

Transcription News - 13th September 2023

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Good morning and welcome to the September 2023 edition of Transcription News from University Transcriptions and TP Transcription Limited. Our newsletter includes updates on our charitable foundation's work, security of recordings and an article on remote & flexible working.

paulsartori Charity Focus - Paul Sartori Hospice HOSPICE AT HOME at Home - £500 donation

The Ten Percent Foundation recently donated £500 to the Paul Sartori Foundation, a South West Wales charity, who had applied to our charitable trust for funding. They had identified that we are keen to support stroke and Parkinson's charities, hence the reference below.

The Paul Sartori Foundation was established over 40 years ago "to provide sustainable services that promote good end of life care in Pembrokeshire". The local charity is based in a rural community, with pockets of deprivation and low-income families (Pembrokeshire population c125,000). It was founded in memory of its namesake, Father Paul Sartori, a Haverfordwest-based Parish Priest, who identified a need for hospice care in Pembrokeshire. Shortly after recognising the need, he unfortunately became ill himself and died from cancer at the age of 39. His inspiration moved a group of friends and in his memory the charity was formed. Initially home care was delivered by a team of 6 carers. The organisation has gone from strength to strength and now provides a range of free services including: Day & Night Hands-on Nursing Care, Equipment Loan, Complementary Therapy, Bereavement & Counselling Service, Physiotherapy, Advance and Future Care Planning and Training/Education.

During the period 1st February 2022 – 31st January 2023, the clinical team supported 12 patients with Parkinson's and 3 patients with Strokes providing them and their families with a mixture of hands-on nursing care, equipment, and other services as needed.

Paul Sartori is the only charity that provides the full range of services in Pembrokeshire to support end of life patients, carers and their families and is known widely in the county in offering people the choice to stay at home during the final stages of a terminal illness.

Sandra Dade, the Charity Manager, said "we..express our sincere gratitude for your kind donation of £500...it is very much appreciated. Because of [donations like yours] we can continue to provide much needed services to the people of Pembrokeshire free of charge, 24 hours a day."

What is this all about?

University Transcriptions and TP Transcription donate 10% of annual net profits to charity via the Ten Percent Foundation, a charitable trust set up by our group of companies, to distribute monies to charities in the UK and Africa. We have been doing this for over 20 years. The Foundation never incurs any administration costs (other than bank charges which are minimal). All monies donated are distributed to charities.

Why do we donate?

We set up our companies over 20 years ago with the aim of being ethical in everything we did. As part of this we decided that a percentage of our profits should always be earmarked for charitable work and set the rate at ten percent. A sudden burst of inspiration meant we called ourselves the Ten Percent Group.

Nominations 2023

We received over 35 charity nominations from academic clients, business clients, transcribers and staff. Decisions have been made to award c£25k to 17 charities and we will be writing about each successful charity over the next year.

We have a strict list of criteria in relation our donating which is available on the Ten Percent Foundation website.

Donations tend to be within the range of £500-£2000 per charity per year, although in the past we have supported charities over a period of 5 years with donations going towards specific ongoing projects.

If you have any questions about the work of the Ten Percent Foundation, please email jonathan@tptranscription.co.uk or visit our website at <http://www.tenpercentfoundation.org>

Just who will be listening to my recordings?

One of the most popular questions we get in from clients is who will get to listen to any recordings they send over.

As we work through our current ISO 27001 audit assessment, the brief answer is that audio and video recordings are only listened to by anyone who needs to. This will usually be one of our associate transcribers, a quality control manager and our transcription manager.

Recordings sent to us are usually uploaded via our secure online file upload service developed specifically for us, to protect the integrity of the recordings. The service is ISO 27001 accredited, and our provider also contracts with a range of government and local authority clients to provide secure upload services.

Once we receive an audio or video file, we store it on our IT system, which is based in North Wales. We are UK GDPR compliant and assessed every year by IASME to make sure that we remain compliant, and all our data is treated in strict accordance with the relevant data protection regulations. This year we have also added Cyber Essentials Plus auditing to our service, which means we have been independently checked for our cyber security levels.

How can you be sure that no-one else is listening to recordings?

The only people in our company who will listen to your recordings will be the transcribers who complete the transcript of your audio or video recordings, the quality control manager if your recording is selected as one of those to be tested for accuracy, and also our transcription manager or one of our directors if there is a problem. All of these people are within our organisation.

At no time is your recording listened to by anyone else, whether that is another employee in the business, any third parties or any other of the management or board teams. The recording is uploaded using our secure server, and transferred to our transcriber so that they are able to provide the transcript. Our transcribers work under the terms of a signed confidentiality undertaking, which means they have restricted themselves to simply transcribing your recording into text.

Returning files

Once the transcript is complete, the recording is retained in line with our retention policies for as long as necessary.

The transcript is sent to clients in password protected format and using our secure email service (Egress). Egress is military grade encrypted email, and is used by governments around the world to send highly confidential material.

At all times the data is with us it is kept in a secure environment. Our servers and PCs are kept in locked rooms without any third-party access, and our transcribers work solely on specific recordings before then deleting all notes and documents that have been created.

Summary

One of the key reasons clients use transcription services like ours is that we are able to provide an extremely high level of security and we are going to be retaining data within the UK at all times and in compliance with GDPR regulations.

If you would like to have a chat about our secure services and the number of people who will be looking or listening to your recordings, please get in touch. Our managing director, Anna Gresty, is always happy to have a conversation about data security, you simply need to reach out to her.

Remote & flexible working - is there a future?

There seems to be a huge backlash occurring in the press at the moment against the new world ushered in by lockdown. Flexible working from home seems to be frowned upon, with local authorities and government bodies criticised for allowing it (headline in the Daily Telegraph today - "HMRC failing taxpayers as thousands of staff shun office").

The Ten Percent Group of companies offers everyone who works within the company the chance to work remotely and with flexible hours to suit. We have home offices & offices clients can drop into around the country (UK & Ireland) but the main ethos of the business since we started in 2000 is that we all work remotely and with flexible hours.

A recent survey of our transcribers indicated that one of the main reasons people undertake this line of work is the flexible nature of it. We don't do a lot of fast turnaround work requiring immediate transcription, and this means that transcribers can enjoy a good work/life balance without the work taking over too much.

Is there a future for flexible working?

Yes we think so. Our recruitment business reports increasing numbers of employers not wanting to necessarily offer home working as an option to their new recruits, but they are very much open to flexible hours around other commitments.

If we go back 5 years (hard to imagine!), a lot of employers we work with (SME professional businesses) were extremely reluctant to offer any hours other than 9am to 5.30pm with an hour off for lunch (unpaid). This line of thinking was around since we started in recruitment, and only changed post-lockdown.

These days it is much more common to hear of businesses offering all staff flexible hours to fit around other commitments. It is also increasingly common to hear of employees with one main job plus side hustles that fit around this.

Remote working - dying out?

Our own anecdotal evidence of remote working options is that they work for some businesses and not others. Some firms have thrived on it, others have found it a real burden.

Generally a lot of issues around remote working come down to trust by employers and the ability to let others control their own working practices.

We are hearing in increasing numbers of businesses cancelling the option to work from home, and this is generating difficulties with recruitment as employees hold out for the remote working options wherever they can.

Trusting - difficult for some!

As an employer our company feels comfortable with employees completing work and sending it to us when it suits, provided this is within the recognised deadlines. We don't expect to be checking in with employees every 30 minutes to make sure they are sat at their computers or to track their internet use.

Business owners we talk to on the recruitment side often report that they are fed up of checking in on their employees working from home to get an update on a piece of work, only to find them away from their offices and off walking the dog or shopping. What they have missed is that the same employee may well have completed all their work quickly in order to go and do the shopping. They will also have not spent 20 minutes discussing the weather with Colin in Accounts at the water cooler before starting the task in question. Similarly they may have got up early that morning to fit in their work around plans later in the day.

Some employers and managers have indicated that they are happy for trusted staff to work remotely, but that it is a perk that needs to be earned over time. We think this may be a feature of work in future - you earn the right to work remotely rather than have it as a perk offered to you from the outset.

Summary - remote & flexible working here to stay?

As time goes on, unless the economy stalls dramatically, remote working and flexible hours are clearly here to stay for some, and we hope that other employers do not jettison it simply because of political pressure being put on by a media with vested interests! A lot of businesses seem to be keen to keep the flexible working (provided the flexibility fits with their own definitions) and ditch the remote working. Similarly some businesses have worked out they can offer less salary and attract better quality candidates by offering remote roles. This is particularly so as remote working gets

harder to find.

Unlimited annual leave is another interesting new development (we have offered it in some circumstances for over 15 years) and it will be something that may become more popular over time.

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[For a full list of over 50 articles on our website please click here](#)

The Transcription Society - providing professional accreditation to academic and business transcribers

The Transcription Society is a not-for-profit organisation dedicated to improving standards in the transcription industry and providing accreditation to both individual and corporate members. The organisation is run on a not for profit basis and registered in the UK with Companies House. The society offers individual transcribers the chance to obtain professional recognition for their standards of work and provides corporate members with recognition that they subscribe to a professional level of industry standards for quality and ethics.

Needless to say, TP Transcription Limited is a corporate member and our directors sit on the board of the Transcription Society. For details of the transcription standards the Society promotes, please visit www.transcriptionsociety.org.

We hope you have enjoyed reading our monthly newsletter and look forward to hearing from you if we can assist further.

Kind regards

Jonathan Fagan (he/him)

Founder & Director

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