

1. Job Allocation Challenges:

- a) There's a radical decrease of jobs/ available job opportunities.
- b) The interpreters are finding the random and distant locations of job assignments concerning, as they question the fairness and efficiency of the allocation methods.
- c) The interpreters believe that AI is hindering job allocation. The AI system assumes a 75% chance of successful allocation, resulting in no additional payments being offered. However, the reality is different, and many jobs remain unfulfilled, causing issues for the court.

2. Job Management and Visibility Issues:

- a) Once a job is accepted, it disappears from the app, leaving interpreters without access to critical information, which creates significant difficulties. Interpreters often find themselves in court without a timesheet, reference number, or even knowing where they need to go. Offers aren't organised by date, posing difficulties in managing them efficiently.
- b) Repeated need to accept bookings: After initially accepting a booking and receiving confirmation, interpreters find that the offer reappears in the app, requiring them to accept it again over and over.
- c) There are no notifications or reminders for new or existing job opportunities.
- d) The absence of a decline button may complicate workload management for the interpreter. It's worth noting that in the case of mandatory interpreter assignments, there's a general understanding that the job becomes available to other interpreters once the mandatory interpreter declines it. The interface is complex enough to view and understand, unwanted jobs add to the difficulties.
- e) The PIN requirement for job closure is inconvenient, and the skip function does not work properly.
- f) The interface is confusing, which makes it difficult for the interpreter to distinguish between booked jobs and offers. This complicates schedule management, as the interpreter struggles to discern the location of their job with ease. A general overview is missing.

3. Remote Assignment Challenges:

- a) There's a lack of email confirmations for remote bookings.
- b) Remote assignments lack provision of timesheets, leading to challenges in obtaining critical information about job timings and details

4. Payments:

- a) **Communication:** oversees booking agents complete lack of understanding of the system and lack of even superficial insight into the court environment/geography/job requirements

Difficulty arises in negotiating uplifts and additional payments - While this scenario may not be ideal for the client or agency, it's often unavoidable due to factors such as distance and the inherent uncertainty in scheduling. However, implementing a fair pay system could mitigate the need for such negotiations.

- b) There's a lack of transparency regarding payment processes and pre-existing assignments.

Past Booking and Timesheet Problems:

- a) Various issues exist with past bookings and timesheets, including incomplete records, incorrect values, and missing functionalities like photo upload - it is impossible to fit the whole timesheet in the provided field, nor can an existing picture of the timesheet be uploaded.
- b) b) The history function, which allowed interpreters to view missed offers, is no longer available. This helpful feature was distinct from the past bookings accessible on the website portal, which interpreters no longer have access to.
- c) Contact details are missing from interpreter profiles.

5. Face-to-Face Assignment Issues:

- a) Inflexible timesheet adjustments for F2F assignments. – the interpreter is unable to adjust start time or finishing times.
- b) Compulsory lunch breaks – these aren't always taken.
- c) Technical challenges with timesheet photo uploads - it is impossible to fit the whole timesheet in the provided field, nor can an existing picture of the timesheet be uploaded.
- d) Interpreters without smartphones or wireless printers are excluded from the entire process, as the app lacks website support. This absence prevents them from navigating past bookings and invoices, features that were available in previous versions. This limitation poses challenges for interpreters who face difficulties with small screens and the usability of mobile phones. The assumption that court staff have the time, will, or patience to wait for the timesheet uploading process is unrealistic.

6. Payment and Assignment Transparency:

- a) The interpreter requests that coordinators regain the ability to assign bookings to ensure adequate remuneration can be allocated.
- b) A full breakdown of payments post-booking closure – and option to dispute payments.
- c) No additional payments for pre-existing jobs are being migrated to the app
- d) Interpreters cannot have their negotiated additional payments assigned immediately. Instead, the job, including the negotiated rate, gets posted to the app and is up for grabs by anyone else
- e) Mandatory bookings from the court are being ignored

- f) The payment rate is not clearly specified as either complex or standard. Interpreters cannot determine their payment accurately because some calculations do not correspond to either rate.
- g) Rates are calculated per minute rather than in increments of a quarter of an hour.
- h) Travel time is incorrect
- i) EAP for remote bookings

7. Technical and Functional Challenges:

- a) The absence of availability options in the app.
- b) Frequent app malfunctions necessitate re-signing.
- c) The app appears to be draining phone's batteries.
- d) Distance calculations and payments are inaccurate
- e) Multiple reference numbers

8. Additional Concerns:

- a) The interpreter faces challenges in printing timesheets due to technical issues.
- b) Court staff's handling of devices is deemed imprudent.
- c) Interface complexities and lack of consultation lead to dissatisfaction - The lack of consultation with interpreters regarding potential improvements has resulted in extreme disappointment and low morale among interpreters.
- d) The new system is perceived as a downgrade from the previous functional one.
- e) Misclassification of cancellations as curtailments affects interpreter income.
- f) Courts implement cost-saving measures without considering interpreters' losses by failing to report cancellations. It appears to be more cost-effective to pay for one hour of the interpreter's time, leaving them out of pocket and hindering their ability to secure alternative work. If a cancellation is registered, the interpreter is free to schedule another job instead of wasting time and money on a cancelled appointment, thus missing other opportunities.

- g) There's an urgent need for solutions within a specific timeframe.
- h) Interpreters are very concerned about the impact these difficulties will have on invoicing, especially with disappearing bookings and those that have not been added to the new portal due to technical issues.
- i) We strongly request that, rather than delivering a downgrade that wasn't properly tested before launch, improvements be made to the current app to mirror and include the previous features. This would ensure interpreters can effectively manage their assignments and receive fair compensation without unnecessary complications.
- j) The interpreter is burdened with resolving their issues, despite TBW creating problems that were not previously present.
- k) Interpreters demand a clear and equitable payment table that allows them to quickly establish their rates of pay, including all fees for magistrates', crown court, and family court assignments.
- l) Interpreters request that courts refrain from booking standard interpreters for hearings that are complex. It appears that courts are authorised to book standard interpreters indiscriminately, thereby burdening interpreters with the task of seeking appropriate remuneration.
- m) Clarification on rates for multiple defendants is crucial. There is minimal understanding among court and TBW personnel about the challenges interpreters face when interpreting for more than one person. Clear guidelines and appropriate pay structures must be established for these situations."
- n) We invite Mr Rice to shadow an interpreter in the field for some time to understand the reality and the challenges interpreters face. Public services and agencies do not adhere to recommended guidelines for this profession, such as breaks and rates. It is consequently undermining the profession.