

Evaluation of Sessional Worker Survey 2016

Positive Feedback

Every time I approached SIS, everything was clear and direct.
Very good response
Staff support is excellent.
I feel a valued member of the SIS family and am pleased to represent SIS. Thank you for always being understanding towards my needs
Always able to help with any questions I need to ask
It is quickly and easy to access.
I have worked for many agencies and 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.
Taking into account everything that has been happening in public service interpreting and translation in the UK in the last 5 years I think SIS translation rates are good and SIS interpreting rates are ok.
SIS is an excellent interpreting service the staff are diligent helpful and professional
I feel like family. Everybody very friendly and understandable. Lots of opportunities to engage in the community and learning with constructive discussions when we have our peer-to-peer sessions.
I am very happy working with SIS
Hi, I'm relatively new community interpreter to SIS as I've started working for the company only couple months ago. The staff is well organized and always provide me with useful information in very competent way. I have no complaints about SIS so far.
Sis has been a good and fair Employer to work for and the staff at the office are always polite and helpful, they make every effort to help the Session Workers with queries and sending job offers within a good time frame for us to be able to know the arrangements well in advance
Great service.
So far I have no major concerns with regards to how things work at SIS. I dare say that SIS are by far the most approachable and reliable organisation in the interpreting/translating field in the region.
From my experience, I noticed that SIS has high level of reputation with the clients and service providers, Also from my experience I realized that SIS do as much as they can to ensure that the clients got the excellent service from both of the parties.
[compared to other services] SIS best serves my needs I also feel that the practices at SIS are the best that I have come across thus far
I prioritise working for SIS because you do not argue about payment. The forms we submit are clear and do not lead to disputes. I value the clarity and relevance of all the entries
I just want to say is has been a pleasure working with SIS and will continue working for them. The staff in the office are really easy to talk to and friendly. I appreciate the work they offer to me. Thank you

I am generally happy with SIS, although I do not receive many jobs a year. The payment is okay, you pay on time and you are responsive and friendly.

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

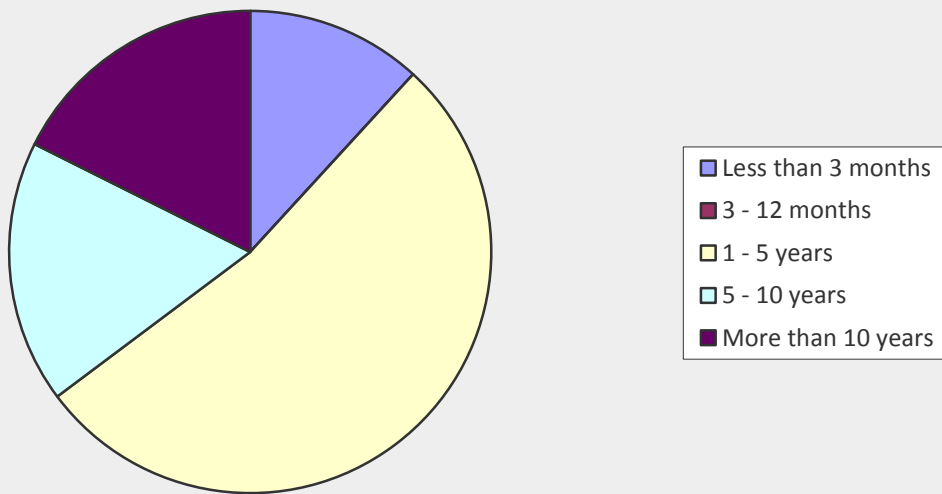
excellent - thank you

SIS do a fantastic job and are a lovely bunch of people!

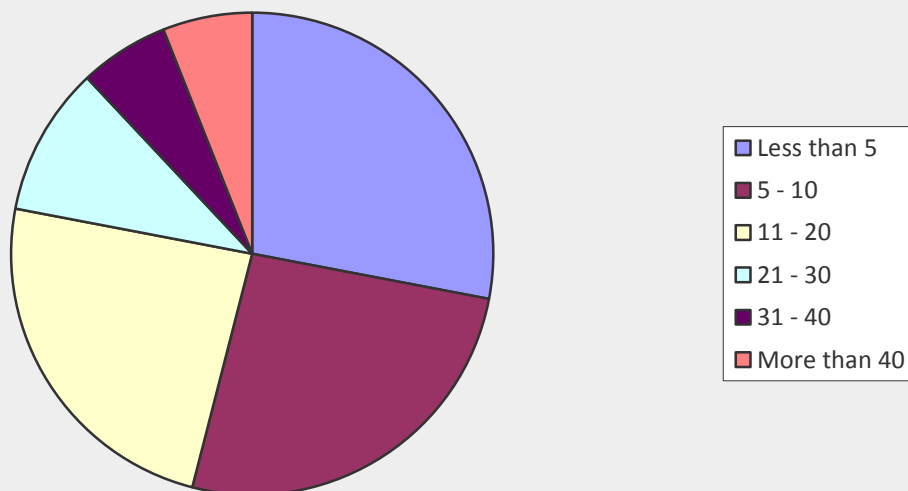
Very good service compare it to other services ... I am privileged to work for SIS

51 responses (35% of all Sessional Workers)

About how long have you been working for SIS?



How many times a month do you work for SIS?



Indicates that the respondents have a lot of experience of how SIS provides services

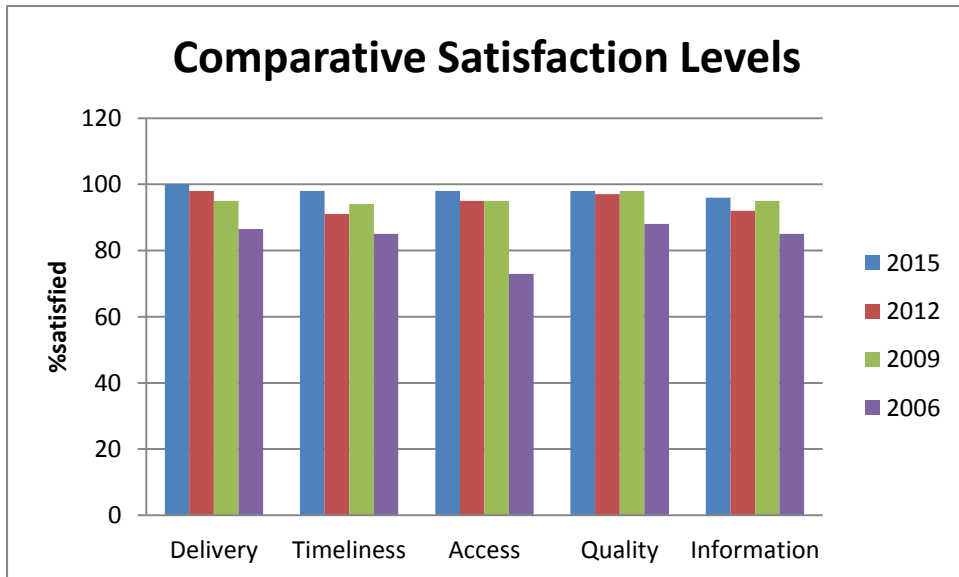
100% would recommend SIS to their colleagues

Satisfaction

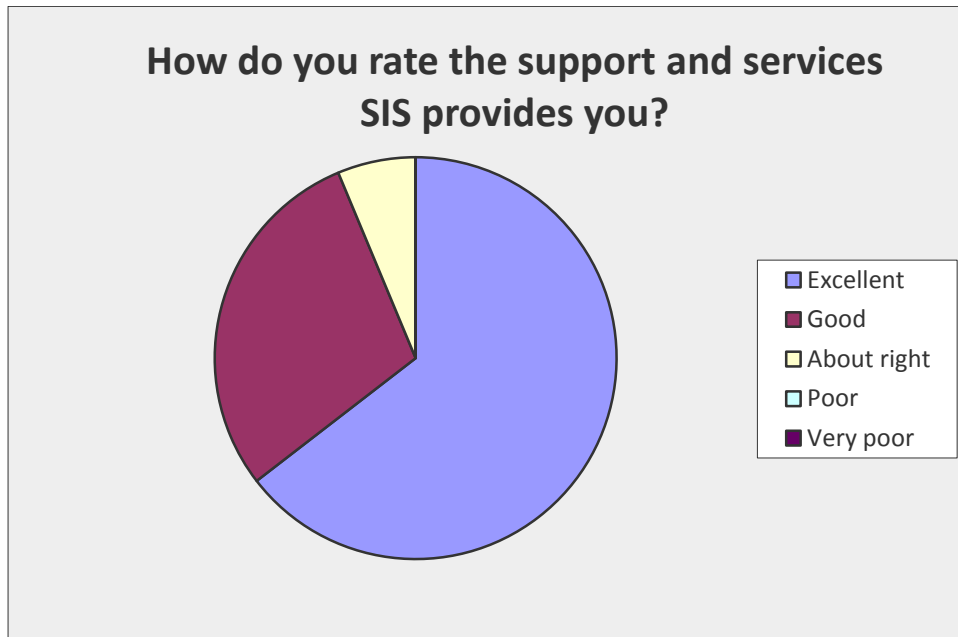
Very high across all areas identified by CSE as important to customers



Comparative data to previous years show consistent improvement in all areas.

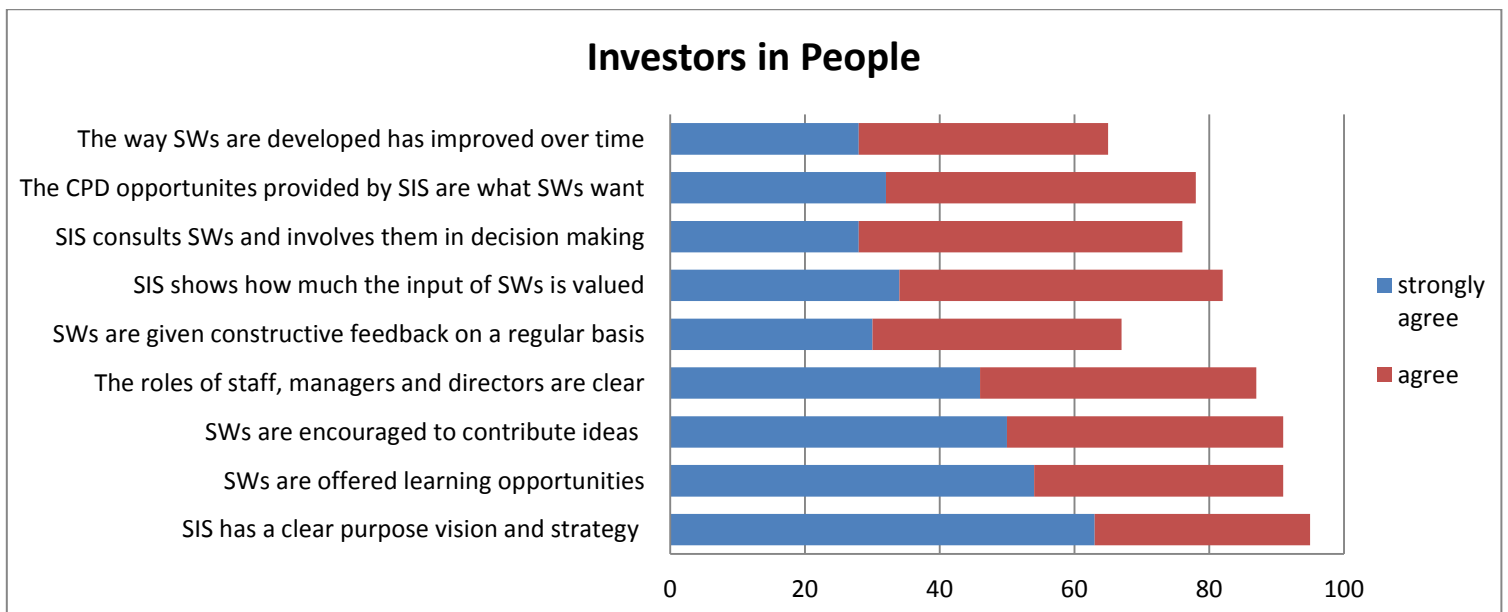


Sessional Workers rated the support mechanisms offered by SIS very highly



Questions relating to the Investors in People Quality Mark have highlighted the need for SIS to focus on

- providing more regular feedback to Sessional Workers – *we will need to investigate methods of collecting feedback about SW service delivery outside of unsolicited feedback*
- involve Sessional Workers in decision making – *we will need to look at what decision making it is appropriate for SWs to be consulted on and/or ensure that SWs are aware of when they are being involved in this.*



Priorities

The ranking of priorities remain the same as in previous surveys and can be divided into high, medium and low priority

High

1. Positive Impact on the wellbeing of individuals and the community

SIS is refocussing on "Service User Voice" and is looking at ways of measuring the impact of our services and on mapping customer journeys. This will provide

- *motivation for sessional workers*
- *evidence of our impact to commissioners*
- *understanding of service user needs in order to develop services*

85% of survey respondents said they would be willing to spend up to 5 minutes at the end of each session to collect feedback from Service User

93% have access to a portable digital device which could be used to collect Service User feedback after a session

2. Rate of pay

SIS pledges to try and maintain the "highest affordable terms and conditions". This involves regular review of pay rates. SIS is currently reviewing our travel policy to deliver a fairer system to all sessional workers.

3. Being valued a member of a professional team

SIS pledges to "continue investing in professional relationships with all SIS community interpreters, based on respect, involvement and dignity..... we will not compromise quality or undermine face to face community interpreting as the most appropriate services to meet the needs of our vulnerable service users." This commitment has been most recently demonstrated in our wider service offer which includes the recruitment of Volunteer Linguists; the VLs have a distinctly separate role which does not overlap with professional interpreting.

Medium

4. Training and development opportunities

There were a number of briefings for sessional workers in 2015.

SIS has recently circulated the sessional worker CPD (continuous professional development) schedule for 2016. There are group meetings taking place every 2 months with visiting speakers from organisations working in areas SWs have expressed an interest in. The first session will be on 23/02/2016 with a visiting speaker from Doctors of the World.

The content of future CPD sessions will be informed by the survey with the following subjects being the most popular

Mental Health	51%
Housing	49%
Immigration	43%

Improving knowledge of terminology	61%
Us of intervention skills	61%

SIS has dedicated a proportion of the “Learning and Development Budget” to the CPD of SWs including running In House training for new interpreters and the Acentis qualification.

All Bilingual Advocates and Volunteer Linguists have been signed up for the BHCC on-line learning portal and this offer will be extended to Community Interpreters and Translators.

5. Operational support from office staff

Office staff will continue to be available for support 24:7:365 through our Emergency Mobile.

Low

6. Talk with other sessional workers

Sessional Worker Induction

- 90% found them useful or very useful

There a couple of suggestions for improvement which SIS will investigate

I think a summary of the role of the sessional worker and rules to have and keep to refer from time to time and also be informed of any updated requirements of the role

I have done this a long time ago I'm sure it developed to better way ...maybe a refresher session to find out what is going on

Reward and Recognition

SWs made various suggestions about how SIS could show appreciation of SWs contribution to the organisation. We will be considering the budgetry and equal opportunity implications of implementing some of these suggestions

Go out for dinner party
SIS used to provide food for events such as AGM. This has stopped for two years. In my opinion this is one of the reasons that not many service users attend.
More meet-ups (in the evening rather than afternoon if possible)/ social and networking events
events
Award
Cards or awards are enough to show that the work is appreciated.
A simple thank you email.
A day pass to a gym / swimming pool would be appreciated.
Bonuses to outstanding workers

Some other suggestions have been included in the “suggestions for improvement” section below and will be considered in due course.

The following suggestions can be addressed immediately;

- Prioritising old interpreters; i.e when new SWs are recruited
- A different way to distribute work, for example, offer more work also based in experience not just qualification.

SIS only recruits new interpreters when a need has been identified i.e. we have been unable to meet requests for interpreters in certain languages or regions. SIS is committed to following our Allocations Policy as the fairest way of allocating work. The policy doesn't prioritise “old” interpreters but does take into account the experience of sessional workers.

- I think an email every now and then if you receive a comment or feedback from the Service providers

SIS always e mails individual SWs if we have received positive feedback from a Service Provider. The feedback is also included in the positive feedback monitoring which is circulated to SWs via the Newsflash and is also accessible on the website <http://www.sussexinterpreting.org.uk/qualityassurance.asp>

Suggestions for Improvement

Various themes emerged from the “comment” boxes within the survey – SIS will investigate the proposals fully.

Session Details

It would definitely be helpful to know more details about upcoming sessions in order to prepare with specific terms. I also believe that some Service Users would benefit from training on how interpreting sessions work. Could be a short video they could watch.

The main problem is not having the full name and position of the service provider. I often appear at a ward or public service department and a lot of time is spent checking and locating for whom I am interpreting. It would also help if more precise instructions are given regarding the office or room where I have to report on arrival. This is particularly relevant in a hospital or large health centre, especially if the institution is on several sites or different sides of a main road.
--

It would be helpful if the name of the individual clinician could always be included in the booking. Having the SU's name alone is often not sufficient, due to different spellings of the name held in the Service Provider's records. So having the clinician's name would help save time in finding the appointment - especially in settings such as busy out-patient departments.

Pay rates / Terms and Conditions

I also think that the service provider should pay for parking especially in town centres or hospitals. I now consider the cost of this and whether or not to accept the session if travelling to an appointment.
--

Ideally the rates [for translation] would be higher and time spent making sure formatting is correct would be taken into consideration
--

Since funding cuts, T&Cs as well as our pay is making working with SIS less financially worthwhile.

in order for me to stay in this line of business i must have enough work a month to cover my expenses and at present this is proving to be very difficult

I prioritise working for the Police & home office because of the payment rates

SIS has been reviewing the sessional worker travel policy in an effort to make this fairer.

Translation continuity

I have noticed that different SIS community translators (within the same language) translate the name of benefits and other public service terminology differently. This might confuse the users who see the names of benefits translated in two or more different ways.

Would it be feasible to agree on a common translation for the main benefits / public service terminology within the same language? Perhaps SIS could create a glossary to be sent to translators? I think this would help the users understand things better and make translations more coherent. Just a suggestion.

Cancellation procedure

Most of my work booked via email may I suggest in case of well in advance cancellation to be done via email for my record unless it's a short notice of course by phone

Feedback about work

I'd appreciate feedback and more free short learning and development opportunities.

So far I am pleased with how things are run. I would like to have a review once a year about my work, to give me the opportunity to reflect on and improve my practice.

supervision - it would be helpful if SIS could incorporate a supervision session monthly for interpreters to address matters they deal with on a daily basis this would further enhance the interpreters well being

Feedback to progress and develop as individual and part of professional organisation.

feedback on my work either positive or constructive

Community Engagement

Finding better way of reaching those who really needs help, as there are people out there, who are living with silence, laking explaining themselves.

At the moment, there is an active participation on our Linguistic Volunteer project. It is a great opportunity to learn and engage in the community. We are creating new media: cards and leaflets. That will help us to approach our target and public in need in different languages. I am sure that we will develop it for an even better result.

Keep helping us to engage in the community. If any funds available, having more award payments for participating in events representing SIS.