

Transcription News - 29th November 2023

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Good afternoon and welcome to the November 2023 edition of Transcription News from University Transcriptions and TP Transcription Limited. Our newsletter includes updates on our charitable foundation's work, our social responsibility policy and an article on data security.



Charity Focus - Hillingdon Women's Centre, Uxbridge - £500 donation

The Ten Percent Foundation recently donated £500 to Hillingdon Women's Centre, a charity based in Uxbridge, after a direct application to the Ten Percent Foundation website.

Who are the Hillingdon Women's Centre?

Hillingdon Women's Centre (HWC) has been supporting the needs of women since 1986 as a unique service in our local community. We are a small charity run by and for women aged 18+ that offers a safe and non-judgmental space where

women can freely share their concerns and get tailored support and guidance. Our aims are that women assert their rights, lead healthy and safe lives, develop their potential and thrive.

Organisation and Project Background

As a trauma-led, women-only space, we are entrusted by women to help and advise them as soon as they seek support. We have built a strong reputation across different community groups, and the findings from our latest Annual Report highlighted that 67% of our service users came from minority ethnic backgrounds; as a result, many experienced multiple barriers when accessing mainstream services such as language, immigration status, no access to public funds, financial instability and homelessness and as a result have poor self-esteem. Likewise, we found that many of our overall service users (65%) have a history of Domestic Abuse (DA). We have seen a 20% increase in referrals in the last year due to the impact and consequences of the pandemic and subsequent cost of living crisis on women's lives. This places additional strain on our services as we strive to

Who are Door 84?

Door 84 was established in 1969 as a youth centre in York. They provide youth & community sessions each week from their centre in the city.

Door 84 is seen as a trusted source of support amongst young people and the wider community, including those who are sometimes mistrustful of 'traditional' authority figures. Young people attending Door 84 sessions are more than 5 times as likely to be living in deprivation as the average young person in York, with almost two thirds (64%) coming from the 4 most deprived wards in York. They are 13 times more likely to have been in trouble with the police than the average young person in England and Wales.

Organisation and Project Background

Door 84 is a youth and community centre which provides activities for young people aged 8-25, and the wider community, in York. In the last 3 years, the centre has had 409 individual young people register with them. They offer a range of weekly sessions, 6-10 day trips and 2-3 residential trips each year. The youth club is open all year-round, with the exception of bank holidays and the Christmas holidays.

Community Sparks

Door 84 also provides regular activities for adults with a range of abilities and disabilities, in the form of its Community Sparks sessions: an activity & social session on Tuesdays, and an inclusive disco on Thursdays, which also provide supported volunteering opportunities.

The club is currently expanding its offer to the wider community, with a food bank established in 2019, and plans for a community café and advice service.

Funding

The request for funding has been made to go towards the running costs of Community Sparks sessions each week.

Carole Pugh, a trustee at the charity said "we are very thankful for your support and will keep you updated about the work of the project."

What is this all about?

Ten-Percent and Jonathan Fagan Business Brokers 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 and community organisations.

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>



TP Transcriptions Limited Social Responsibility Policy

We often get asked by university procurement teams to outline our social and corporate responsibility policy as they like to see suppliers who put something back into society. The TP Transcription Social Responsibility Policy has four categories, which are based on an academic theory known as 'Carroll's Pyramid':

Carroll's Pyramid

Environmental: reducing pollution, increasing use of renewable energy, and offsetting any negative impacts.

Ethical: ensuring fair treatment for all parties including employees and clients. Examples would be the responsible sourcing of materials and creating an equitable work environment.

Philanthropic: donating a portion of earnings to charitable giving.

Economic: linking financial decisions to a company's commitment to do good things.

UN Global Compact

In addition to this, we abide by the ten principles of the [UN Global Compact](#), which are as follows:

Principle 1: We support and respect the protection of internationally proclaimed human rights;

Principle 2: We strive to make sure we are not complicit in human rights abuses.

Principle 3: We uphold the freedom of association and the effective recognition of the right to collective bargaining;

Principle 4: We support the elimination of all forms of forced and compulsory labour;

Principle 5: We support the abolition of child labour; and

Principle 6: We strive towards the elimination of discrimination in respect of employment and occupation.

Principle 7: We support a precautionary approach to environmental challenges;

Principle 8: We undertake initiatives to promote greater environmental responsibility;

Principle 9: We encourage the development and diffusion of environmentally friendly technologies.

Principle 10: We work against corruption in all its forms, including extortion and bribery.

Philanthropic Principles

A cornerstone of our social responsibility is our philanthropy, Since we started in business 20 plus years ago we have donated 10% of our profits to charity every year without fail, via the Ten Percent Foundation, which is a charitable trust run by our group of companies with an external trustee as well. We do not charge anything for administering the fund and incur no administrative costs other

than the bank charges that Triodos Bank (an ethical choice!) impose on us, which are usually a pittance. Every year our trustees meet to decide which charities and organisations to donate money to in accordance with a set of criteria and this is following requests to our clients, our customers and our staff and transcribers as to who to donate to in accordance with our strict criteria.

To give you an idea as to the sorts of amounts we donate, in the last 12 months we have donated over £20,000 to charity. However, just donating money to charity does not cover the whole of our social responsibility policy in this area.

Environmentally Friendly

Not so relevant due to our size, but we are a paperless office and have an accredited ISO14001 environmental management system in place. We have fully electric company cars where they are available to our staff. Our Denbigh office has all of its electricity derived from solar panels on the roof and also 100% renewable energy when the sun isn't shining in North Wales (very rare of course!). We use limited electricity for the operation of our business - our computers and laptops are set on low energy levels wherever possible, we have insulated walls in our offices and we use low energy light bulbs where we can, and we try to recycle everything wherever possible, including our I.T. and electrical equipment when it gets to end of life.

So in terms of our environmental approach, we try to be as careful as we can be to protect the environment and we are currently looking into the 1% For the Planet scheme set up by the founder of Patagonia in order to build this part of our social responsibility and ethical approach to business.

Ethical Principles

We adhere to paying the real living wage and we are members of the Living Wage Foundation. Our rates for our salaried staff are always above the real living wage and our rates for our contracted transcribers are also set to ensure that they are comparably above the living wage. We believe passionately in good staff conditions and so we afford all our employees and contractors flexible hours so that work does not get in the way of life and vice versa.

We have taken on board the recommendations of an academic study back in 2022 and we are very sympathetic and supportive of transcribers in relation to triggering subjects. As you may or may not be aware, but transcribers often are exposed to some quite unpleasant and harrowing recordings, some of which may be very personal to them, and as such we always have a policy that if a transcriber is notified of any particular content and decides they don't wish to process that work, then we will pass it on to someone else.

In our efforts to be ethically responsible, we try to source services and goods from ethical sources and shop locally wherever possible. Our IT consultants are based about 5 miles from our offices, we use a communication provider within 50 miles and we purchase our stationery from local stores.

Economic Principles

Always difficult to achieve in practice, as we are here at the end of the day to generate turnover and make a profit. However we think about the effects of our work on society, we turn down clients if we don't like what they stand for and our decisions on hourly rates for clients and transcribers are based on our efforts to be as fair as possible to all. We are considering an application for BCorp status. If any of our readers have experience of the process, we would love to hear from you.

Social Responsibility - who exactly?

Quite a lot of companies advertise their corporate and social responsibility policy by demonstrating that members of staff go out into the community to volunteer on community projects or hold fund

raising events. They also talk about contributions their offices or stores have made to charity, but rarely do they point out that actually the money that gets raised by those events is actually coming from the public, customers & staff, and often not from the companies themselves.

We encourage our staff to have voluntary interests and to take time out from their working life in order to pursue and run these. One of our directors helps to run a trampolining club for disabled children in North Wales and the other one is a volunteer football coach, as well as a trustee of a girls football club charity, promoting the sport to encourage participation at all levels. Our transcribers have a range of interests, from helping to run a food bank through to being a trustee of a small local charity.

Summary

TP Transcription Limited takes its role in society very seriously and is not just in existence to generate as much money as we can. We are passionate believers that business needs to be answerable to the community it serves as well as putting something back at all times as well as taking benefits.

If you would like a chat about our various corporate and social responsibilities, please get in touch with one of our directors as we would be delighted to have a conversation, particularly if you can suggest any ways of improving our policy and developing it further.

For details of our published social responsibility policy, [please click here](#).

Data Security and Emails

We are currently going through our ISO 27001 assessment and busy ensuring our processes are compliant, ready for our two audits coming up in the new year. TP Transcription Limited goes a lot further than a good number of our competitors when it comes to data security - we know from tender submissions and industry meetings that most transcription businesses are not Cyber Essentials Plus accredited & audited, do not hold ISO 27001, rarely carry the standard levels of insurance, and a significant number are not registered with the ICO (Information Commissioner's Office). As a good amount of our work is with universities and government institutions, we take data security very seriously indeed.

Email Security

One item arising from this audit is the level of security of transcripts we apply when returning transcription and translation work to clients. We are always reviewing our systems and processes to ensure that client data is as secure as possible.

We have decided following a recent internal audit that we will password protect all transcription work when returned to clients as Word documents or open source equivalents. This will mean that only recipients with a password can open the document and then read the content. The password protection transfers with the document no matter where it is stored or sent. This is not completely secure, but tampering with a protected document takes time and effort.

Not only this, but we also use Egress to send transcription and translation work to clients. Egress is military grade encryption, and sets a level of protection that prevents any 3rd parties accessing the transcription documents or the emails with the documents attached.

The passwords for Microsoft Office use AES.

AES

AES (Advanced Encryption Standard) has been used by Microsoft since Office 2007 came into being. AES is a modern protection algorithm, and we understand that options to hack AES are very limited at the moment. In 2007, passwords entered to protect word documents were 'stretched' into a 128-bit key 50,000 times. This means that it takes a considerable amount of effort and time to crack it. Office 2010 went one step further and doubled the stretching to 100,000 times. Office 2016 and beyond doubled the key, so it is now a 256 key, which makes it even more secure.

Password Selection

Our clients can set their own passwords or we set one for them. We communicate the password via an alternative media, very often text message or whatsapp. Passwords have to be at least 12 characters long and have to include lower case, upper case and a special character.

NVivo

One problem that has arisen is with qualitative data analysis software some academic researchers use called NVivo. NVivo does not allow password protected Word documents to be uploaded to the software, and consequently anyone using the software needs to ask us not to apply the password protection to their files. We can still send via Egress, so security during transit remains high.

Removing Word Document Passwords

Once you have received the transcription from us, you can easily remove the password. Simply do the following:

Open the document and enter its password.

Go to File > Info > Protect Document > Encrypt with Password.

Clear the password in the Password box, and then click OK.

Very straightforward, but if you have any issues please contact us.



Country Retreat - save 20% on January - March 2024 Bookings

St Milburga Chapel in the Shropshire Hills is a cosy 4 person, Grade 2 listed holiday home in open countryside overlooking Titterstone Cleve Hill. Renovated in 2022, it is approximately 10 minutes' drive from Ludlow with its highly regarded restaurants & independent shops and 25 minutes from Clun, Bridgnorth and Ironbridge. Detached self-catered accommodation with cast iron stove, Wifi, Netflix, electric car charger and off-road parking. Open plan lounge & dining room, kitchen, bathroom with underfloor heating, mezzanine double bedroom and 1 x twin bedroom. The

chapel is perfectly located for family holidays (Ironbridge & Church Stretton nearby), short breaks and walking holidays. 10% of profits from the chapel lettings are donated to the Ten Percent Foundation.

20% discount code for newsletter readers - 20JAN24

Website: <https://www.stmilburgachapel.co.uk>

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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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