Appendix 6 – How we did this; additional information on the 2017 survey methodology and data analysis

Who was the survey open to and what period of time do questions cover?

The previous market conditions survey was live June 2016. In order to identify new changes, this survey asks about changes made from July 2016 to date.

The survey was open to individuals who since July 2016 had been or still were registered or regulated to work in the UK as a Sign Language Interpreter, Interpreter with Deafblind People, and/or a Sign Language Translator in the UK. This could be with NRCPD, RBSLI, SASLI, or other. In order to better define the population being surveyed, and the impact of changes on them, it was decided to restrict the survey to these groups.

What changes were made to the survey?

In order to allow for comparison of responses over time, the questions in the 2016 survey have been changed as little as possible, with two exceptions:

1) The 2016 survey included questions relevant to the DWP market review, which were removed for the 2017 survey.

2) Feedback from respondents to the 2016 survey showed that we needed to add clarity to the questions asking:

- whether interpreters <u>have already</u> increased or decreased the hours they work as interpreters, what <u>action</u> they had taken to achieve this, and why they had decided to do this, and:

- whether interpreters <u>intended</u> to change the hours they work as interpreters, what <u>action</u> they had taken to achieve this, and why they had decided to do this.

To rectify this we have made the 2017 questions clearer. The changes in full are provided in the table below, comparing the 2016 and 2017 survey questions:

You will also notice that the order of the questions asked in the 2017 survey has been changed to make this clearer to respondents.

Table 23: Comparing 2016 and 2017 questions about behaviour change

2016 survey questions	Notes	2017 survey questions
Q71: Have you increased or reduced the hours you spend interpreting, since January 2015.	No change. Asks about changes already made.	Q71: Have you increased or reduced the hours you spend interpreting, since July 2016?
Q72: Why have you increased the hours you spend interpreting?	Note ADDED for clarification, and to increase the likelihood that respondents will only answer here about changes made, not considered or planned.	Note: if you are thinking about, or have made plans to, increase or reduce your hours, but haven't yet done so, select 'My hours interpreting have stayed roughly the same' to this question. The next question asks about your intentions and plans for the future.
Q72: Why have you increased the hours you spend interpreting?	No change.	Q72: Why have you increased the hours you spend interpreting?
Q73: Why have you reduced the hours you spend interpreting? (Please select all that apply).	No change.	Q73: Why have you reduced the hours you spend interpreting? (Please select all that apply).
Q85: Are you considering increasing or reducing the hours you work, or stopping working as an interpreter?	"And/or planning" added to also explicitly ask respondents about intent.	Q75: Are you considering **and/or planning** to increase or reduce the hours you work, or to stop working as an interpreter?
Q86: Why are you considering increasing the hours you work as an interpreter?	"Or planning" added.	Q76: Why are you considering **or planning** to increase the hours you work as an interpreter?
Q87: What steps have you taken to increase your hours?	"if any" added to make explicit the option of not having taken any steps. "In the future" added to clarify this questions asks about steps taken for future increases, not hours already increased.	Q77: What steps, **if any**, have you taken to increase your hours **in the future**?
Q88: In order to reduce your hours as an interpreter, what steps have you taken? (Select all that apply).	"In the future" added to clarify this questions asks about steps taken for future reductions, not hours already reduced.	Q78: In order to reduce your hours as an interpreter **in the future**, what steps have you taken? (Select all that apply).
Q89: In order to stop working as an interpreter, what steps have you taken? (Select all that apply).	"In the future" added to clarify this questions asks about steps taken in order to stop working in the future.	Q79: In order to stop working as an interpreter **in the future**, what steps have you taken? (Select all that apply).
Q90: This is because (select top 5 that apply)		Q80: This is because (select top 5 that apply)

What is the Transtheoretical Model of Change (TTM) and why was it used?

The Transtheoretical Model of change was developed for use in understanding health related intentions and behaviours, looking at whether people are pre-contemplative, contemplating a change, preparing to make a change, are making a change, have made and/or are maintaining a change. I.e. whether people have:

1) Not yet begun to think about something.
2) Are thinking about it.
3) Are doing something in order to make a change in the future.
4) Are doing things in order to make changes now.
5) Have made a change, and may be doing things to stick to that change.

The TTM is now more widely used as a way of looking at behaviour change. For the purposes of this survey, when a respondent says that they are "having problems with agencies paying below market rates", the model helps us understand how this translates into behaviour.

In the survey you will see that questions ask about changes that are being considered, planned for, or that have happened.

Other information about the survey methodology:

Questions and skip logic structure were tested and piloted, with changes made following feedback.

In order to reduce the risk of response bias questions asked were neutral. E.g. 'Are you considering and/or planning to increase or reducing the hours you work, or stopping work as an interpreter?' Skip logic then meant respondents saw only the relevant follow up questions. In order to address potential negative bias / problem focus, there were also questions asking for good practice examples.

When presenting data, if the question asks respondents to select one option as their answer, the 'response count' is the same as the number of respondents who answered the questions.

If however respondents are asked to select all that apply, then the 'response count' is the number of respondents who chose that option, and 'number answered question' is the number of respondents who answered the question.

Interpreters were asked whether or not their open ended (text) responses could be quoted, in full or part, in public documents resulting from this survey. Quotes are from those who consented.

The questions can be found in full in Appendix 3b. Some information about the survey structure and skip logic can be found in the notes to Appendix 3a.

Where respondents selected 'other' options, but then gave an explanation in the 'please explain' box that meant they clearly could have answered 'yes' or 'no' (often when they wanted to explain a nuance in their response), their responses have often been included in the 'yes' or 'no' response as appropriate.

Changes in methodology from the 2015 to 2016 surveys:

Whilst the themes and some of the questions are the same in the 2015 and 2016 surveys, there are many more questions in the 2016 survey, and some questions have been amended, e.g. for clarity.

Where data from the 2015 and 2016 surveys were compared, for comparability the 2015 survey percentages have been recalculated according to criteria used in this survey, excluding those who identified only as CSWs and signers, and calculating percentages of those who meet the criteria (e.g. have said they are leaving the profession) rather than all those who answered the question (e.g. selecting N/A). Where this has been done, it is identified in footnotes.

Please see *Appendix 6: Data and tables from the 2015 survey[1]* (from the 2016 report) for more information about this.

Feedback for the next survey:

Suggestions include:

1. Suggest the survey is biannual rather than annual

2. Ask whether respondents have a disability.

3. *Clarify the following question, as the use of the word issue is not clear: In your work as an interpreter, has travel been an issue, or has it become an issue?*

4. Include an ATW related question about problems with ATW payments that relate to the customers error or inaction.

5. Include questions about interpreters in HE and the DSA QAG requirements.

6. The use of and impact of casual hours contracts.

7. Interpreter Health and Safety, including the interpreter's physical working environment, lone working, etc.

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[1] http://www.nubsli.com/wp-content/uploads/2016/07/Appendix-6-Data-and-tables-from-the-2015-survey.pdf

8. Use of a second interpreter where required.

9. Questions around interpreter conduct, e.g. with co-workers.

10. Questions around professional development, including use of supervision, CPD, etc.

11. Look at what interpreters charge, looking at regional differences, and gender differences.

12. Ask non-members why they have not joined the union?

No survey can ask all the questions that could and possibly should be asked, as the longer the survey the less people are likely to complete it.

The NUBSLI committee will look at the above suggestions, and other issues that arise this year that may need to be reflected in a survey, and consider what should stay in or come out, and hat should be added in.

If you have further suggestions, please email the NUBSLI committee.