooling and support with benefits

accommodation search...and...and... and more and more... “Iryna Olyanovska, Stand For Ukraine, Brighton and Hove

Partnership Work

SIS and TCo has been represented at local fora where needs are presented, discussed and solutions considered;

- ***Communities and Integration Subgroup*** of the Ukrainian Readiness Operation Group
- ***B&H Refugee/Migrant Support Group*** chaired by Sanctuary on Sea and the BHCC
- ***Migrant & Refugee Forum*** facilitated by BHCC
- ***Working Group for Refugee and Asylum Seeker Mental Health*** facilitated by Sussex Partnership Foundation NHS Trust

In addition, SIS and TCo are active participants in strategic networks and groups which help to support service delivery;

- B&H Social Prescribing Providers Network,
- B&H Cross-sector Loneliness Coalition,
- B&H City Volunteering Partnership,

We’ve built successful collaborative pathways with other delivery organisations in the city and key BHCC departments to encourage cross-referrals and provision of information.

“Working in partnership with the SP team has been so useful. They are working in locations where we aren’t, such as the Jubilee Library Drop-In, and are able to pick up issues and make immediate, on the spot referrals into our Employability service. We have found them to be really responsive and helpful.” Emma Reeves, Projects Manager, TDC

“We would struggle without help from SIS and TCo. Lots of refugees and their sponsors would not be able to reach a clear level of understanding of each other and the services on offer. Support from [named staff] is difficult to overpraise; all of the social prescribers were most supportive, thoughtful, tactful and courteous when helping us.” Iryna Olyanovska, Stand4Ukraine

Social Prescribing Case Studies

Delivered by SIS Bilingual Social Prescriber

Referred by Hannah Woodin, Community Hub/ Ukrainian Response Team Leader

A young lesbian couple living with a host who is struggling. Additional support for the women to be more actively engaged would take some responsibility off the host and enable the relationship to flourish and housing situation to remain secure.

Bilingual social prescribing support provided;

- explored ESOL options and other courses of interest
- referred to TDC for employability support – to improve CVs and look for work
- engaged support from the GP to make referrals for wellbeing and mental health support
- information provided about LGBTQ community and services and help with referrals

Outcomes and impact;

- both women enrolled on ESOL courses and one is also attending an online IT course
- both women have found employment
- counselling sessions provided via MindOut
- explored opportunities to pursue vocal/singing lessons
- they are keen to get involved in LGBTQ community and events

Delivered by TCo Social Prescribing Link worker

A significant number of SUs are women who have become single mothers as a result of the war, many of them have young children. These mothers are wanting to work, learn English and become part of the community. It is therefore essential that they can find childcare for their children.

Together Co's Link Worker (LW) helped several mothers understand the unfamiliar childcare system in this country. They found and contacted local nurseries to check availability and arrange viewings.

They further liaised with the nurseries to improve understanding of the SU's situation, which meant an appropriately supportive structure could be put in place both during the application process and in the provision of care.

The LW also liaised with EMAS, which supports children in schools and nurseries where English is not their first language, to ensure their support could be available to the families and nurseries.

The children gaining nursery placements meant that the mothers could then commit time to undertaking ESOL classes with the aim of improving their access to employment

opportunities. The children were also supported to integrate into an English-speaking nursery, which will improve their feelings of belonging and security.

Describe any unexpected benefits from the work:

For SIS and Together Co

- Forging new relationships with organisations that we'd not worked with previously e.g. Phoenix Therapy Centre, Hummingbird Project, Plot 22, Stand 4 Ukraine. This has created an environment for innovation and creativity and helped with building future connections within the new bids.
- Solidifying existing relationships with partners or departments to create a better understanding of systems and processes e.g. BHCC Housing department, Network for International Women.
- An opportunity to pilot adaptations to our existing service delivery models which we've been able to replicate and expand on for other projects e.g. outreach work at Drop In sessions is being replicated with the SP+ for Newcomers project.
- Social Prescribing is a better understood service for statutory and CVS organisations outside the NHS encouraging referrals into this service for non-Ukrainians too.

For Commissioners and other partners

- NiW and S4U piloted a one stop model for refugee support inviting public services to regularly attend their Saturday Drop In to deliver services directly. This has been replicated with a Friday session for residents of the asylum hotels.
- Creating new infrastructure systems for refugee support which can be used as a basis for other groups. The system set up for Ukrainians has enabled people to move quickly through stages of integration which has been more challenging for those arriving from Syria, Afghanistan, Sudan etc; basic needs for money, food and housing were met immediately enabling people to focus on education, training and employment.
- Regular meetings between support organisations provided a continuous feedback loop which increased the quality and effectiveness of service delivery for all.

For Refugees

- Interpreting and Social Prescribing services being provided by linguists who share a common experience, alongside refugee and community led organisations such as Stand 4 Ukraine, has facilitated an unprecedented level of cultural brokerage. This has helped all stakeholders to understand each other better and more quickly to the benefit of the refugees.

Describe any learning from the work/project including what went 'less well':

Learning:

- Over the course of the project we've built a clear picture of past, current and **emerging needs** for SUs (tracking trends, themes and changes over real time) and an in-depth knowledge of which services are available, their capacity to respond and what alternatives are available.
- The need for **culturally informed SP** has been highlighted by insights from SIS Linguists about cultural differences and attitudes that inform behaviour and choices that may not be picked up by mainstream services. Delivery through Link Workers (LWs) and interpreters with a shared identity with SUs has been vital to recognising cultural traits, including; unwillingness to admit to any perceived weakness/vulnerability, fear of stigma regards learning difficulties, neurodivergence, mental health issues and distrust and suspicion of the purpose and effectiveness of talking therapies. Careful navigation and culturally sensitive consideration by LWs has helped to avoid potentially negative outcome for SUs.

"Ukrainians are so grateful for all they've been given and offered, they don't like to ask for anything more, or seek out help, so I have to engage them in general conversation as a peer so that I can subtly pick up on their additional needs and then suggest I may be able to find a solution to a particular problem" Bilingual Link Worker

- Insight regarding the specific cohort needs has also been used to shape **how, when and where** SP support has been offered to Ukrainians. We found that Ukrainian guests preferred to access support in spaces where there were other Ukrainians, and where families/groups could attend together to receive the same support/information. We also found that focusing on brief conversations around very practical needs like paying bills and obtaining childcare meant we could build rapport and trust before offering information around other resources e.g. mental health support – this was important for guests who felt reluctant to discuss more 'wellbeing-based' needs. Having regular drop ins at the same place and same time means Ukrainians can come back as and when they need further support, e.g. for when they move into Private Rental, start looking for work or when family members join them from Ukraine.
- **Planning for next steps** of the project have also considered this insight, for example, plans to collaborate with providers of mental health support/activities to help ensure suitable promotion and linking of SUs into such support, and



introduction of follow-up calls to SUs to provide opportunities for more emotional/social needs to be picked up, once practical needs addressed.

- **Translated information** is crucial to empowerment; giving people the option to self-advocate and self-refer. Ukrainian uses Cyrillic script and therefore learning to read and write English is more challenging than learning to speak and understand English. Local service information is essential to the integration journey.
- **Partnership & collaboration** has supported us to be responsive, flexible and combine expertise for the benefit of SUs. Our existing SP partnership facilitated sharing of knowledge and expertise to aid problem solving, especially during the initial phase of the project, and improved efficacy of the intervention and how quickly we could respond to SU needs. Existing wider SP collaborations and links with a range of organisations meant that SUs could be linked into a range of services, including referrals for suitable ESOL classes and TDC employability programme, support with finding nursery places through Family Information Service so the parent can attend the programmes, working with housing in supporting SU when moving into private rental to get council tax deductions they are entitled to, support with setting up MyAccount and utilities, liaising with school admissions & FIS to help find new schools and nurseries if they have moved to a different area of the city.
- Having **drop-ins** where different services and partners are available allows communication and sharing of knowledge between all organisations, this in turn allows us to access the right service and solve problems more quickly as we have all information needed in one place.

What worked less well:

- Through its existing volunteer programme, Together Co recruited and trained volunteer '**Buddies**' to be able to offer practical support to accompany Ukrainian as they settled and orientated themselves in the city. 14 volunteers were recruited and trained to provide support at Drop Ins and on a 1-2-1 basis. The service was promoted via Link Workers directly to Ukrainians, as well as to other professionals and services coming into contact with them. Uptake for this support was lower than anticipated, and for that reason Buddying work was not included in the subsequent grant funding bid. Buddies continue to be available to support Ukrainians if and when needed, and this support will remain available during and beyond the funded project through Together Co's core services.

How we responded and adapted delivery:

We sought regular feedback from stakeholders and SUs during the initial year of project delivery in particular Stand for Ukraine and Network for International Women.

Regular attendance of LWs at the S4U and NIW facilitated Drop In sessions provided a key point of contact where staff were able to develop mutually beneficial relationships; LWs could provide information and guidance to volunteers who were able to learn more about SP by informally shadowing and observing LWs in action. S4U volunteers could ask tap into the expert knowledge of LWs and help with case specific information and guidance e.g. people with a disability requiring specific information/support around accessing the correct benefits for their condition, or applying for bus passes and blue badges.

Feedback from these organisations and volunteers has informed service delivery over the past year and plans for the next phase of the project, including;

- Stand for Ukraine have provided insight into **cultural factors** that indicate trying to address social and emotional issues early in the SP relationship may discourage guests from expressing their other needs. We were then able to adapt service delivery by producing a checklist to ensure practical needs were met before encouraging more holistic discussions.
- As a result of requests for support around affordable **childcare provision**, after school care, holiday clubs and child friendly groups/ activities, a resource was created and translated into Ukrainian, so the information was readily available and could be shared.
- Formatting of the **SIS Ukrainian webpage** was also influenced by community feedback who requested resources be uploaded in both Ukrainian and English so that host families and other support services could have the same level of information and all stakeholders access it from the same source.
- The partnership worked with Stand 4 Ukraine **co-created communications** to promote SP and encourage SU engagement. S4U helped us to explain our offer in a way that feels relevant and culturally appropriate to the refugee group.
- S4U also provided consultation about the appropriate use of **Russian speaking linguists** (from Baltic states and Eastern Europe) because of the rarity of locally based, trained, experienced and accredited Ukrainian interpreters and LWs.

Feedback has been gained directly from SUs in the process of receiving support and this has informed how the project delivery has developed.

How we are taking this learning forward into next phase of work:

See below for more information on how this learning will inform the next phase of the work.

Explain what will happen to the funded work now the funding has ended:

Following successful application to the Ukrainian Refugee Programme Grant Scheme 23-25, work will continue to be delivered for a further 15 months, through the partnership between Together Co and SIS.

Ukrainians will continue to be supported to ‘access information, advice and guidance’ through the provision of targeted **Social Prescribing**. SP Link Workers (LW) use a personalised approach to give people time and space to focus on what matters to them. LWs assess needs, research and present information as possible solution options and co-produce a support action plan. Facilitated referrals help remove access barriers whilst guided conversations and motivational techniques build confidence.

SP will continue to be delivered by experienced LWs in English (with interpreting support if needed) or in Ukrainian depending on individual service user (SU) needs. LWs are further supported by volunteers (some bilingual).

We will continue to provide up to date **translated Information** via SIS’s fully accessible translated webpage, where SUs can also request an interpreter for appointments, self-refer for SP support. Over 50 resource documents in both English and Ukrainian are already available for refugees, hosts and other organisations to access. This will be maintained and developed in response to community need and information gaps identified by LW and SU feedback. Ukrainians will be alerted to website additions through SMS system and relevant community contacts.

SIS will also translate relevant information into and from Ukrainian to support SP link work e.g. official documentation, medical information, professional qualifications etc.

The partnership will further support the city’s Ukrainian response by **developing clear pathways** for SUs to access priority gateway services. We will act as a central point of up-to-date information and contacts and provide an overview of relevant support.

We will strengthen pathways between SUs and providers and will help to ensure connections for the Ukrainian Refugee Programme (URP) priorities, working collaboratively with other successful bidders. We will promote the SP offer, increase cross referrals and ensure holistic support.