



SURVEY

ICIBI Inspection of the Home Office's use of language services in the asylum process

The role of the Independent Chief Inspector of Borders and Immigration (ICIBI) is to look at different parts of the UK's border and immigration system and identify areas that are working well and areas that need improving.

We are carrying out an inspection to look at how the Home Office provides language services such as interpreters and translation services to those applying for asylum. As somebody who has provided interpreting services for the Home Office, we would like to gain your perspectives on the Home Office's use of interpreters, including:

- The process of applying for and being included on the interpreters' database
- The efficiency of the interpreter booking process
- Common problems experienced during asylum interviews
- New approaches to interviewing, such as video conferencing
- Interpreters' pay and terms and conditions

Your views and experiences will help us to identify what is working well and what can be improved for those going through the asylum process in the future.

Once the inspection has finished, we will write a report that will be published and made available to the public. We may use information from these surveys in the report, but you will not be named or identified.

Thank you in advance for your participation.

Please submit replies by **Friday 23 August 2019**, by email to: chiefinspector@icibi.gov.uk

Or by post to:

ICIBI
5th Floor
Globe House
89 Eccleston Square
London SW1V 1PN

Background information

1. What is your gender:
 Male Female Other
2. Which languages are you registered to interpret?

3. Which dialects are you registered to interpret?

4. How do you provide interpreting services for the Home Office?
 Through the Home Office's Interpreters' database
 Through thebigword
 Other _____
5. If applicable, how long have you been on the interpreters' database? _____
6. How often are you asked to undertake asylum interviews for the Home Office?
 Every week
 Once a month
 Once in six months
 Once a year or less

Qualifications

7. Are you aware of the requirements/qualifications for inclusion on the interpreters' database?
 Yes No
8. How does the Home Office check that interpreters have a sufficient knowledge of English to be able to interpret effectively?

Guidance and instructions

9. What policy, guidance documents or instructions were you given when you first started work for the Home Office?

10. What policy, guidance documents or instructions have you been given since you started work for the Home Office?

11. (If applicable) Are the policy, guidance documents and instructions easy to follow?
 Yes No
12. (If applicable) How frequently are they updated?

- Every six months
- Every year
- Never in my experience
- Other: _____

13. Do you know where to find policy, guidance documents and instructions?

- Yes
- No

14. Do you know who to contact if you want to obtain updated versions?

- Yes
- No

15. Have you been provided with any training by the Home Office since starting interpreting in asylum interviews?

- Yes
- No

16. Are there any areas where training could be provided or improved?

- Yes: _____
- No

17. Are you provided with sufficient information at the start of an asylum interview to be able to interpret accurately and sufficiently?

- Yes
- No: _____

Booking process

18. Which parts of the Home Office contact you to make bookings for asylum interviews?
(Please tick all that apply)

- Interpreter Operations Unit (IOU), Liverpool
- Other Home Office locations
- Other: _____

19. Please explain the information the Home Office provides you with in advance of an asylum interview.

20. What problems have you had with the booking process and how could this be improved?

21. What are the modes by which you are asked to interpret for asylum interviews?

- In person (face to face)
- Over the telephone
- By video conference
- Other: _____

22. What benefits and/or issues have you encountered in the use of these modes?

23. Does the Home Office book the correct interpreters, as requested by asylum applicants, first time?

- Yes No Don't know

24. If not, what are the most common errors made by the Home Office?

- Wrong language
 Wrong dialect
 Wrong gender of interpreter
 Other: _____

25. In your experience, how often does the Home Office make bookings that contain errors?

- Weekly Monthly Less often than monthly

26. How does the Home Office correct these errors?

27. Does the Home Office adequately ensure your health and safety when undertaking an asylum interview?

- Yes
 No: _____

Asylum interviews

28. Do you feel that you have the tools, support and leadership you need to enable you to perform your role as an interpreter efficiently and effectively?

- Yes
 No: _____

29. In your opinion, are there any issues, including environmental factors, that affect your ability to interpret in asylum interviews accurately? If so, please explain what they are.

- Yes: _____
 No

30. Do Home Office interviewers frame information and questions in a manner that is easy to interpret?

- Mostly Sometimes Rarely

31. Do Home Office interviewers present information and questions that are easily transferable from a cultural perspective?

- Mostly Sometimes Rarely

32. Do you feel able to clarify/discuss matters with the Home Office interviewers if topics/phrases are not easily interpreted?
 Mostly Sometimes Rarely
33. Do you know how to raise concerns and issues relating to an asylum interview?
 Yes No
34. Do you feel that the culture and environment in the Home Office allow you to raise concerns or issues about the asylum interview process?
 Yes No

Performance monitoring

35. Do you know how the Home Office monitors your performance?
 Yes No
36. Does the Home Office provide you with feedback on your performance as an interpreter on a regular basis?
 Yes No
37. Are you informed by the Home Office if a complaint is raised against you?
 Yes No Don't know
38. In your opinion, are these processes sufficiently robust?
 Yes
 No: _____
39. Are there any instances in which you decline a booking to interpret for an asylum interview? If so, please explain what they are.

Terms and conditions

40. Do you know who to contact if you need to raise an issue or discuss your inclusion on the database?
 Yes No
41. Do you receive regular communications from the Home Office relating to your work as an interpreter?
 Yes No
42. Do you feel that your terms and conditions (pay, travel and subsistence rates) are sufficient for your work as an interpreter for the Home Office?
 Yes No
43. How do these terms and conditions compare to other users of your interpreting services?
 They are fair and comparable to other users
 They are less favourable than those offered by other users
 Not applicable

44. Have you ever cancelled a Home Office booking in favour of a better paid assignment with another user of your services?

Yes

No

45. Do you feel that the terms and conditions deter interpreters from joining the interpreters' database?

Yes

No

General

46. Please use the box below to record any additional comments regarding the booking process or suggestions about improving the quality of interpretations in asylum interviews.

Thank you for completing this survey.

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