



## **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](mailto: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?

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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: \_\_\_\_\_
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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?

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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.

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**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.

Please submit replies by **Friday 23 August 2019**, by email to: [chiefinspector@icibi.gov.uk](mailto:chiefinspector@icibi.gov.uk)

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