



CISLI Membership and Priority Questionnaire 2018

Final Report, July 2018

CISLI Training Sub-Committee

Report compiled by Lisa Harvey, Ciara Grant & Cormac Leonard

Introduction

In keeping with our promise of ongoing research and analysis, CISLI have once again carried out a survey of Interpreters. This survey was open to all members (full and associate) as well as non-members.

The aim of the survey was two fold. The first aim was to ascertain general information regarding interpreters; the second was to ask directly for suggested topics for CPD workshops and planned evening information sessions.

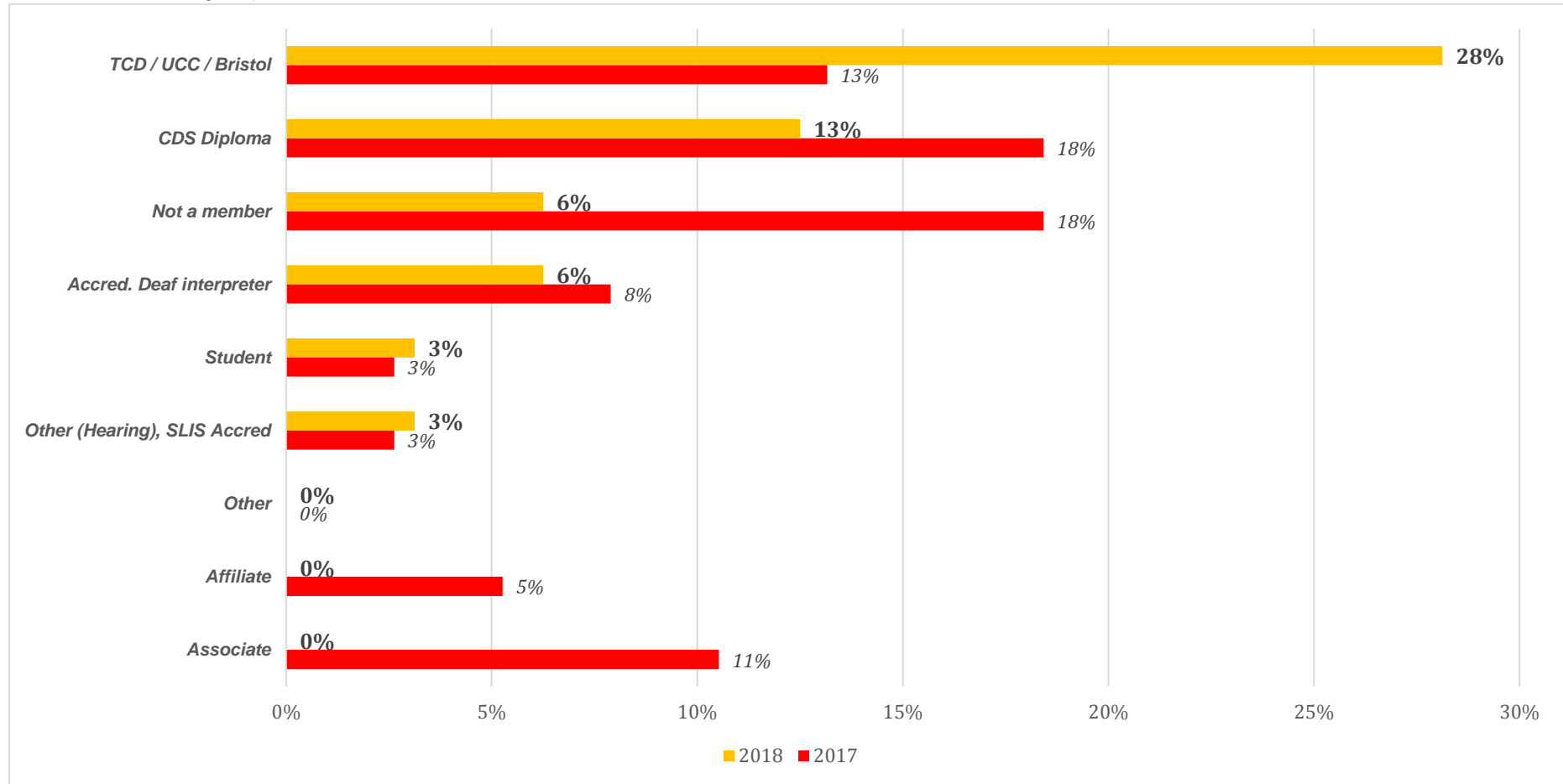
A similar survey had been carried out previously, beginning in 2012 and reported on in the same year. However responses continued to come in for this survey right up to 2015. This first CISLI survey will hereafter be referred to as the 2015 survey. Some of the original questions from 2012 have been used again.

In addition, we carried out a survey in 2017 with very similar questions. We now add the 2018 survey. While each year has seen some slight editing of questions, valuable year-to-year comparisons can still be made.

As described in last year's report, the initial 2015 survey had 18 responses, while the 2017 survey had 38. **The 2018 survey received 32 responses.** It is disappointing that CISLI membership is continuously increasing, but the numbers responding to the survey are not reflective of this. We extended the closing date to encourage more members to answer. In the original 2015 survey we did not ask if respondents were CISLI members or not but it could be assumed that as the link to the survey was only sent to members, all 18 respondents should be considered as members.

Q1. We are looking for information from our paid-up 2018 CISLI Members. Are you an...

As in 2017, the 2018 survey began by asking what type of member the respondent was. In 2017, 7 (18%) indicated they were not a current member, while in 2018 just 2 (6%) of respondents indicated that they are not current members. Interestingly, in 2017, the most prominent group of respondents who were CISLI members were the CDS Diploma and Degree cohorts, but there was still representation from all categories of interpreters within CISLI; this distribution seems to mirror and provide some degree of evidence of the range of different qualification options available through the years. In 2018 however, this distribution shifted somewhat. The largest cohort of respondents in 2018 were the Bristol/TCD/UCC group.



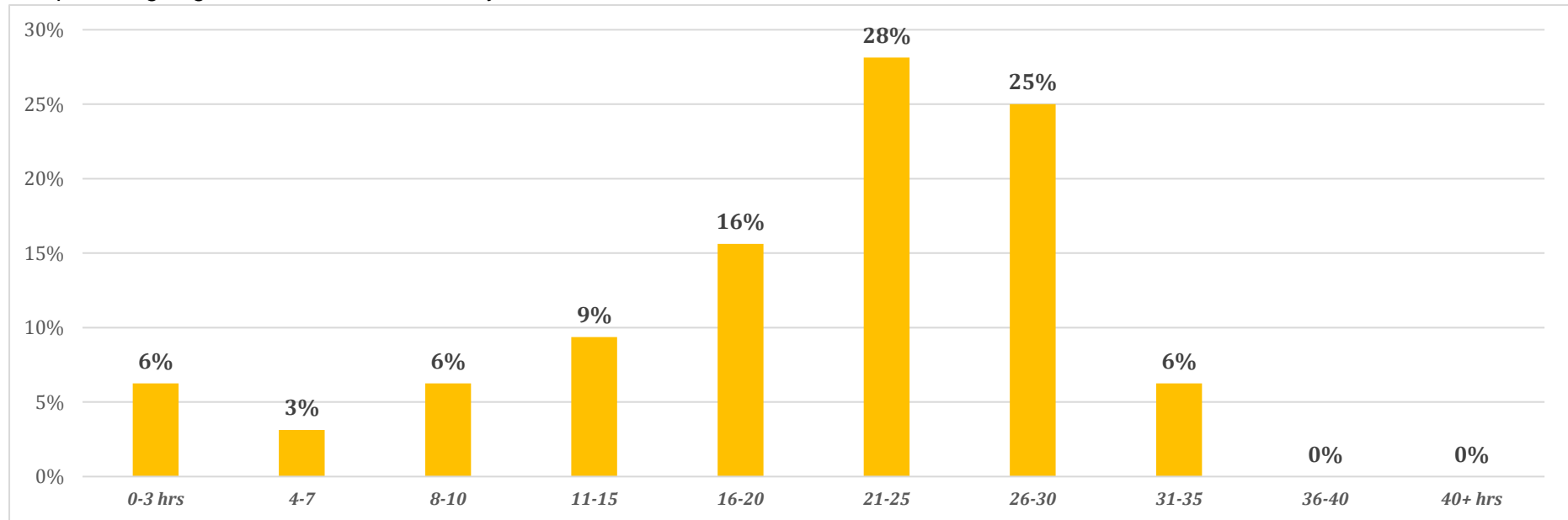
Answered: 32

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Q2. On average how many hours a week (excluding preparation time) do you actually spend interpreting?

Question 2 on the 2017 and 2015 surveys are the same, aside from some extra clarification given in 2017, that work hours included preparation time. Having received some feedback on this question, we decided to state the opposite - that working hours did not include preparation time for the purposes of the question. This has caused some confusion and will need to be discussed further before we include a similar question in the survey in 2019. As a result of the ambiguity over this question, the chart below only shows results for the current year. This will be more comparable going forward into 2019 and beyond.



Answered: 32

Skipped: 0

On the whole it appears that interpreters in the three highest categories, comprising **69% of total respondents, are working on average between 16 and 30 hours a week.** Anecdotally, the early months of 2018 appeared to have been busier for many interpreters, owing in part (we suspect) to the recognition of ISL in the Irish Sign Language Act 2017.

This is a possible reason for what appears to be **an increase in the number of interpreters working more hours.** Taking midpoints from the intervals in the data, and thus working out a rough average numbers of hours worked by respondents, we see an increase in average hours worked. In 2017 15.7 hours a week was the average but **in 2018 it was an average of 20.4 hours a week.** We will seek firmer evidence of this in 2019.

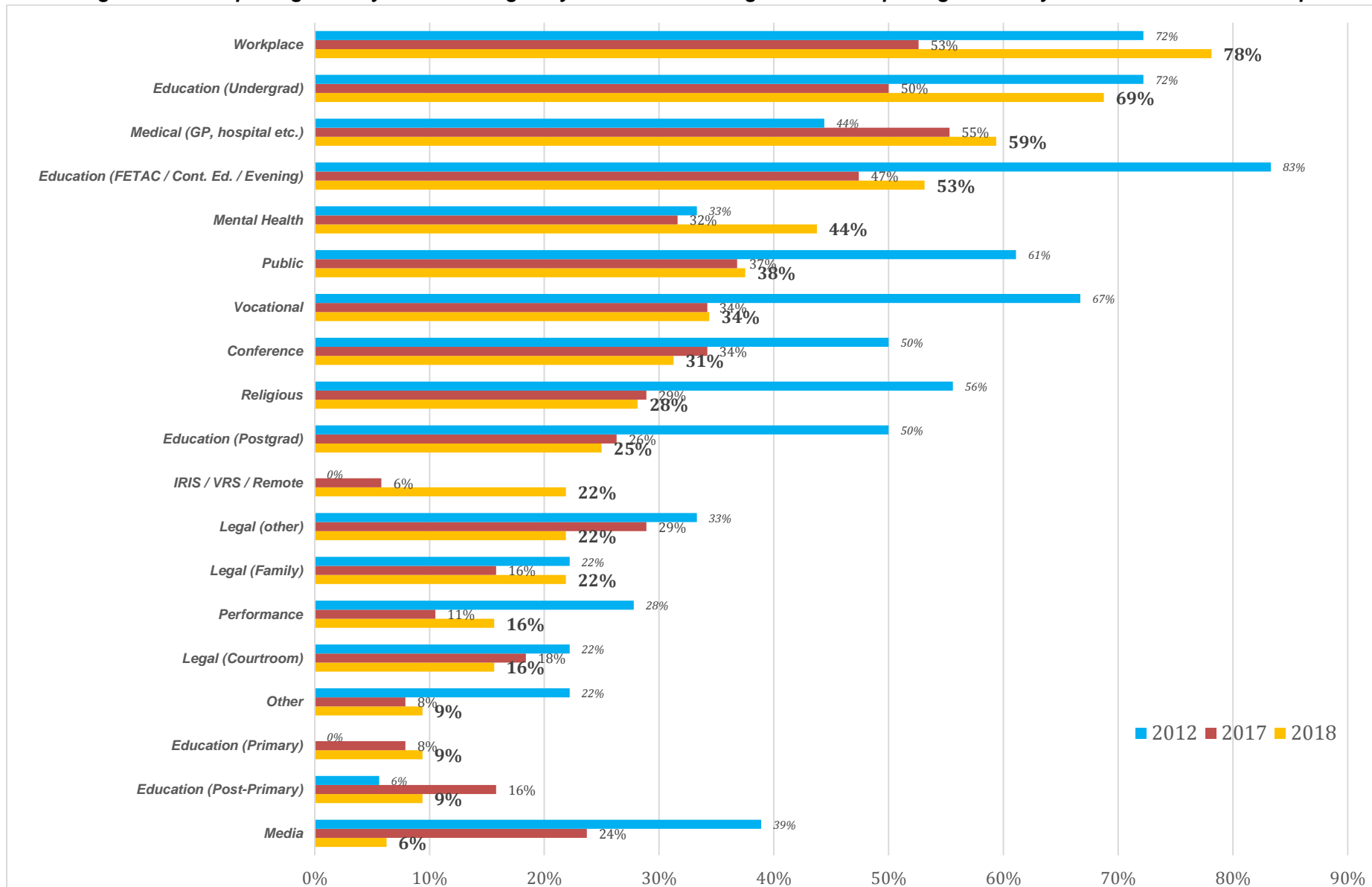


Q3. What genres of interpreting would you work in regularly? Please mark the genres of interpreting in which you have had REGULAR experience.

The next question (as with previous surveys) asked which areas respondents were **regularly** working in. Several options were given which have remained unchanged since the 2015 survey. Please see the next page for the graph of results.

- In 2018 the top answer was **Workplace Interpreting** – up from 53% in 2017, to 78% in 2018. This may be as a result of the ISL act passing raising more awareness for both Deaf people and their employers about access to interpreters in the workplace, and the rights of Deaf people to access (in relation to public bodies.) In addition, the past few years have seen an increasing number of full- and part-time Deaf students graduating and gaining employment upon completion of their studies - a positive trend indeed. CISLI has responded to this increase already by working with the DESIGNS project team to facilitate a workplace interpreting workshop with further workshops to come later in 2018/2019.
- In 2018 **Education (Undergraduate)** has gone up significantly since 2017 – from 50% to 69% of respondents. It has overtaken Medical interpreting again, by 10%.
- **Medical interpreting (GP, Hospital Appointments etc.)** was reported as the highest category of ‘regular’ interpreting experience in 2017. This percentage has increased by 4% in 2018 and is up by a total of 15% from 2012-5. Given the HSE fund for access to interpreters in GP settings for medical card holders, administered by SLIS, one would expect this to increase further in coming years.
- **Remote interpreting (VRS or IRIS)** has gone from 6% to 22, no doubt reflecting the positions created in SLIS for remote interpreters. This is a rapidly growing field of interpreting that CISLI needs to keep abreast of.
- **Mental Health interpreting** has risen from 32% in 2017 to 44% in 2018 – a 12% increase. Mental Health has been consistently mentioned as topic that CISLI members wish to see training in.
- The various fields of **Legal interpreting** combined have seen a slight drop from 63% in 2017 to 60% in 2018, but **Family Law interpreting** has risen from 16% to 22%.

Q3. What genres of interpreting would you work in regularly? Please mark the genres of interpreting in which you have had REGULAR experience.



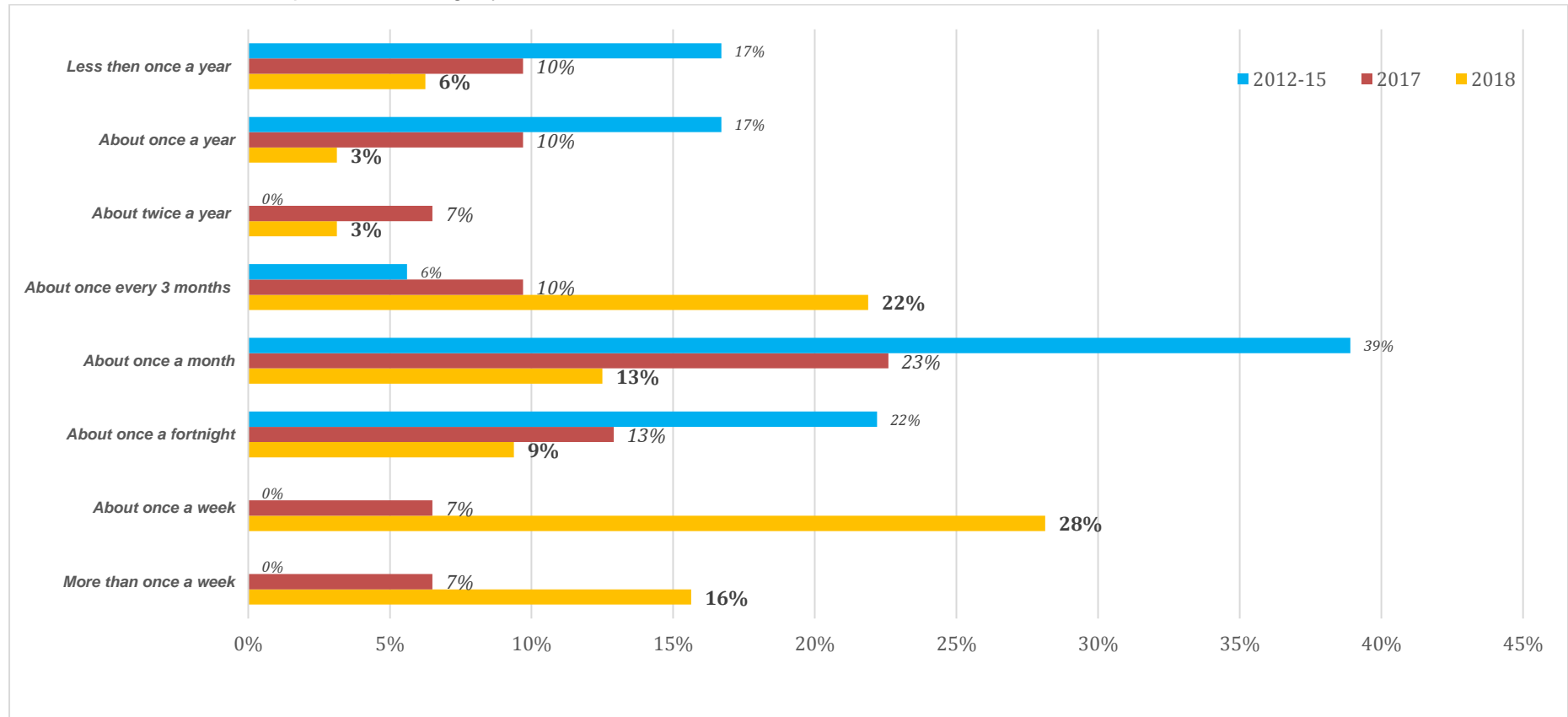
Answered: 32

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Q4. If you are a hearing interpreter, how often do you work with a hearing co-interpreter?

The next question Q4 for 2017 and 2018 surveys asked how often interpreters worked as a team of two hearing interpreters. In 2017, 7 respondents chose to skip this question, but none skipped it in 2018; given that two respondents were Deaf interpreters (see question 1) this means the results of this question are slightly incorrect.



Answered: 32

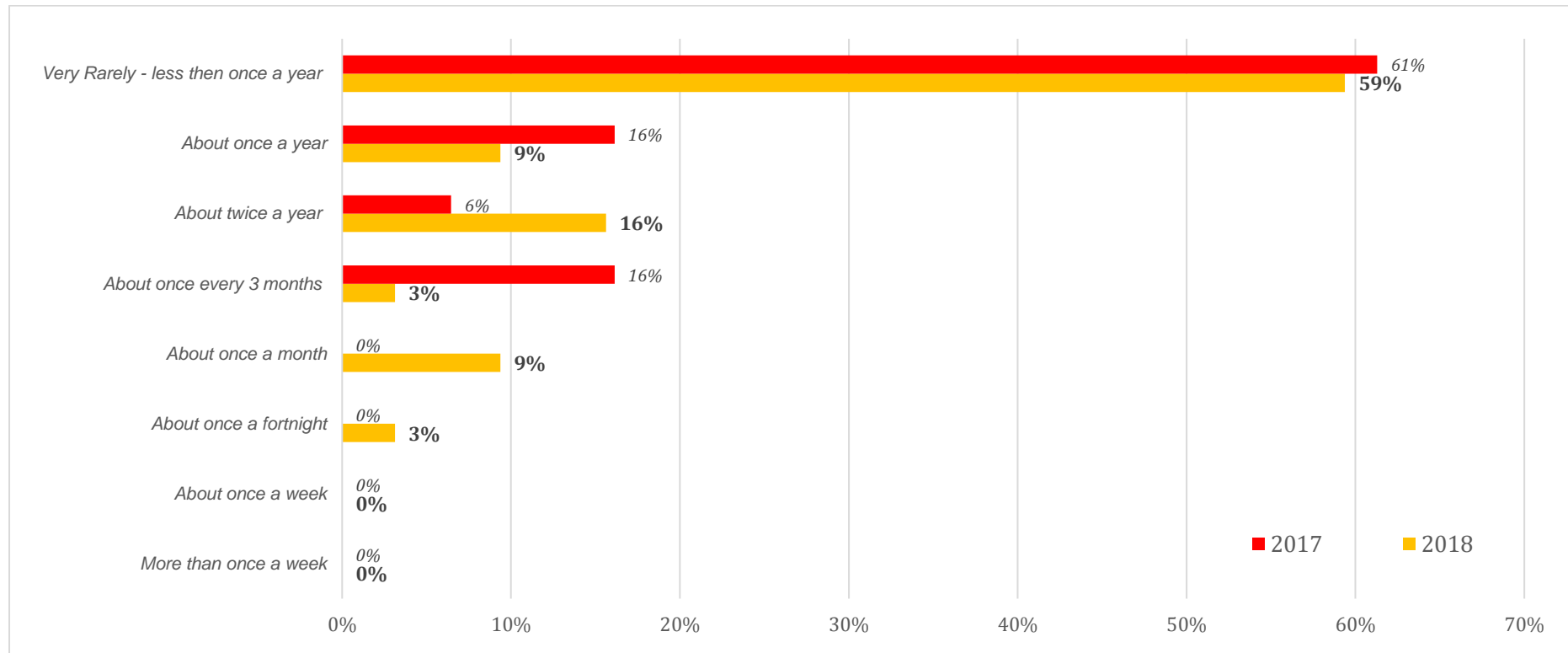
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Of those who responded in 2017, a total of 50% of respondents indicated they worked with another interpreter at least once a month or more. In 2018, this has increased to 66%. A very encouraging sign is that 5 respondents (16%) said they work with another interpreter more than once a week. This is an encouraging sign of Interpreters becoming more health and safety conscious, possibly utilising CISLI’s Occupational Health and Safety Policy.



Q5. If you are a hearing interpreter, how often do you work with a Deaf interpreter?

The wording of this question was changed in 2017 from 'Have you ever worked with a Deaf interpreter?' to the above, and remained the same for 2018.



Answered: 32

Skipped: 0

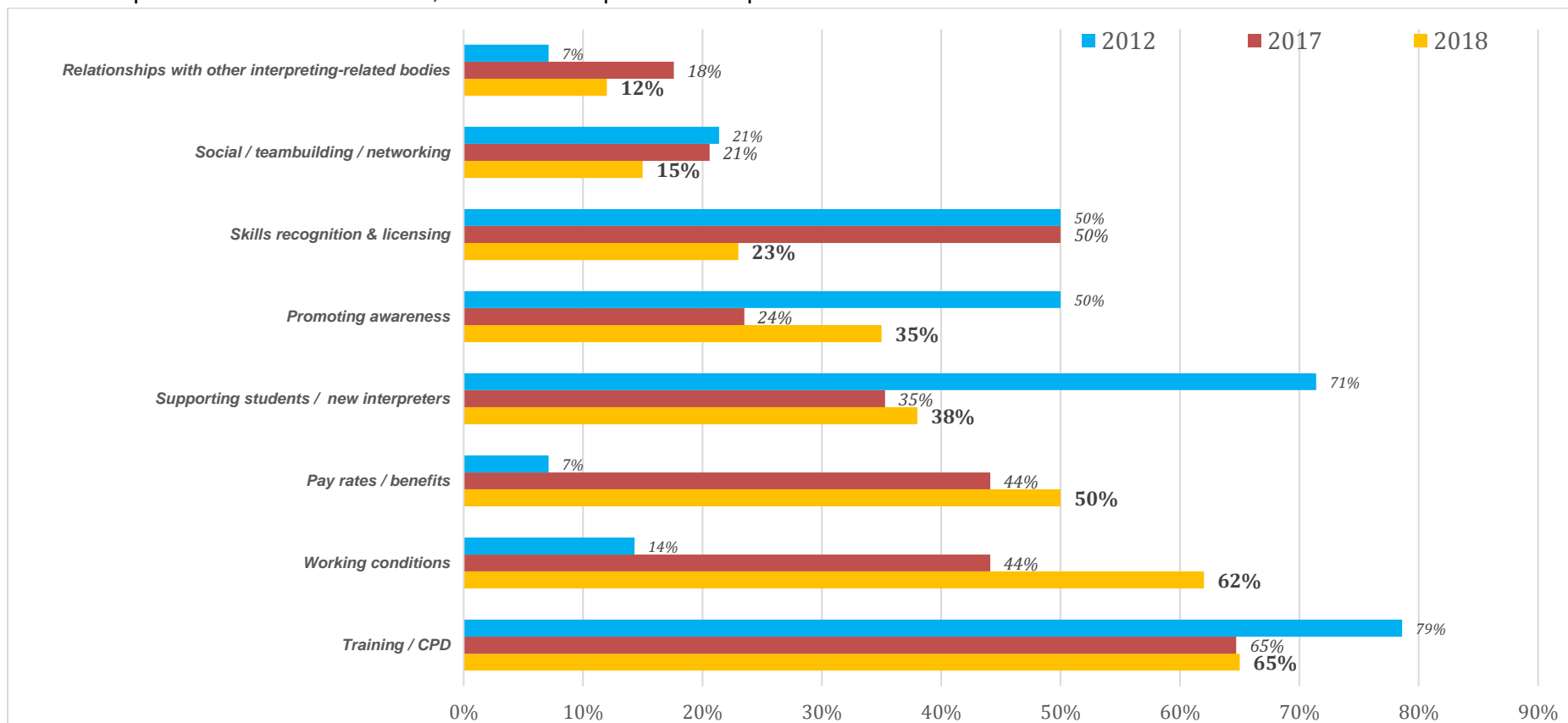
As in the previous year, an overwhelming majority (59%) of respondents indicated that they work with a Deaf interpreter less than once a year. The rest of the results showed similar trends to 2017. However, answers indicating greater frequency are appearing; 12% indicated that they worked with a DI at least once a month or more (up from 0% in 2017) and 40% of respondents indicate that they work with a DI at least once a year (up from 38%).

A third consecutive survey with consistent questions is necessary to fully analyse this trend. At the moment it is still apparent that Deaf interpreters and hearing interpreters are not working together half as much as we would hope. CISLI have recently formed a Sub-Committee of Deaf Interpreters, who can use these results in the hope that together we can get this number to increase for next year.



Q6. What do you feel are priority areas for CISLI to work on at present? (Pick 3 areas.)

The 2017 and 2018 surveys next asked members to pick their 3 priority areas (from a list of 8) that CISI should work on in the coming months. The same question was asked in 2012, but with less options for respondents to select.



Answered: 26

Skipped: 6

‘Training / CPD’ again topped the list, as in 2012/15 and 2017. The issue of ‘Pay Rates, Benefits etc.’ remained high on the list for 2018, increasing from 44% to 50%; ‘Working conditions’ increased significantly this year, from 44% to 62%, up to second place. For CISLI, CPD will continue to be a focus. Work is also continuing in the area of health and safety and working conditions; there is also a commitment to begin discussions with booking agencies regarding pay rates.



Q7. Are there specific issues in your region of Ireland that you feel should be addressed?

These remained largely the same between 2012 and 2017 (please see 2017 Report for a list of concerns in 2017 and 2012-15).

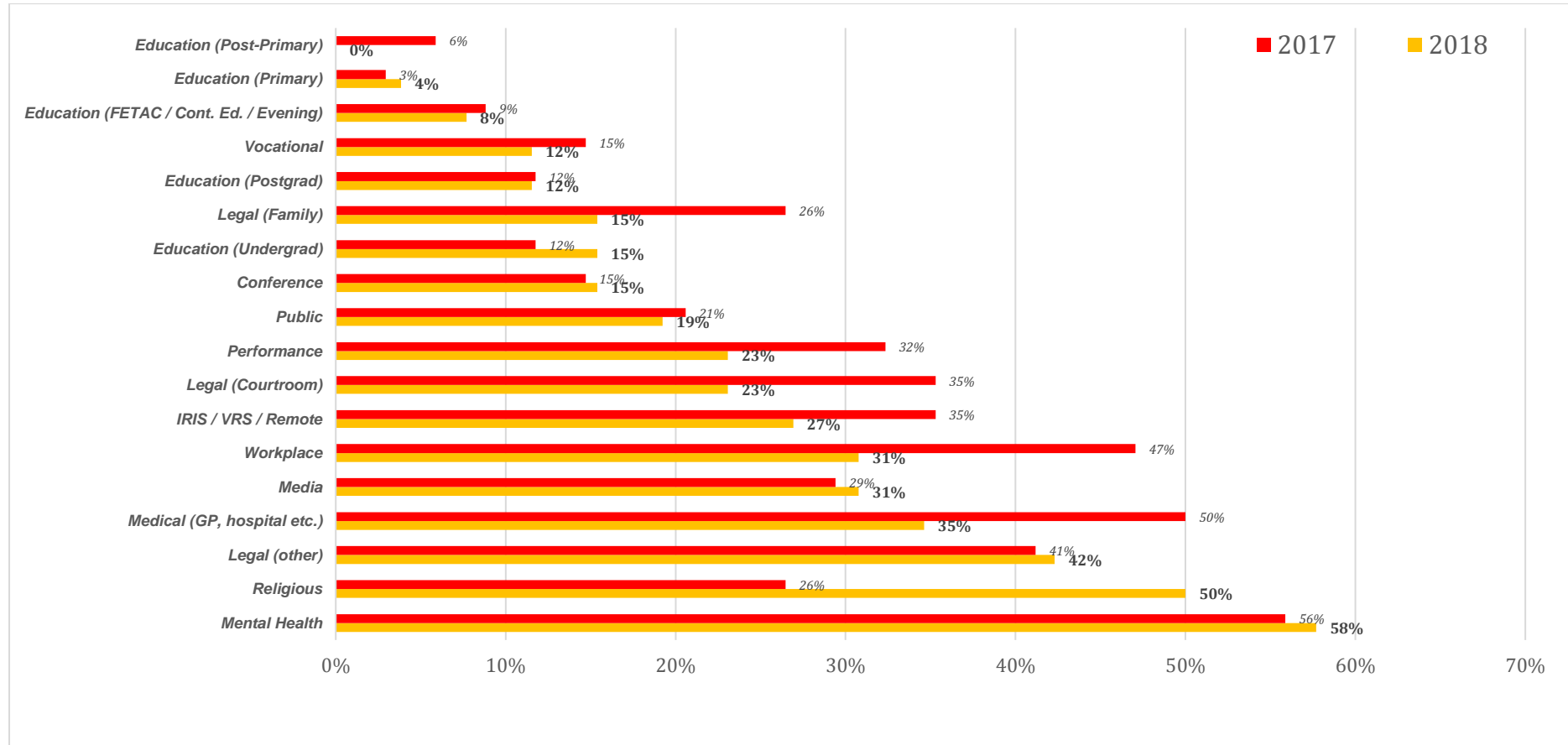
- *The hours of work - I've been asked on many occasion to work 8-14 hours without supports*
- *How each interpreter deals with the issue of a booking running overtime, be it significantly overtime or between 15-30 mins? How to negotiate/justify overtime payment.*
- *Working conditions and awareness - for example, one-interpreter jobs that should have two interpreters, events with no breaks, etc.*
- *Locating a second interpreter for jobs on the west / southwest of Ireland*
- *Lone working with foreign national Deaf people not yet fully fluent in ISL*
- *Advertising of SNA jobs which requires ISL level 8 Interpreting degree. How to stop these funding loopholes.*
- *Shadowing in mental health/ medical/ legal settings, especially in summer when work for new interpreters (me!) dries up*
- *Building interpreter capacity - there's interpreter life outside Dublin and it's cheaper!*
- *Parking passes for ongoing regular interpreters on college campus*
- *Nothing that CISLI haven't highlighted themselves and are working on. Great job guys!*

Answered: 11

Skipped: 21

All of these issues will be considered by CISLI and many of these are mentioned in the CISLI Strategy 2019-2022 as areas of concern.

Q8. What kinds of training workshops and sessions would you like the CISLI Sub-Committee responsible for training to organise for members in the coming year?



Answered: 26

Skipped: 6

The top 3 areas were Mental Health, Religious, and Legal interpreting (non-court). Two other comments were also given: ‘working with Deaf foreign nationals’, and ‘Conflict management’. These will be discussed by the CISLI Training Sub-Committee and a plan for the coming year June 2018- May 2019 will be formulated. The training committee through 2017-2018 have liaised with other training providers such as CDS and SLIS to ensure no duplication of topics or clashes of dates, and we will endeavour to do this again for 2018-2019. This also means that the range of potential topics to be covered in CPD is larger. It is not always possible to provide everything that is asked on the list, due to budgetary constraints, limited options for presenters for some topics, timing, etc. but we will do our best to give the members what they ask for.



Q9. In addition to workshops and/or training days we plan to provide members, when needed, with Information sessions and are looking for input from members about what information they would find valuable. These would be short, presentation-based sessions of about 1 to 2 hours duration. Are there any specific topics, or interpreter-related projects or research which you are aware of (or which you may be involved in), that you want to hear more about at a CISLI information session? If so, please give details below: You can also use this space for general feedback to the Training Committee. This feedback can be in relation to the following examples but not limited to them either. E.g. Events we have held (workshops, training days, information sessions), Quality of events, Topics covered, Communication regarding upcoming events.

Members were asked to suggest any projects or research they were aware of that they would like to know more about, anything in general they would like to form part of the topics covered and if they were involved in anything they would like to present on themselves. In 2018 we modified this question slightly - still asking a similar question, but less focus on research and more looking for topics that would suit an information-style setting (as opposed to a full CPD event). Many suggestions were made. In addition to this there were also some offers to present on topics too which we always welcome.

New topics for CPD sessions included:

- *More training/workshops on religious signs*
- *I wish there was specific training for Deaf-blind as this is badly needed.*
- *Team working / critique - giving and receiving*
- *Self-care, both physical & mental*
- *GDPR and what is expected of us*
- *The interpreter voucher system ... it would be nice to know more information about how that would affect interpreters*
- *Financial information sharing (packages, invoicing, etc.)*
- *Working with vulnerable clients or foreign Deaf clients.*
- *What ISL Act means for our job and how we can use it to get access for some of our clients*
- *Access to all to library or new signs*
- *Reciprocity model of working in relation to pro bono interpreting work...the value and benefits of this for the interpreter.*
- *Discussion meetings / peer meeting regarding day-to-day issues and / or recent articles*

Some feedback, suggestions and criticisms were also made generally:

- *I think it would be beneficial if the training committee made announcements earlier with regards to upcoming training and ask if there are any dietary requirements beforehand if providing food at training.*
- *More notice for events and meeting, e.g. Recent meeting on 21st and 24th April was not enough notice.*
- *Most events occur in Dublin which can prove difficult to attend if you are not based there.*
- *Most trainings need to be long in time duration e.g. possibly more than 2 hours- gives the option of putting theory to practice through role plays etc. The Palliative care seminar was very interesting but would have liked it to be extended and possibly see an example of a situation, as I feel some of the topics were only briefly touched on and not discussed in depth.*
- *The student-based workshops have been very good and I have definitely felt a huge amount of support from CISLI overall.*
- *As Bridge runs a peer support session twice a year, would it be possible for CISLI members to get together over coffee/casual and just chat about experiences good and bad they've had or wanting*

to get a second opinion for something nagging at them with fellow members. Or just to general tips, chat and a catch up?

- *Please stream anything on mid-week*
- *Regular emails/ Facebook/ WhatsApp reminders*
- *When workshops occur, new interpreters should be given more opportunities to be involved. The newer interpreters tend to be overshadowed by the voices of longer working interpreters. Also, their experiences tend to be seen as of lesser importance than those who have more experience.*
- *Training team bonding weekend away? Plenty of notice. Not during academic year if possible.*

Answered: 26

Many took the opportunity to thank the training committee for the work they have been doing so far:

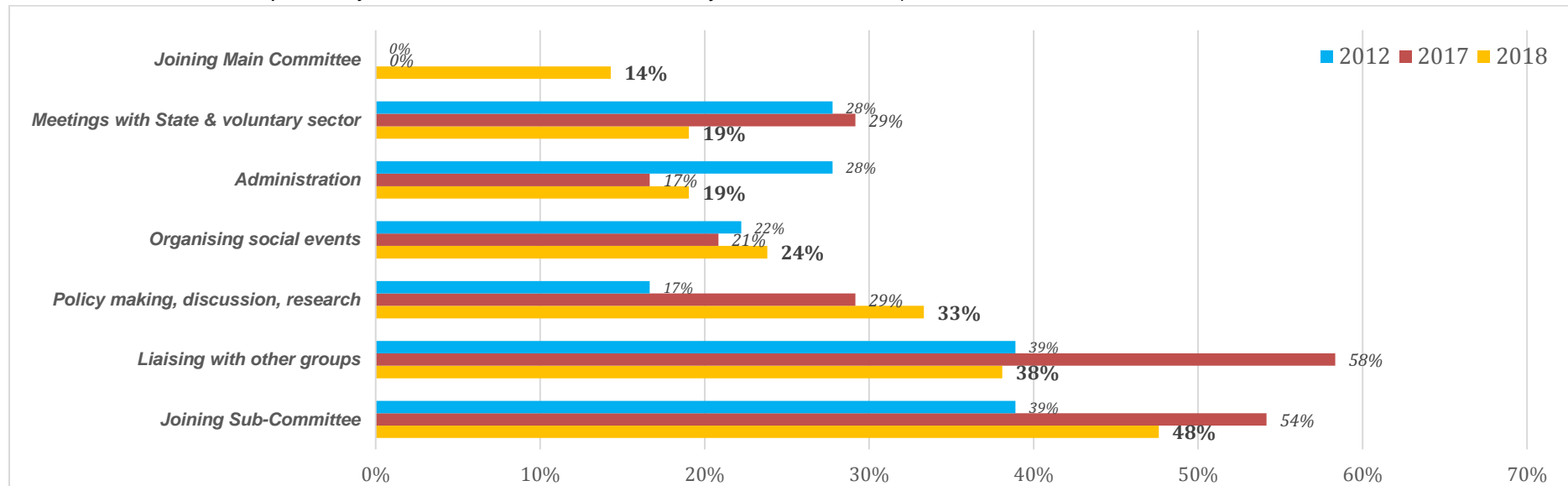
- *Keep up the good work e.g. Organising CPD / workshops*
- *Training has been good so far this year, well done*
- *The Limerick training was brilliant. Very well organised and great from a learning and social point of view. More of the same!*
- *Can't think of anything specific, just keep being amazing??????*
- *I haven't been able to make training events so far due to my own schedule but great to see more events are happening each year with more opportunity for people to attend.*

Skipped: 6

The Training Committee will take all of these into account going into the new year.

Q10. In what way would YOU as a member be willing to assist the CISLI Committee in the coming year?

The final question asked was in relation to respondents' willingness to get involved more with CISLI, and what they were willing to do. (It should be noted here that the option to join the main committee was only added for 2018.)



Answered: 21

Skipped: 11

The highest number was those willing to join a subcommittee, 10 (48%); 8 respondents (38%) willing to liaise with other groups; and 7 interested in policy making. It is great to see so many willing to get involved more and help with the overall aims of CISLI. Hopefully positive responses to all of these options for further engagement with CISLI will materialise into real and necessary support. In particular, three people have expressed interest in joining the main committee of CISLI; with our Chairperson and Treasurer soon to step down, the Main Committee really needs members who are willing to come forward and work with them.

Thank you to everyone who partook in the survey this year. For those who haven't, we would really encourage you to do so next year. The more answers we get, the more rich the data and the better it can work for us all. Now that we have made a commitment to carrying out this survey every year with as few adjustments as possible, it will be a great source of comparison and a tool for change as we move forward into a profession that has finally been officially recognised. Exciting times ahead!!! 😊

