

Transcription News - April 2024

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Good morning and welcome to the April 2024 edition of Transcription News from University Transcriptions and TP Transcription Limited. Our newsletter includes updates on our charitable foundation's work, the trials and tribulations of getting ISO 27001 accredited and charity donation suggestions. We hope you find it interesting.



NB: If you are coming up to any funding deadlines, we are always happy to accept pre-orders; we can invoice in advance and then hold the payment on your behalf. This works extremely well for a lot of our clients with this requirement, as otherwise the funding can be lost, never to be seen again! Drop us a line - happy to help.

Charity Donations & Volunteers Wanted

Volunteers & Charity Donation Nominations Wanted for the Ten Percent Foundation - 1st May 2024 Deadline

TP Transcription Limited and University Transcriptions donate 10% of annual net profits to charity via the Ten Percent Foundation, a charitable trust set up to distribute monies to charities in the UK and Africa. We have been doing this for over 20 years and by way of example in 2023 our charitable donation from our group of companies is £30,290.76. The Foundation never incurs any administration costs (other than very small Triodos bank charges) - all monies are distributed to charities.

We are looking for two things at the moment:

Suggest a charity

We would love to hear of your nominations for worthy causes we can donate to. To suggest a charity please email Anna Gresty at anna@tptranscription.co.uk with the name of the charity, anything you think we would like to know about it and any experiences you may have had of the charity's work. A lot of the charities like to know who nominated them, and if you are happy for us to

release this to them and/or for us to use your name in any publicity related to the donation, please let us know. NB: please feel free to nominate charities that have received donations from us in the past. We love staying involved, but most charities think our donations are a one-off, when in fact we do this every year! We have over 35 charities to consider at present, but always welcome more.

Volunteer for us

In order to give the trustees some new options to consider, we are looking for a volunteer charity researcher to join us and undertake some background work to a) identify charities that fit our criteria and b) research the nominated charities to ensure they are suitable. This can be done at any time and at your convenience. The charity trustees tend to meet once a year to decide on the main list of charitable donations, and this year's meeting is on the 10th May. If you are interested in helping we would love to hear from you. Please email jonathan@tptranscription.co.uk or call Jonathan on 01824 780937 to have a chat if preferred.

Funding criteria

The trustees of the Ten-Percent Foundation are particularly interested in the following types of charity or worthy cause:

Charities that deal with poverty and the effects of poverty in the UK, support for stammering and in particular children affected by speech impediments, support for people who have Parkinsons, children with heart conditions, support for people who have had a stroke, charities working with ex-offenders, charities with links to the legal profession, charities dealing with victims (and perpetrators of) domestic violence and charities dealing with youth work in areas particularly affected by poverty.

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.

Why do we donate?

We set up our companies over 20 years ago with the aim of being as socially responsible and ethical as possible 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 and it is what the TP in our name (TP Transcription Limited) stands for. We are currently in the process of applying for B Corp accreditation and part of this requires evidence of our ongoing commitment to our support for the Ten Percent Foundation.

If you have any questions about the work of the Ten Percent Foundation, please visit our website at <http://www.tenpercentfoundation.org>



Charity Focus - Headway Derby - £500 donation

The Ten Percent Foundation donated £500 to Headway Derby, a locally based charity, after a nomination from Charlie Whiffin at the University of Derby.

Who are Headway Derby?

"Headway Derby are a small Derby based charity that support anyone over the age of 18 who have been affected by brain injury."

Organisation and Project Background

"We run a range of services to support community rehabilitation that include peer support groups, community outreach and accredited education programmes. We also run services specifically for family members and carers to support a family centred approach to rehabilitation. The charity was founded in 1994 by the parent of a brain injury survivor and over the years we have continued to develop our services."

Funding

Emma Morris from the charity has given us details of where the £500 donation has been spent. "We [are] looking to spend the funds on IT support to allow us to facilitate back-office administration timely and efficiently. (Previously we have had second hand IT equipment and we spend more time fixing it that using it to complete our admin tasks)."

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 Triodos 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, locums, solicitors, transcribers (via our sister company TP Transcription Limited) and staff. Decisions were made to award c£25k to 17 charities.

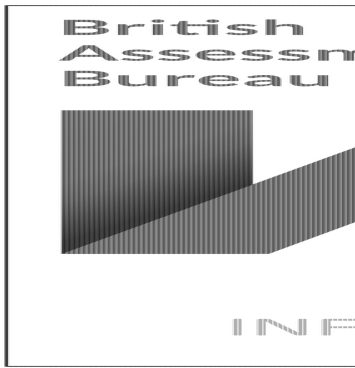
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The Pros and Cons of Getting ISO 27001 Accredited

A couple of the main criteria for being able to work on public sector contracts are GDPR and information security



compliance. Whilst GDPR compliance can be dealt with fairly easily through obtaining a Cyber Governance accreditation (which we have), information security management usually requires jumping through a number of burning hoops. Cyber Essentials Plus, the audited version of Cyber Essentials, takes a couple of days to get through and is not too onerous.

However one requirement quite a few university and business clients have introduced in recent times is for their suppliers to demonstrate they work in a particular way in accordance with internationally recognised standards. These standards tend to be the dreaded ISOs, something smaller firms in particular have to spend an inordinate amount of time working towards. Once you have been through an ISO audit, you will know the meaning of pain! Furthermore, once you have the ISO standard, it is likely you will want to deal with other ISO accredited organisations in future, because this is often part of the requirement of the ISO standard.

ISO 27001

This ISO standard is all about information security management and we hold the UKAS version of this, which requires us to build a compliant information security management system and then go through two audits to assess it.

Is pursuing ISO 27001 certification worth the effort and resources, or is it merely a bureaucratic exercise?

Context for Small Business

To show the effect ISO compliance requirements have on small businesses, this was our experience. We started building our information security management system in September 2023 and we had finished by February 2024. We used a specialist ISO company, who provided us with the timetable and templates. During this time we built, developed and drafted over 300 documents, spreadsheets and system parts. We then spent a day being audited for a Level 1 audit, subsequently spending two days adjusting the system as directed, before finally completing a Level 2 audit in March 2024, which took 3 full days with two senior management team members plus IT consultants. We have spent over 150 hours of time building the system, and we now factor in additional time every month keeping everything up to date and compliant. Our accreditation lasts for 3 years and we have to be checked externally on an annual basis every year before being fully audited again in 3 years time. Total cost? It must be well over £7,500 a year to keep the ISO certificate in place.

The Case for ISO 27001

Enhanced Security

ISO 27001 requires organizations to assess risks and implement appropriate controls to mitigate them. This process helps identify vulnerabilities and strengthens the overall security of information systems. By following the structured approach of ISO 27001, organisations can establish robust security practices that protect against data breaches and cyber threats.

Improved Business Continuity

The standard ensures the resilience of information systems. By planning for adverse scenarios, organizations can ensure they maintain essential functions even in the face of disruptions.

Regulatory Compliance

With the increase in regulatory requirements around data protection, ISO 27001 can provide a comprehensive framework.

Enhanced Customer and Partner Confidence

This is the key reason for us to have gone through the UKAS ISO accreditation. Certification serves as a testament to our commitment to security, which in theory enhances our reputation. This can be a crucial differentiator in the transcription and translation sector where data security is a significant concern, but the vast majority of operators are too small to be able to deal with data security requirements of larger clients.

Competitive Advantage

In many tender processes, especially in the public sector, ISO 27001 certification is a requirement.

The Case Against ISO 27001

High Costs

The cost of implementing ISO 27001 can be prohibitive, especially for small to medium-sized enterprises (SMEs). Expenses include the cost of risk assessments, security controls, training employees, hiring consultants, and the certification process itself. We estimate that it has cost our organisation about £15,000 in direct costs and time spent on achieving the standard to date.

Resource Intensive

Implementing ISO 27001 is not just costly but also resource-intensive. It requires significant time and effort, which could have been directed towards other business-critical activities. The ongoing requirement to monitor, review, and improve the ISMS also puts a strain on resources. We estimate it has taken over 150 hours of senior management time to implement our ISO27001 compliant system.

Bureaucratic Overhead

Some critics argue that ISO 27001 can lead to bureaucratic overhead, with too much focus on documentation and compliance rather than practical security improvements. This can result in a tick-box approach to security. We can see the truth in this statement - quite a bit of the standard is a tick box exercise, but it does point organisations towards improvements not otherwise noticed.

False Sense of Security

Merely obtaining ISO 27001 certification does not guarantee that we are fully secure against all forms of cyber threats. This is partly why we have taken the decision to obtain Cyber Essentials Plus which physically tests our system, as well as the ISO 27001, which assesses our system structure.

Value Added?

The value of ISO 27001 certification varies depending on several factors, including the size of the business, the nature of the data it handles, its regulatory environment, and its specific security needs. For us the key is the requirement from our larger clients to have the ISO system in place just to be able to get the work.

Conclusion

We see the benefit to our clients of having ISO 27001 compliant customers, but it does put smaller businesses at a significant disadvantage to go through the process. However on the other hand perhaps it elevates smaller businesses to new heights and opens doors to much faster expansion than would otherwise have been possible?

How long does human transcription take to complete?



Country Retreat in Shropshire

"...we have erected a neat little chapel, twenty-four feet by eighteen, and about twelve feet from the floor to the ceiling. The building, which is of brick, stands in a large yard, en-circled with iron palisades. It is much admired for its beautiful front and its general neatness, and is, in fact, an ornament to the village. It was opened on May 15th, 1842." Primitive Methodist Magazine, May

1843.

St Milburga Chapel in the Shropshire Hills is a cosy 4 person, Grade 2 listed holiday home in open countryside overlooking Titterstone Clee Hill, ideally suited for walking, cycling, wild swimming, canoeing or simply exploring the delights of Shropshire, a top 10 ABTA destination for 2024. Renovated in 2022, the chapel is approximately 10 minutes' drive from Ludlow with its highly regarded restaurants, cafes and independent shops. The chapel is perfectly located for family holidays (Ironbridge & Church Stretton nearby), weekend breaks and walking holidays. 10% of profits from the chapel lettings are donated to the Ten Percent Foundation. Rated 4 star accommodation by Visit England.

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

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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

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