Multilingual Manchester

Report

2018

Exploring the Demand and Provision for Interpreting Service
in Rusholme JobCentre Plus

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1 Introduction

Over 150 languages are spoken in the Greater Manchester area. The linguistic diversity is brought by the burgeoning international population including labour migrants, refugees, British Commonwealth citizens, EU citizens, etc. (Gopal et al., 2013). Although the city continues to attract people from different national backgrounds with a variety of skills, these people may encounter difficulties accessing the labour market due to language barriers. When comparing the job search methods between immigrants and native UK residents, a study identified among immigrants a strong reliance on jobcentres (Frijters, Shields & Price, 2005). This brings into focus the language service provided in the jobcentres. In response, the parent department for UK jobcentres, the Department for Work and Pensions (DWP), reported to be able to deal with claimants in 165 languages (Watts, 2012). The language support is contracted out to The Big Word, a private professional interpreting company, to cover telephone and sign language interpreting. Nevertheless, DWP has decided to cut spending on interpretation by at least 30% since 2012 (*ibid.*), albeit regular demand for interpreting services in Jobcentre Plus offices has been found in Greater Manchester, reported for example for Longsight, Rusholme and even Didsbury (Gopal et al., 2013: 8).

Being aware of potential language barriers to accessing services, the popularity of jobcentres among immigrants and the economic austerity, this research aims to explore the current customer demand and institutional provision for interpreting service in the local jobcentre. The research question is broken down as follows:

1. Investigating customer demand for interpreting services:
   - How much do customers want or support interpreting service?
   - How is the utilisation?
   - What do customers know about language services currently available?

2. Exploring the status of support given by the jobcentre:
   - What language services are currently available?
   - How does the jobcentre get the services known to customers?
   - Are there any alternative ways for language support at times of austerity?

This research takes a mixed-method approach, combining quantitative questionnaire data with qualitative interviews, observations, and documentary analysis. The data were collected from customers through questionnaires distributed over a week outside the entrance, from conversations with staff through multiple fieldtrips to Rusholme JobCentre Plus (JobCentre), as well as from government websites and media reports. The study also attempted to conduct recorded semi-structured interviews with customers, but due to a lack of voluntary participation, this plan was eventually replaced by chats and informal interviews with customers and staffs, supplemented by a forty-minute observation inside JobCentre and online documentary analysis.

All the questionnaire data with personal information were entered and stored on university computers, coded and analysed with Statistical Package for Social Sciences (SPSS), and disposed of as appropriate.

2 Demand

To answer the first set of research questions, a quantitative questionnaire was used to gather information from customers. The questionnaire comprises twelve questions covering both individual experience and demographic features, i.e. gender, age, native language, citizenship and time of residence in the UK (see Appendix 2). The first five questions target all customers regardless of native language, while the rest are relevant only for non-native-English speakers. The sample includes native English speakers because most, if not all of them are tax-payers; their views on interpreting services are highly likely to reflect and shape the language support that the country is willing to offer, and their anticipation of the demand for interpreting service among non-natives can create a new angle to look at this issue.

The survey generated 56 answers, achieving a response rate of 35.24%. The respondents consist of 22 native speakers and 34 non-native speakers. The former expressed, by individual, their level of support for interpreting services in jobcentres; the latter reported their demand for the service and also shared information about their knowledge and experience of the service. While filling in the questionnaires, some respondents were also willing to chat about some of the questions and share their own explanations. These conversations were recorded afterwards as field notes in the research diary.

i. Perception/Support of Demand

On a scale of 0-10, how much do you agree or disagree that JobCentre should provide interpretation services for non-Native-English speakers? (0 being extremely disagree, 10 being extremely agree)

The selected values under this question are 2,4,5,8,9,10 by non-native speakers, and 1,5,7, 8,10 by native speakers. 10 marks extremely strong demand or extremely strong support. Among the 34 non-native-English-speaking respondents, 64.7% reported extremely strong demand for interpreting service, while among the other 22 who speak English as a native language; the extremely strong supporters only take up 54.5%. This creates a gap of 10.2 percentage points between customer demand and customer support (see table 1).

| | | native language | |
		Others	English
Perception/ Support of demand for interpreting service	1	0 0.0%	1 4.5%
	2	3 8.8%	0 0.0%
	4	2 5.9%	0 0.0%
	5	1 2.9%	1 4.5%
	7	0 0.0%	2 9.1%
	8	2 5.9%	6 27.3%
	9	4 11.8%	0 0.0%
	10	22 64.7%	12 54.5%
Total		34 100.0%	22 100.0%

Table 1. Perception/Support of demand for interpreting service

However, when the values are recoded as 0-4 for negative opinions, 5 for neutral position or uncertainty, and 6-10 for positive opinions, a clustered bar chart immediately demonstrates a high level of agreement among native speakers to offer public interpreting services (see chart 1). The percentage of support by native-English speakers even overtops the percentage of demand perceived by non-native speakers by 8.5 percentage points. Furthermore, this difference increases to 10.2 percentage points when comparing negative attitudes -- 14.7% of non-native speakers versus 4.5% of native speakers.
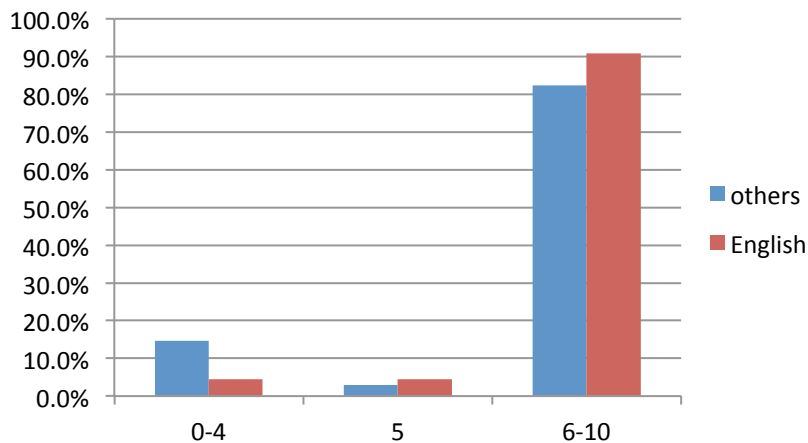
Chart 1. Perception/Support of demand for interpreting service (recoded)

These data demonstrate high demand for interpreting service, although there is variance and some non-native speakers show low demand. They also indicate interesting differences between non-native perceptions and native anticipations. As an account for the demand among non-native speakers, the data collection period constantly witnessed non-natives who could not speak or understand English at all, especially among recent arrivals who arrived within the last six months. Their demand for interpreting is also among the highest, with 87.5% rating above 9 and 75% rating 10 (see Appendix 3.7). As for the high level of native support, one possible explanation may be related to individual's experiences of witnessing immigrants struggling with English inside or outside the JobCentre, as was suggested by three of the native-English-speaking participants.

ii. Current utilisation

> *Which method of interpretation services have you used? Please check all that apply.*
> ☐ *Face-to-Face interpretation provided by JobCentre*
> ☐ *Telephone interpretation provided by JobCentre*
> ☐ *Interpretation provided by Friend/Family Member*
> ☐ *Other: _____*
> ☐ *None*

34 non-native speakers were asked about their utilisation of interpreting services in the JobCentre with a check-box question that allows multiple responses. Interestingly, despite the strong demand and support for the JobCentre to provide interpreting service, the utilisation at first sight is surprisingly low (see chart 2). The only officially offered interpreting service besides Sign Language translation is telephone interpreting, but the utilisation rate among respondents was only 26.7%. Eight respondents clearly reported never using any interpreting services before, seven identified this question as non-

applicable due to unawareness of any available language service, and two refused to answer. These missing data may add to the population that never or rarely used the service as well.

Interestingly, although the jobcentres stopped using face to face interpreting, seven respondents reported using this method in the JobCentre, but described it as 'staffs explaining things slowly with simple English'. Among the three people selected 'other', one explained it as 'asking the staff to send a written message which would be translated later by family member later at home'. These reflect the helpfulness of JobCentre staff, but on the other hand further demonstrate a strong demand for language aid. Although it provides a clue for alternative language support, it also calls into question the access to information about telephone interpreting service.

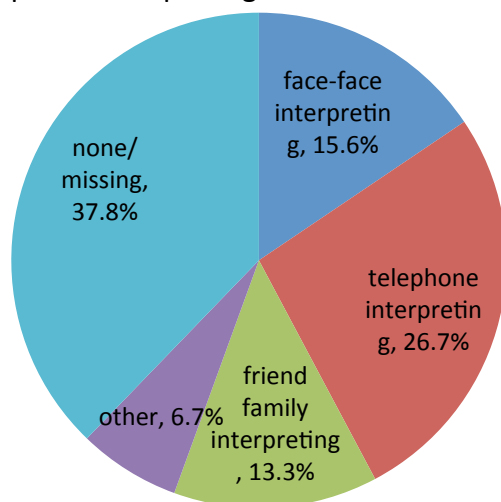*Chart 2. Interpreting services used by respondent*

iii. Knowledge and utilisation

Which methods of interpretation services are available at this JobCentre according to your knowledge? Please check all that apply.

☐ *Face-to-Face interpretation provided by JobCentre*
☐ *Telephone interpretation provided by JobCentre*
☐ *Interpretation provided by Friend/Family Member*
☐ *Other: _____*
☐ *None*

A crosstab between knowledge and utilisation was produced to better understand while people assumed there was high demand, while showing low utilisation themselves. As demonstrated in table 2 (see below), 22 respondents are aware of telephone interpreting, taking 64.7% of the non-native sample. Half of these respondents have used this service. Only 13.6% of this group of respondents reported to have never used any form of language provision before. There is a significant difference of 36.4 percentage points, indicating a strong relationship between awareness of the availability of the services and use thereof. The implication of this relationship is twofold. Firstly, the low usage rate of interpreting services at the JobCentre may partly be due to insufficient publicity. Secondly, the demand for interpreting is relatively high within the population who are aware of the service.

		Interpreting service known by respondent		
		face-face interpreting	telephone interpreting	friend/family interpreting
Interpreting service used by respondent	face-face interpreting	6 28.6%	3 13.6%	3 15.8%
	telephone interpreting	6 28.6%	11 50.0%	6 31.6%
	friend/family interpreting	3 14.3%	4 18.2%	5 26.3%
	other	2 9.5%	1 4.5%	2 10.5%
	none	4 19.0%	3 13.6%	3 15.8%
Total		21 100.0%	22 100.0%	19 100.0%

*Percentages and totals are based on responses.

Table 2. Knowledge and utilisation cross-tabulation

3 Language Provisions

To answer the second set of research questions, and to follow up on the patterns and questions that emerged from the quantitative data, three fieldtrips were taken to Rusholme JobCentre Plus for collecting qualitative data through interviews and observations; documentary analysis of government websites and media reports were also used as supplements.

The first two trips were undertaken before the analysis of quantitative data. They mainly focused on the available services. Information was gathered through informal interviews with two receptionists. The third fieldtrip was conducted after the quantitative analysis. The aim was to investigate the disclosure of information as well as alternative language supports such as staff help, as suggested by some respondents on the questionnaire. This fieldtrip consisted of three informal interviews with two security guards and one receptionist (a different receptionist from the previous two), and one forty minute overt observation. During the three visits, I was permitted to take written notes, but my requests to record and photo were declined.

i. Available services

One receptionist confirmed that the JobCentre does not provide face to face translators, but can direct customers to the Big Word for telephone interpreting service. The interviewee further indicated that the most encouraged method is for customers to bring their own trusted interpreters such as friends or family members. On the second visit, another receptionist shared more insights into telephone interpreting and reported that their budget had been decreasing. The interviewee reported that telephone interpreting services are currently offered for National Insurance Number registration, but not for benefit service due to limited budget and the expectation for the receivers to be English speakers. The receptionist also mentioned that both staff and customers are unhappy with the external telephone service because the translators' availability and the customers' requests are hard to match, especially in the afternoon, when the customers often get put on hold for a while whilst another interpreter is being sourced in the American office. The interviewee predicted that the budget would continue to drop owing to this unsatisfactory situation.

ii. Disclosure of information

The ground floor of the JobCentre is divided into two big areas: the lobby and the working zone. The only publicly accessible area is the lobby, where two members of security staff will confirm with each client their name, appointment time and reference number before they are allowed to proceed. In the lobby there is also one receptionist that can provide simple consultations for customers or handle emergencies. Overall, the security staff and the receptionists are in the front line of customer service; every customer will to speak to them upon entering the JobCentre.

As I observed around the lobby, I did not find any forms of advertisements about interpreting service. The only materials with a glimpse of the multilingual aspect of the Rusholme area were two posters. One of the posters was about a community activity organised by Ethic Health Forum. The second was information about English for Speakers of Other Languages (ESOL) courses, but the threshold is high. The course is only available for UK/EU citizens or who have indefinite leave to remain; the required age is nineteen years or over, and participants need to be receiving benefit or looking for a work. These two posters

were available in English and a language using the Arabic script (As I was not allowed to take photos of the posters, I was unable to identify which language it was).

After the failed search for interpreting service advertisement, I interviewed the two security staff members separately, and later with a receptionist. The security staff told me that there had not been any advertisement about interpreting service before. Although they were aware of the contract with The Big Word, they never informed any customers about the free service, instead, they would advise clients to bring their own (untrained) interpreters such as a friends or family members. The receptionist confirmed the lack of public promotion of interpreting service, but indicated that the service was disclosed and provided based on individual cases – this depended on the staff's judgement of the customer's level of English proficiency. The receptionist preferred to not discuss potential reasons for the lack of promotion of interpreter services, but she suggested that all the information about access to interpreting service could be found on the JobCentre website.

Following this advice, I conducted some online research. However, the official website only offers English-Welsh translation ("Find a job with Universal Jobmatch - GOV.UK", 2018), or directs to British Sign Language support ("Interpreting Solutions – Creating Access Through Support", 2018). As for interpreting for other languages, the DWP website provides lists of private interpreters with their contact methods for customers to hire ("interpreting service - Search - GOV.UK", 2018).

iii. Alternative language support

I overtly observed for 20 minutes in the lobby area the interaction between the security members and two clients who were non-native speakers of English, and also the interaction between a working-zone staff member and a client who was not a native speaker of English. I noticed that when talking to foreign customers who struggled with English, the staffs would speak to them slowly, using simple, short sentences, and many repetitions to clarify and confirm. Although without interpreting intervention, both the staff members and the customers managed to handle the situation. No significant communication problems occurred during the conversation.

4 Conclusions

This research identifies a strong relationship between the JobCentre's way of informing about the interpreting service available and service usage. According to the interviews, observations and online research, the JobCentre seems to be restraining its free-of-charge telephone interpreting service. There are no advertisements in the building or information on its website. Decisions to reveal or conceal the service are all made by staff members, based on their own judgement. Customers with language difficulties are mostly advised to bring their own interpreters, whether professional or not. These largely shape the overall low usage of interpreting service and the high levels of use of telephone interpreting among the informed customers.

The low publicity goes hand in hand with tightening provision. One former JobCentre staff recalled her experience with the control in a Guardian anonymous series which aims to give a voice to the staff behind the public services,

> I used a card with my questions in different languages rather than an over-the-phone interpreter. If we use the service too much, senior managers challenge our use. They accuse us of being carefree with public money and make it clear that it won't happen on their watch (Anonymous, 2017, p.6).

Such situation is largely due to a decreasing budget. In 2011 alone, the DWP used interpreters 271,695 times, paying The Big Word £3.5 million of public money (Watts, 2012). Spokesmen for MigrationWatch and TaxPayers' Alliance commented this investment as 'the height of language support, the stories behind customers who struggle with English, and the reasons for native speaking customers to support or oppose interpreting service.

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6 Appendix

Appendix 1: timetable

March	First fieldtrip by Sarah and Tanya to explore available interpreting services
05/04	Second fieldtrip by me, Sarah and Ana for permission to conduct research inside
09/04-13/04	Coding (09/04)
	Questionnaire collection with Sarah, Ana and Tanya (one hour every day)
	Enter data on University PC (every day, immediately after data collection)
	Take field notes, keep research diary (every day)
14/04-16/04	analyse questionnaire data with SPSS
17/04 (Tuesday) 12：00-14：00	Meeting with Ana, Sarah and Ethan for 1. amending interview guide to follow up the pattern 2. drafting interview invitation: an email version and a text version, get them translated into Urdu, Chinese and Portuguese
	Send out invitations
18/04-27/04	Follow up non-response emails (20/04)
	Third fieldtrip to investigate the publicity of interpreting service (26/04)
	Formalise the split up with the data collection group (27/04)
	Analyse, assimilate, interpret questionnaire data with SPSS
30/04-06/05	online research
	literature research
07/05-10/05	write up

Appendix 2: Coded Questionnaire

<u>Questions for all Users</u>

1. What's your gender and age?

Gender: 0Male 1Female 2Other 3Prefer Not to Say

Age: ___ enter numbers _____ 0.09 for missing

2. Are you a UK Citizen?

    0Yes   1No 0.09 for missing

If No, how long have you lived in the UK? Please select one.

    0 Less than 6 months   1 6-12 months   2 1-5 years   3 5-10 years   4 10+ years   0.01 for logical missing ie.UK citizen, 0.09 for missing

3. What is your native language? _____

    Q3nativ: 1 for English, 0 for others

    Q3langue: put in the string, leave it blank if not answered

4. On a scale of 0-10, how much do you agree or disagree that JobCentre should provide interpretation services for non-Native-English speakers? (0 being extremely disagree, 10 being extremely agree)

☐0 ☐1 ☐2 ☐3 ☐4 ☐5 ☐6 ☐7 ☐8 ☐9 ☐10 (0-10 / 0.09)

5. Are you willing to participate in a 5-10 minute interview to share your opinions on the current interpretation services?

    ☐Yes ☐ No (0/ 1/ 0.09)

If Yes, please specify your preferred contact method to arrange an appointment:

    ☐by email: _____

    ☐by text message/phone call:_____

    ☐other: _____

If the respondent refuse the interview, put 0.01 for all these (Q5email-Q5other)

Q5email: 0 for ticked, 1 for not ticked

Q5emailD: put in the string, leave it blank if not answered

Q5phone: 0 for ticked, 1 for not ticked

Q5phoneD: put in the string, leave it blank if not answered

Q5other: 0 for ticked, 1 for not ticked

Q5otherD: put in the string, leave it blank if not answered

Questions Only for non-Native-English speakers

- **For Native speakers, code all values for Q6-Q12 as 0.01**
- **For non-native speakers, follow the instructions below**
- **If she/he never heard of available service before ('none' for Q6, no application for the rest) , put 0 for Q6none, and 0.01 for all the rest (from Q7face to the end)**
- **If she/he never has heard but never used any service, put 0 for Q7none, and 0.01 for all the rest (from Q8)**
- **!!!! If the respondent never heard of/ never used the interpreting service, then follow the instructions above! Don't care about what the person says about the rest, because they may have misinterpreted the questions to be about the overall service.**

6. Which methods of interpretation services are available at this JobCentre according to your knowledge? Please check all that apply.

☐ Face-to-Face interpretation provided by JobCentre
☐ Telephone interpretation provided by JobCentre
☐ Interpretation provided by Friend/Family Member
☐ Other: _____
☐ None

For non-native speakers, if deliberately left over, code all Q6 values as 0.09

Q6face: 0 for ticked, 1 for not ticked

Q6tele: 0 for ticked, 1 for not ticked

Q6fri/fa: 0 for ticked, 1 for not ticked

Q6other: 0 for ticked, 1 for not ticked

Q6otherD: put in the string, leave it blank if not answered

Q6none: 0 for ticked, 1 for not ticked

7. Which method of interpretation services have you used? Please check all that apply.

☐ Face-to-Face interpretation provided by JobCentre
☐ Telephone interpretation provided by JobCentre
☐ Interpretation provided by Friend/Family Member
☐ Other: _____
☐ None

For non-native speakers, if deliberately left over, code all Q7 values as 0.09; if not applicable, code all as 0.01

Q7face: 0 for ticked, 1 for not ticked

Q7tele: 0 for ticked, 1 for not ticked

Q7fri/fa: 0 for ticked, 1 for not ticked

Q7other: 0 for ticked, 1 for not ticked

Q7otherD: put in the string, leave it blank if not answered

Q7none: 0 for ticked, 1 for not ticked

8. Which method did you use most often since last year? (from January 2017 till now):

0 Face-to-Face interpretation provided by JobCentre

1 Telephone interpretation provided by JobCentre

2 Interpretation provided by Friend/Family Member

3 Other: _____

4 None

Q8most: 0-4 / 0.01/ 0.09

Q8otherD: put in the string, leave it blank if not answered

9. On a scale of 0-10, how accessible are the interpretation services provided in the JobCentre when you need to use them? (0 being impossible, 10 being very easy)

☐0 ☐1 ☐2 ☐3 ☐4 ☐5 ☐6 ☐7 ☐8 ☐9 ☐10 (0-10 /0.01/ 0.09)

For non-native speakers if deliberately left over, code all Q7 values as 0.09, if not applicable, code all as 0.01

10. What was your experience of the interpreter? Please check all that apply.

☐ Friendly ☐ Professional ☐ Cold ☐ Rude ☐Other_____

For non-native speakers, if deliberately left over, code all Q7 values as 0.09, if not applicable, code all as 0.01

Q10F: 0 for ticked, 1 for not ticked

Q10P: 0 for ticked, 1 for not ticked

Q10C: 0 for ticked, 1 for not ticked

Q10R: 0 for ticked, 1 for not ticked

Q10other: 0 for ticked, 1 for not ticked

Q10othD: put in the string, leave it blank if not answered

11. Was the information given in translation clear? (0 being no translation/extremely unclear, 10 being very clear):

☐0 ☐1 ☐2 ☐3 ☐4 ☐5 ☐6 ☐7 ☐8 ☐9 ☐10 (0-10 / 0.01/ 0.09)

For non-native speakers, if deliberately left over, code all Q7 values as 0.09, if not applicable, code all as 0.01

12. How satisfied are you with the current interpretation services provided by JobCentre? (0 being extremely unsatisfied, 10 being very satisfied):

☐0 ☐1 ☐2 ☐3 ☐4 ☐5 ☐6 ☐7 ☐8 ☐9 ☐10 (0-10 /0.01/ 0.09)

For non-native speakers, if deliberately left over, code all Q7 values as 0.09, if not applicable, code all as 0.01

Appendix 3: frequency tables

1. Age group

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	18-24	14	25.0	26.4	26.4
	25-34	19	33.9	35.8	62.3
	35-44	8	14.3	15.1	77.4
	45-54	10	17.9	18.9	96.2
	55-64	2	3.6	3.8	100.0
	Total	53	94.6	100.0	
Missing	refused	3	5.4		
Total		56	100.0		

2. Gender

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	male	36	64.3	64.3	64.3
	female	20	35.7	35.7	100.0
	Total	56	100.0	100.0	

3. Native language

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Others	34	60.7	60.7	60.7
	English	22	39.3	39.3	100.0
	Total	56	100.0	100.0	

4. UK citizens among all respondents

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	yes	30	53.6	53.6	53.6
	no	26	46.4	46.4	100.0
	Total	56	100.0	100.0	

5. UK citizens among non-native-English-speaking respondents

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid yes	9	26.5	26.5	26.5
no	25	73.5	73.5	100.0
Total	34	100.0	100.0	

6. How long has the non-native-English-speaking respondent lived in the UK

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	less than 6 months	8	23.5	25.8	25.8
	6-12 months	3	8.8	9.7	35.5
	1-5 years	13	38.2	41.9	77.4
	5-10 years	5	14.7	16.1	93.5
	10+ years	2	5.9	6.5	100.0
	Total	31	91.2	100.0	
Missing	NOT APPLICABLE	2	5.9		
	REFUSED	1	2.9		
	Total	3	8.8		
Total		34	100.0		

7. Demand of interpreting service * how long has the non-native-English-speaking respondent lived in the UK cross tabulation

		how long has the respondent lived in the UK					
		less than 6 months	6-12 months	1-5 years	5-10 years	10+ years	Total
demand of interpreting service	2		33.3%	7.7%	20.0%		9.7%
	4	12.5%			20.0%		6.5%
	5			7.7%			3.2%
	8			7.7%	20.0%		6.5%
	9	12.5%		15.4%	20.0%		12.9%
	10	75.0%	66.7%	61.5%	20.0%	100.0%	61.3%
Total		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

8. Interview interest among all respondents

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	yes	23	41.1	42.6	42.6
	no	31	55.4	57.4	100.0
	Total	54	96.4	100.0	
Missing	REFUSED	2	3.6		
Total		56	100.0		

9. Most frequently used method

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Face-to-Face interpretation provided by JobCentre	1	2.9	4.8	4.8
	Telephone interpretation provided by JobCentre	8	23.5	38.1	42.9
	Interpretation provided by Friend/Family Member	4	11.8	19.0	61.9
	other	3	8.8	14.3	76.2
	none	5	14.7	23.8	100.0
	Total	21	61.8	100.0	
Missing	NOT APPLICABLE	11	32.4		
	REFUSED	2	5.9		
	Total	13	38.2		
Total		34	100.0		

10. Accessibility of the interpretating services provided in the JobCentre

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0.00	1	2.9	5.3	5.3
	2.00	1	2.9	5.3	10.5
	3.00	2	5.9	10.5	21.1
	5.00	2	5.9	10.5	31.6
	7.00	1	2.9	5.3	36.8
	8.00	1	2.9	5.3	42.1
	9.00	1	2.9	5.3	47.4
	10.00	10	29.4	52.6	100.0
	Total	19	55.9	100.0	
Missing	NOT APPLICABLE	13	38.2		
	REFUSED	2	5.9		
	Total	15	44.1		
Total		34	100.0		

11. Experience of interpreter

		Responses		Percent of Cases
		N	Percent	
experience of interpreter[a]	friendly	13	52.0%	76.5%
	professional	11	44.0%	64.7%
	other	1	4.0%	5.9%
Total		25	100.0%	147.1%

12. Clarity of information given in translation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	1	2.9	5.9	5.9
	5.00	1	2.9	5.9	11.8
	7.00	1	2.9	5.9	17.6
	8.00	2	5.9	11.8	29.4
	9.00	1	2.9	5.9	35.3
	10.00	11	32.4	64.7	100.0
	Total	17	50.0	100.0	
Missing	NOT APPLICABLE	14	41.2		
	REFUSED	3	8.8		
	Total	17	50.0		
Total		34	100.0		

13. Satisfaction of the interpreting services provided in the JobCentre

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	1	2.9	5.9	5.9
	2.00	1	2.9	5.9	11.8
	8.00	2	5.9	11.8	23.5
	9.00	2	5.9	11.8	35.3
	10.00	11	32.4	64.7	100.0
	Total	17	50.0	100.0	
Missing	NOT APPLICABLE	14	41.2		
	REFUSED	3	8.8		
	Total	17	50.0		
Total		34	100.0		