

Appendix 3: Survey questions

Questions marked with an asterisk (*) were compulsory questions; all other questions were optional.

The information contained in the grey box at the top of each page is the title for that section of questions.

Skip Logic was used so respondents only saw questions relevant to their previous answers.

Questions 5-21 were a subset of the questions for respondents who had already left the profession.

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Introduction and consent

Why this survey?

For background about this survey and the market review, [please click here](#). Your answers to this survey help NUBSLI turn anecdote about changes to the profession into evidence.

[You can respond to the survey until Sunday 28th February 2016.](#)

Who can take part in this survey?

Anyone working, or who has previously worked in the UK, as a Sign Language interpreter, interpreter with Deafblind people, and/or Sign Language translator, whether trainee or qualified, Deaf or hearing, and whether a member of NUBSLI or not.

The survey:

The survey will take between 20 minutes and as long as you want to take, depending how long your answers are, and how much evidence you want to give to the market review.

So make sure you have a stable internet connection, and some uninterrupted time, as you can't part save your answers and come back to them later.

It's easiest to complete the survey using a desktop / laptop, or possibly a tablet. We suggest you don't use a smartphone, as it takes much longer to answer, and can be easy to accidentally select or deselect answers.

Compulsory questions are *starred.

Some questions ask about your work since January 2015. This is because this survey is looking at changes since the previous NUBSLI survey.

Throughout this survey you will see questions where marked (MR). At the end of the survey you will be asked if you consent for NUBSLI to share this data with the market review. If you say no, your answers won't be shared, and NUBSLI will just use your responses for its own reporting and submission. [Click here for the market review statement on how your information will be used](#).

Some questions ask about good practice. This is because whilst the market review cannot make recommendations, it can highlight good practice.

Confidentiality and anonymity:

Your data will be stored securely and anonymously.

When reporting on the data we will endeavour to avoid including information that might identify any individual.

Most questions require 'tick box' answers, but there are other text boxes where you are invited to add comments. These comments provide valuable additional information.

At the end of the survey you will be presented with two options and asked to indicate whether you are happy for your comments to be quoted in survey reports, or if you would prefer them not to be published in this way.

*** 1. Please select below to indicate your consent to participation in the survey:**

I agree that I have read and understood the purpose of the survey, and how data will be used and stored. At the end of the survey I will say whether the marked responses can be shared with the market review or not, and indicate how my free text responses can be used.

- Yes - I agree and give consent
- No - I don't agree and don't give consent

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Thank you for your time (1)

2. Thank you for looking at the survey. It will help us if you can tell us why you're not happy to agree and/or give consent, or give any other feedback about why you aren't willing or able to continue with the survey.

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The following questions are about you and your work (1)

- * 3. Are you currently working as a Sign Language Interpreter, Interpreter with Deafblind People, and/or a Sign Language Translator in the UK? (Answer yes if you provide remote interpreting services in the UK but live abroad).

Yes

No

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Questions about you and your work (2)

* 4. Are you currently, or since January 2015 have you been, registered or regulated to work in the UK as
a: (tick all that apply)

- Sign Language Interpreter (NRCPD / RBSLI / SASLI / ITI)
- Trainee Sign Language Interpreter (NRCPD / SASLI)
- Interpreter with Deafblind People (NRCPD) / Deafblind Manual Interpreter (SASLI)
- Sign Language Translator (NRCPD / RBSLI)
- Trainee Sign Language Translator (NRCPD)
- No
- One of these roles, with a different Register (please explain)

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Not currently working. Are or were registered or regulated.

The questions on this page are for you if you are not currently working as an interpreter, but were or are still registered or regulated since January 2015. If this doesn't describe you, please close the survey and start again.

* 5. Please choose the main role that you had. Your answers for the rest of this survey should be about this role.

- Sign Language Interpreter (NRCPD / RBSLI / SASLI / ITI)
- Trainee Sign Language Interpreter (NRCPD / SASLI)
- Interpreter with Deafblind People (NRCPD) / Deafblind Manual Interpreter (SASLI)
- Sign Language Translator (NRCPD / RBSLI)
- Trainee Sign Language Translator (NRCPD)
- One of these roles, with a different register.

For the rest of the questions in this survey we use the abbreviated term 'interpreter' to refer to any of these roles.

* 6. What is your age?

- 17 or younger
- 18-20
- 21-29
- 30-39
- 40-49
- 50-59
- 60 or older

* 7. Do you identify as:

- Male
- Female
- Transgender
- Other (please explain)

* 8. Do you identify as Deaf or hearing?

- Deaf
- Hearing
- Prefer not to say
- Other (please explain)

* 9. Which region do you live in (for 50% or more of your time)?

- East
- East Midlands
- London
- North East
- North West
- Northern Ireland
- Scotland
- South East
- South West
- Wales
- West Midlands
- Yorkshire And The Humber
- Outside of the UK (please say which country)

The next question asks you to say what areas you worked in for more than a fifth of your working time. So if you worked in Wales most days of the week, and worked in the SW a couple of days a month, just Wales as your 'most' choice, and leave the other choices blank. If however you worked 4 days a week in Wales and spend a day a week in the SW, tick Wales first, and SW in 'second most'.

If you worked all over the UK, and so didn't spend 20% of your time in any one region tick the "I don't work in any region for 20% of the time" option.

If you did VRS from abroad, select that option. You can still select regions if you worked physically in the UK as well.

* 10. Which regions did you work in for 20% or more of your time - i.e. an average of 1 day a week?
 (List them in order. You can select 1, 2, 3 or 4 areas, or say you didn't work in any area 20% of the time, and can say you provided VRS from abroad).

	Most	Second most	Third most	Least (still 20% or more)
East	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
East Midlands	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
London	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
North East	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
North West	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Northern Ireland	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Scotland	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
South East	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
South West	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wales	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
West Midlands	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Yorkshire And The Humber	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I didn't work in any region for 20% of my time.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
20% (or more) of my time I worked remotely in the UK (VRI and/or VRS) from abroad	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* 11. In what type of location did you mainly work (i.e. more than 50% of your time)?

- Urban / City
- Rural
- 50:50 Urban / Rural (if roughly equal)
- More than 50% of my time I work remotely in the UK (VRI and/or VRS) from abroad

* 12. Below are 3 statements that you may agree or disagree with. Using the 1-7 scale below please indicate to what extent you agree or disagree with each statement.

7 - Strongly agree	6 - Agree	5 - Slightly agree	4 - Neither agree nor disagree	3 - Slightly disagree	2 - Disagree	1 - Strongly disagree
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I would recommend to someone starting a career as an interpreter.

<input type="radio"/>						
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My area / region is a good place to work as an interpreter.

<input type="radio"/>						
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I was satisfied with my life as a professional interpreter.

<input type="radio"/>						
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13. If you would like to say anything about your answers above, please say so here.

* 14. Do you regard yourself to have specialist interpreting skills in the following domains?(MR)

- No
- Conference
- Community
- Child Protection
- Deafblind interpreting skills - Tactile BSL and/or Visual Frame (not Deafblind Manual as it has its own registration category).
- Education - children
- Education - FE
- Education - HE
- Foreign Sign Language fluency
- International Sign
- Legal - Police / Solicitor
- Legal - Court
- Medical
- Mental Health
- Office / employment
- Remote Interpreting (VRI and/or VRS)
- Television
- Theatre / Performance
- Other (please explain)

15. Why are you not working as an interpreter (select top 5 that apply)

	Main reason	2nd reason	3rd reason	4th reason	Least reason
I did not have enough work.	<input type="radio"/>				
I was not able to earn enough from interpreting.	<input type="radio"/>				
I wanted to do something else (diversifying).	<input type="radio"/>				
Agencies where I work paid too little and/or had unacceptable T&Cs, so I didn't take work from them.	<input type="radio"/>				
I am / have been ill.	<input type="radio"/>				
I have had / have a work related injury / disability (e.g. ULD, RSI, etc.)	<input type="radio"/>				
I have or will have caring responsibilities.	<input type="radio"/>				
I am pregnant.	<input type="radio"/>				
I am retiring (or am reducing hours towards retirement)	<input type="radio"/>				
Concerns about regulation and/or registration.	<input type="radio"/>				
The future of the BSL interpreting profession feels uncertain.	<input type="radio"/>				
The profession lacks a supportive working community.	<input type="radio"/>				
I don't feel respected / valued as a professional.	<input type="radio"/>				
Other (complete box below).	<input type="radio"/>				

16. If you selected other, please explain below:

17. In order to stop working as an interpreter, what steps did you take? (Select all that apply).

- Stopped working as an interpreter, without replacing with other income.
- Looked for alternative work (paid or voluntary).
- Applied for alternative work (paid or voluntary).
- Retrained or studied for alternative work.
- Studied, not directly linked to getting alternative work.
- N/A
- Other (please specify)

18. If since January 2015 you had reduced or stopped your work with Access to Work clients, please explain why. (Select all that apply)

- N/A
- Because they no longer had AtW funding.
- Because their AtW funding was reduced, and so what they could pay for interpreting was below your minimum rate.
- Because their AtW funding wouldn't pay for travel costs.
- Because of delays in payments from AtW.
- Because AtW have said they will no longer pay for a second interpreter where needed, and so you are doing more work on your own, when two interpreters are needed.
- Because of concerns about potential problems with AtW (i.e. nothing had gone wrong, but you have changed your work to reduce potential risk).
- Other (please explain)

19. If you stopped working as an interpreter in part or because you had difficulty finding freelance interpreting work, why do you think that is? Please select up to 5 reasons in order of impact on your work.

	Main reason	2nd reason	3rd reason	4th reason	Least reason
My area has more interpreters (qualified and trainees) than are needed for the work available.	<input type="radio"/>				
In my area interpreting is mostly being done by trainee interpreters.	<input type="radio"/>				
In my area interpreting is mostly being done by CSWs/signers.	<input type="radio"/>				
In my area agencies are using staff interpreters to cover the work.	<input type="radio"/>				
In my area many service providers will not or do not book interpreters.	<input type="radio"/>				
In my area there is less interpreting work available than there used to be.	<input type="radio"/>				
Interpreters / CSWs in my area are accepting work at too low a rate.	<input type="radio"/>				
Regular clients' Access to Work has been reduced, and so I can no longer afford to take the work.	<input type="radio"/>				
Agencies will not pay sustainable rates, so I cannot accept this work.	<input type="radio"/>				
The agencies terms & conditions are not appropriate, so I cannot accept the work.	<input type="radio"/>				
Other (complete box below).	<input type="radio"/>				

20. If you are currently working, not as an interpreter, what non-interpreting work do you do? (This is an optional question).

21. Are you planning to begin working as an interpreter again in the future?

- Yes
- No
- N/A (please explain)

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Thank you for your time (2)

22. Thank you for looking at the survey. This survey is only for interpreters with Deaf or Deafblind people or translators who are or have been registered or regulated as trainees in the UK. Please feedback below if you think there is a registration category and/or body missing.

If you have left the profession in the last 18 months then please [click here to go to the short NUBSLI Exit Survey](#). It should only take 5 minutes to complete.

Questions about you and your work (3)

* 23. Are you currently registered or regulated as a: (tick all that apply)

- Sign Language Interpreter (NRCPD / RBSLI / SASLI / ITI)
- Trainee Sign Language Interpreter (NRCPD / SASLI)
- Interpreter with Deafblind People (NRCPD) / Deafblind Manual Interpreter (SASLI)
- Sign Language Translator (NRCPD / RBSLI)
- Trainee Sign Language Translator (NRCPD)
- No
- One of these roles, with a different Register (please explain)

Sign Language Translator (1)

* 24. Do you do translation work as a specific job role (rather than just as part of normal interpreting practice) between English and BSL? (MR)

- Yes
- No
- Other (please specify)

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Sign Language Translator (2)

25. Approximately how many hours a week on average do you work as a translator? (You can put hours in more than one category)

Working as staff for a translation company.

Working freelance (or through your own company) for various companies and organisations.

Other (please explain in the box below)

26. If you selected other, please explain below:

27. Approximately what percentage of your work as a translator is doing translations for: (you can put a number in more than one category - but must add up to 100%)

Websites.

TV.

Videos & other media.

Between BSL and a different Sign Language and/or International Sign.

Other (please explain in the box below)

28. If you selected other, please explain below:

29. Since January 2015, for your translation work, do you:

- Now do substantially less or none.
- Now do a little less.
- Still do about the same.
- Now do a little more.
- Now do substantially more.
- Other (please explain)

30. Are there any problems with the area of translation? For example, is enough money paid to do the work properly? Is enough time paid for to enable the work to be done properly? Do companies that use translators make sure translators understand what they are translating, etc? (MR)

31. Is there anything else you would like to tell us about working as a translator?

Thanks. this is the end of the questions focused just on working as a Sign Language Translator. Back to the main survey questions now.

Interpreting with Deafblind people (1)

You're being asked this question, whatever registration / regulation category you chose, because there is no register for visual frame or tactile interpreting with Deafblind people.

- * 32. Do you or did you interpret with Deafblind people, whether using visual frame, tactile BSL, and/or Deafblind manual, and whether or not you are registered as a Deafblind interpreter? (MR)

- Yes
- No
- Other (please specify)

Interpreting with Deafblind people (2)

33. Is or was this on a regular or occasional basis?

- Regular / often.
- Occasional / rarely.
- Other (please specify)

34. There have been changes to Direct Payments to Deafblind people. Has this affected the interpreting work you do with them (since January 2015)? (MR)

- Yes, I now do substantially less or none.
- Yes, I now do a little less.
- No, I still do about the same.
- No, I now do a little more. (Please explain in the 'anything else you'd like to explain about this' box below).
- No, I now do substantially more. (Please explain in the 'anything else you'd like to explain about this' box below).
- N/A (I haven't done Direct Payment funded interpreting with Deafblind people since January 2015)
- Other (please explain)

35. Is there anything else you would like to say about this?(MR)

36. There have been some changes to AtW packages with Deafblind people, including for new packages the cap. Has this affected the interpreting work you do with them (since January 2015)? (MR)

- Yes, I now do substantially less or none.
- Yes, I now do a little less.
- No, I still do about the same.
- No, I now do a little more. (Please explain in the 'anything else you'd like to explain about this' box below)
- No, I now do substantially more. (Please explain in the 'anything else you'd like to explain about this' box below)
- N/A (I haven't done AtW funded interpreting with Deafblind people since January 2015)
- Other (please explain)

37. Is there anything else you would like to say about this?(MR)

38. In your work with Deafblind people, which of the following skills do you use?:? Please tick all that apply.
(MR)

- Visual Frame
- Tactile BSL
- DB Manual
- Other (please specify)

39. In your interpreting work with Deafblind people, do you also do guiding?(MR)

- Yes
- No
- Other (please specify)

40. In your experience, where two interpreters are needed to co-work for Deafblind interpreting, how often does this happen? MR

- Never, or almost never (less than 25% of the time)
- Some of the time (between approximately 25% and 75% of the time)
- Usually or always (75% or more of the time)
- N/A (I work in situations where a co-worker is not usually required)

41. What are the main reasons given for not having a co-worker when needed? (Tick all that apply). MR

- Insufficient budget.
- No co-worker available (with the required skills).
- N/A (I work in situations where a co-worker is not normally required).
- Other (please explain)

Thanks. this is the end of the questions focused just on interpreting with Deafblind people. Back to the main survey questions now.

Remote Interpreting - VRS / VRI (1)

* 42. Do you provide interpreting services remotely (VRI and/or VRS) through a VRS / VRI service provider, or as part of your own interpreting work? (MR)

- Yes.
- No.
- Other (please specify)

VRS - Video Relay Service

VRI - Video Remote Interpreting

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Remote Interpreting - VRS / VRI (2)

43. Currently approximately how many hours a week on average do you provide VRS / VRI? (MR)

(You can put hours in more than one category)

Working as staff for a VRS / VRI provider - from a video call center.

Working freelance for a VRS / VRI provider - from a video call center.

Working as staff for a VRS / VRI provider - from home.

Working freelance for a VRS / VRI provider - from home.

Working freelance from home using my own computer - as part of my normal interpreting work with clients, e.g. when the Deaf person is working from home.

Other (please explain in the box below)

44. If you selected other, please explain below:

45. Is there anything else you would like to say about VRS / VRI work and/or service in the UK?

46. Do you know of any examples of good practice? (MR)

Thanks. This is the end of the questions focused just on remote interpreting. Back to the main survey questions now.

Questions about you and your work (4)

* 47. Please choose your main role. Your answers for the rest of this survey should be about this role. (If you want to talk about the other roles you have, you can explain that in the free text boxes throughout the survey). (MR)

- Sign Language Interpreter (NRCPD / RBSLI / SASLI / ITI)
- Trainee Sign Language Interpreter (NRCPD / SASLI)
- Interpreter with Deafblind People (NRCPD) / Deafblind Manual Interpreter (SASLI)
- Sign Language Translator (NRCPD / RBSLI)
- Trainee Sign Language Translator (NRCPD)
- One of these roles, with a different register.

For all of the above job roles, we use the abbreviated term 'interpreter' throughout the survey, unless otherwise specified.

Questions about you and your work (5)

* 48. What qualification did you attain that enabled you to register (for what you selected as your main role)? MR

- CACDP exam
- University Degree
- Postgraduate course
- NVQ
- Other (please explain)

* 49. How many years experience do you have since you first fully registered (for what you selected as your main role)? (MR)

- Less than 5 years
- Between 5 & 10 years
- Between 11 & 20 years
- Between 21 and 30 years
- More than 30 years

Questions about you and your work (6)

* 50. What is your age? (MR)

- 17 or younger
- 18-20
- 21-29
- 30-39
- 40-49
- 50-59
- 60 or older

* 51. Do you identify as:

- Male
- Female
- Transgender
- Other (please explain)

* 52. Do you identify as Deaf or hearing?

- Deaf
- Hearing
- Prefer not to say
- Other (please explain)

* 53. Which region do you live in (for 50% or more of your time)?(MR)

- East
- East Midlands
- London
- North East
- North West
- Northern Ireland
- Scotland
- South East
- South West
- Wales
- West Midlands
- Yorkshire And The Humber
- Outside of the UK (please say which country)

The next question asks you to say what areas you work in for more than a fifth of your working time. So if you work in Wales most days of the week, and work in the SW a couple of days a month, you'd put just Wales as your 'most' choice, and leave the other choices blank. If however you work 4 days a week in Wales and spend a day a week in the SW, you'd tick Wales first, and SW in 'second most'.

If you work all over the UK, and so don't spend 20% of your time in any one region tick the "I don't work in any region for 20% of the time" option.

If you do VRS from abroad, select that option. You can still select regions if you work physically in the UK as well.

* 54. Which regions do you work in for 20% or more of your time - i.e. an average of 1 day a week?
 (List them in order. You can select 1, 2, 3 or 4 areas, or say you don't work in any area 20% of the time, and can say you provide VRS from abroad). (MR)

	Most	Second most	Third most	Least (still 20% or more)
East	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
East Midlands	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
London	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
North East	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
North West	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Northern Ireland	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Scotland	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
South East	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
South West	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wales	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
West Midlands	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Yorkshire And The Humber	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I don't work in any region for 20% of my time.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
20% (or more) of my time I work remotely in the UK (VRI and/or VRS) from abroad	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* 55. In what type of location do you mainly work (i.e. more than 50% of your time)?(MR)

- Urban / City
- Rural
- 50:50 Urban / Rural (if roughly equal)
- More than 50% of my time I work remotely in the UK (VRI and/or VRS) from abroad

Travel (1)

* 56. In your work as an interpreter, has travel been an issue, or has it become an issue?

- Yes
- No
- Other (please specify)

Travel (2)

The following questions allow you to explain what the key problems with travel are, and identify good practice. This question is about market issues, i.e.

- What will or won't be paid for.
- issues with travel costs and customers, agencies, AtW funding, etc.
- The rate travel is paid for.
- The impact on your ability to work with Deaf people in rural areas, etc.

rather than travel 'problems', e.g. dealing with tube strikes or traffic jams.

57. What are the issues with travel? Comment on how it has affected your ability to work as an interpreter? (MR)

58. Are there examples of good practice in relation to paying for travel, and how does this impact on your ability to provide a service? (MR)

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Questions looking at trends (1)

* 59. Below are 3 statements that you may agree or disagree with. Using the 1-7 scale below please indicate to what extent you agree or disagree with each statement.

7 - Strongly agree	6 - Agree	5 - Slightly agree	4 - Neither agree nor disagree	3 - Slightly disagree	2 - Disagree	1 - Strongly disagree
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I would recommend to someone starting a career as an interpreter.

<input type="radio"/>						
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My area / region is a good place to work as an interpreter.

<input type="radio"/>						
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I am satisfied with my life as a professional interpreter.

<input type="radio"/>						
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60. If you would like to say anything about your answers above, please say so here.

Questions looking at trends (2)

* 61. What is your normal pattern of interpreting work? (MR)

- Full time (most days of the week)
- Part time (some days of the week)
- Occasional (less than one day a week)
- No longer do interpreting work (paid)
- Prefer not to say

62. What are your average hours worked as an interpreter each week? (This includes time interpreting, travelling, admin, etc.) (MR)

- 35 hours or more a week
- 17.5 to 34 hours a week
- 7 to 17.5 hours
- Under 7 hours

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Questions looking at trends (4)

63. What is your approximate split between regular work booked ahead (with the same client and/or same setting) and ad hoc work? Indicate approximate percentage for each (must add up to 100%)

Regular work.

Ad Hoc work.

Other - please put percentage here, and explain in box below.

64. If you selected other, please explain below:

Questions looking at trends (5)

The next two questions are on specialisms. When thinking about whether you have domain specific specialist skills consider whether you have extensive experience and/or expertise and/or training in that area.

* 65. Do you regard yourself to have specialist interpreting skills in the following domains?(MR)

- No
- Conference
- Community
- Child Protection
- Deafblind interpreting skills - Tactile BSL and/or Visual Frame (not Deafblind Manual as it has its own registration category).
- Education - children
- Education - FE
- Education - HE
- Foreign Sign Language fluency
- International Sign
- Legal - Police / Solicitor
- Legal - Court
- Medical
- Mental Health
- Office / employment
- Remote Interpreting (VRI and/or VRS)
- Television
- Theatre / Performance
- Other (please explain)

66. How well do you feel the market currently works in terms of understanding the need to use an interpreter with specialist skills in certain situations, and paying an appropriate rate for those skills? Do you have any examples of good practice? (MR)

67. How well recognised do you feel specialisms are? Are there sufficient opportunities to develop specialist skills? (MR)

Questions looking at trends (6)

* 68. Do you have other paid work that is nothing to do with interpreting?

- Yes
- No
- Prefer not to answer

Questions looking at trends (7)

* 69. Roughly how much of your annual income is derived from non-interpreting work?

- Very little.
- Up to a quarter.
- Between a quarter and a half.
- Between a half and three quarters.
- Three quarters or more.
- Prefer not to say
- Other (please explain)

70. What non-interpreting work do you do? (This is an optional question).

Increased or reduced (1)

* 71. Have you increased or reduced the hours you spend interpreting, since January 2015.

- Increased
- Reduced
- Neither - stayed the same
- N/A or Other (please explain)

Increased or reduced (2)

72. Why have you increased the hours you spend interpreting?

Increased or reduced (3)

73. Why have you reduced the hours you spend interpreting? (Please select all that apply).

- Difficulties finding or unable to find enough work.
- Difficulties finding appropriate work.
- Difficulties finding work that pays enough.
- Difficulties with AtW bookings.
- Problems with agencies.
- Pregnancy / adoption.
- Caring responsibilities.
- Ill health.
- I have / have had a work related injury / disability (e.g. ULD, RSI, etc.)
- Study / research.
- Voluntary work (e.g. with NUBSLI, ASLI, VLP, or general voluntary work).
- Just wanted to do other work, more variety.
- I am retiring (or reducing hours towards retirement)
- Other (please explain)

Freelance or staff (1)

* 74. Do you work as a freelance and/or staff interpreter?(MR)

- Freelance
- Staff
- Both
- Prefer not to say
- Other (please explain)

Freelance or staff (2)

* 75. Who do you work as a staff interpreter for? (Please select all that apply)(MR)

- An agency
- An employer (of Deaf people)
- An academic institution (FE or HE)
- A Deaf school
- A mainstream school (with Deaf children)
- Prefer not to say
- Other (please explain)

Freelance or staff (3)

* 76. Who do you work as a staff interpreter for? (Please select all that apply)(MR)

- An agency
- An employer (of Deaf people)
- An academic institution (FE or HE)
- A Deaf school
- A mainstream school (with Deaf children)
- Prefer not to say
- Other (please explain)

Finding work (1)

77. How do you usually find your freelance interpreting work? Indicate approximate percentage for each (must add up to 100%)

Direct from Deaf individuals (including AtW funded)

Direct from organisations/companies requiring interpreters
(including those run by Deaf people)

From agencies specialising in sign language interpreting

From general interpreting agencies that deal with both spoken
and signed language interpreting

BSL Beam or other online (only) portals.

Other

78. If you selected other, please explain below:

Finding work (2)

79. Do you have any difficulty finding appropriate freelance interpreting work? (You will be able to explain more about why this is in the next question).

- Frequently (once or more a week)
- Sometimes (less than once a week)
- Never, or very rarely (less than once a month)
- Other (please explain)

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Finding work (3)

80. If you have difficulty finding freelance interpreting / translation work, why do you think that is?

Please select up to 5 reasons in order of impact on your work.

	Main reason	2nd reason	3rd reason	4th reason	Least reason
My area has more interpreters (qualified and trainees) than are needed for the work available.	<input type="radio"/>				
In my area interpreting is mostly being done by trainee interpreters.	<input type="radio"/>				
In my area interpreting is mostly being done by CSWs/signers.	<input type="radio"/>				
In my area agencies are using staff interpreters to cover the work.	<input type="radio"/>				
In my area many service providers will not or do not book interpreters.	<input type="radio"/>				
In my area there is less interpreting work available than there used to be.	<input type="radio"/>				
Interpreters / CSWs in my area are accepting work at too low a rate.	<input type="radio"/>				
Regular clients' Access to Work has been reduced, and so I can no longer afford to take the work.	<input type="radio"/>				
Agencies will not pay sustainable rates, so I cannot accept this work.	<input type="radio"/>				
The agencies terms & conditions are not appropriate, so I cannot accept the work.	<input type="radio"/>				
Other (complete box below).	<input type="radio"/>				

81. If you selected other, please explain below. If giving more than one reason, please number.

Questions looking at trends - AtW (1)

* 82. Have you increased, reduced or stopped working with Access to Work clients (between 2014 and now)? (Select N/A if you didn't & don't work with AtW clients).

- N/A - I didn't and don't work with AtW clients.
- Increased
- Neither - stayed the same
- Reduced
- Stopped
- I prefer not to say
- Other (please explain)

Questions looking at trends - AtW (2)

83. Why have you increased your work with AtW clients?

Questions looking at trends - AtW (3)

84. Why have you reduced or stopped work with Access to Work clients? (Select all that apply)

- Because they no longer had AtW funding.
- Because their AtW funding was reduced, and so what they could pay for interpreting was below your minimum rate.
- Because their AtW funding wouldn't pay for travel costs.
- Because of delays in payments from AtW.
- Because AtW have said they will no longer pay for a second interpreter where needed, and so you are doing more work on your own, when two interpreters are needed.
- Because of concerns about potential problems with AtW (i.e. nothing had gone wrong, but you have changed your work to reduce potential risk).
- Other (please explain)

Increase or decrease (4)

85. Are you considering increasing or reducing the hours you work, or stopping working as an interpreter?

- Increasing hours.
- Reducing hours.
- Stopping working as an interpreter.
- Neither increase nor reduce hours, nor stop working as an interpreter.

Increase or decrease (5)

86. Why are you considering increasing the hours you work as an interpreter?

87. What steps have you taken to increase your hours?

Increase or decrease (6)

88. In order to reduce your hours as an interpreter, what steps have you taken? (Select all that apply).

- Reduced work hours, without replacing with other income.
- Looked for alternative work (paid or voluntary).
- Applied for alternative work (paid or voluntary).
- Retrained or studied for alternative work.
- Study, not directly linked to getting alternative work.
- Other (please explain)

Increase or decrease (7)

89. In order to stop working as an interpreter, what steps have you taken? (Select all that apply).

- Stopped working as an interpreter, without replacing with other income.
- Looked for alternative work (paid or voluntary).
- Applied for alternative work (paid or voluntary).
- Retrained or studied for alternative work.
- Studied, not directly linked to getting alternative work.
- N/A
- Other (please specify)

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Increase or decrease (8)

90. This is because (select top 5 that apply)

	Main reason	2nd reason	3rd reason	4th reason	Least reason
I do not have enough work.	<input type="radio"/>				
I am not able to earn enough from interpreting.	<input type="radio"/>				
I want to do something else (diversifying).	<input type="radio"/>				
Agencies where I work pay too little and/or have unacceptable T&Cs, so I don't take work from them.	<input type="radio"/>				
I am / have been ill.	<input type="radio"/>				
I have had / have a work related injury / disability (e.g. ULD, RSI, etc.)	<input type="radio"/>				
I have or will have caring responsibilities.	<input type="radio"/>				
I am pregnant.	<input type="radio"/>				
I am retiring (or am reducing hours towards retirement)	<input type="radio"/>				
Concerns about regulation and/or registration.	<input type="radio"/>				
The future of the BSL interpreting profession feels uncertain.	<input type="radio"/>				
The profession lacks a supportive working community.	<input type="radio"/>				
I don't feel respected / valued as a professional.	<input type="radio"/>				
Other (complete box below).	<input type="radio"/>				

91. If you selected other, please explain below:

Optional additional Market Review questions

All of the questions in this section are optional, and you may answer as many or as few as you wish.

Remember that the call for evidence is asking for evidence, so wherever possible give examples, information about frequency, etc.

Also whilst there market review won't make recommendations, it can highlight good practice. So please give examples of good practice.

92. In the call for evidence DWP say they are looking for evidence about demand, supply, and technology, now and 5-10 years in the future, for communication services with Deaf and deafblind people, and people with a hearing loss. You can provide evidence here. More specific questions follow. (MR)

93. Please provide any published resources, including data, research, journal articles, surveys, web resources, etc. that are relevant to the general market review and/or CSW questions? Please give the web address, reference, ISBN number, and if not obvious, a brief explanation of why it is relevant. (MR)

94. How has the booking of interpreters changed over the past 5-10 years and how that has impacted the quality and cost of services? (You may want to think about changes in who books you, agencies, contracting and sub-contracting, the quality of information for the interpreter and customer, fees, booking errors, quality control, etc.) Please include any examples of good practice. (MR)

95. In this survey questions have been asked about working with Deafblind people, AtW, and remote interpreting. However it is not possible to ask questions about all the domains. This is an opportunity for you to provide evidence on any issues relating to market conditions for other domains (e.g. legal, health, child protection). Also do you have any examples of good practice? (MR)

The following four questions are the four questions asked in the call for evidence about CSWs.

96. How do you define Communication Support Work as done by CSWs? Not what they do, but what they 'should' do, e.g. the job description. (MR)

97. In your experience, what do CSWs actually do?(MR)

98. In your experience, where and how can CSWs add value?(MR)

99. In your experience, to what extent does the use of CSWs mask the demand for sign language interpreters and other communication and language professionals? (MR)

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Any other comment or feedback?

100. Do you have any further comments you would like to add and/or feedback on the survey? For example: suggested areas or questions for NUBSLI to look at in 2017.

Optional NUBSLI question (1)

101. This question is optional. Are you a NUBSLI member?

- Yes
- No
- Prefer not to say

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Optional NUBSLI question (2)

102. What's the best thing about being a member of NUBSLI?

103. What one thing would you most like NUBSLI to do differently (if anything)?

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Optional NUBSLI question (3)

NUBSLI exists to support interpreters and translators in their work. Examples of how we do this include:

- 1) Campaigns and resources to support interpreters fighting to maintain a reasonable income and T&Cs, e.g. #FeesFightback, and Fees Guidance.
- 2) Engaging, working with and challenging government policy, e.g. NUBSLI's involvement with the market review steering group.
- 3) Ensuring that there is a robust evidence base about both our profession and the impact of external changes, e.g. monitoring trends and the reasons for changes through the annual survey.

Other resources are made available by being a member of Unite, e.g. the free legal helpline.

104. We believe that we are stronger together. So what else should we do, should we do differently, or should we not do, in order that you would want to join us?

105. If you'd like NUBSLI to contact you with details about how to join us, just leave your email address here.

Agree how data can be shared and comments used

* 106. Please select below to indicate your consent to NUBSLI sharing your answers to the (MR) marked questions with the market review.

- Yes - I agree and give consent for NUBSLI to share my data (answers to the questions marked MR) with the DWP for the market review as described above, that my answers may be published as part of the market review, and that NUBSLI will not have editorial control in how that data is used.
- No – I prefer that NUBSLI only keep and use my responses.

* 107. Please select

- My comments may be quoted, either in full or in part, in public documents resulting from this survey.
- My comments should not be published, but the themes arising from them may be included within the report of the survey results.

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Optional email address

108. To be sent a copy of any NUBSLI report and/or evidence related to this survey, please enter your email address below.

109. If you are willing for NUBSLI to contact you to clarify any answers to questions (e.g. in 'other' boxes), or to reply to feedback, then please enter your email address below (again).

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You're done :)

Many thanks for taking the time to complete this survey.

We do our best to ensure that your responses are used to strengthen and sustain our professions.

NUBSLI.