

## Partner Survey and Focus Group Feedback

(July – August 2018)

1 survey



2 focus groups



117 Learning and Language Support Professionals participated.



We have reviewed all your answers, with actions outline below.

Thank you all for your time and participation. We received some fantastic feedback from everyone.

**“I am very satisfied with Clarion. Thanks!”**

**“I love Clarion!”**

**“Very supportive company”**

**“I really enjoy working with the team, they are open to discussion, offers etc. Keep it up!”**

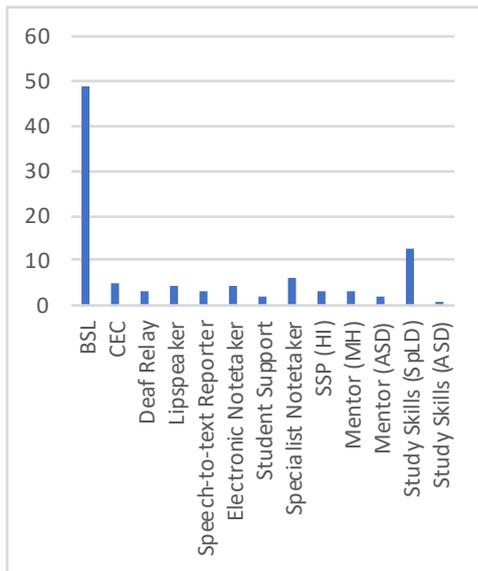
**“I appreciate your ongoing commitment to quality”**

**“I enjoy working with Clarion. I feel the Company has aspirations and is committed to providing quality support for clients.”**

## Partner Survey Feedback

### 1. Please indicate your Job role?

#### Feedback

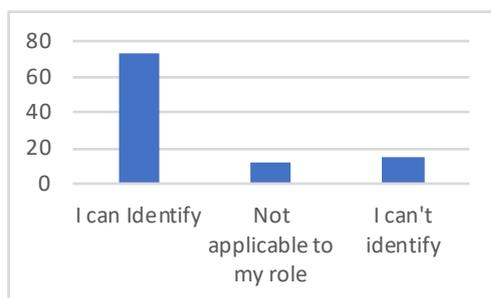


#### Actions

- ✓ We will be running focus groups to reach out to all our Learning and Language Support Professionals. We will be looking to run more focus groups in 2019.

### 2. Do you feel you can identify with our vision? 'Our vision is to be the company of choice for our partners – a service that they are proud of, feel part of and would recommend'

#### Feedback

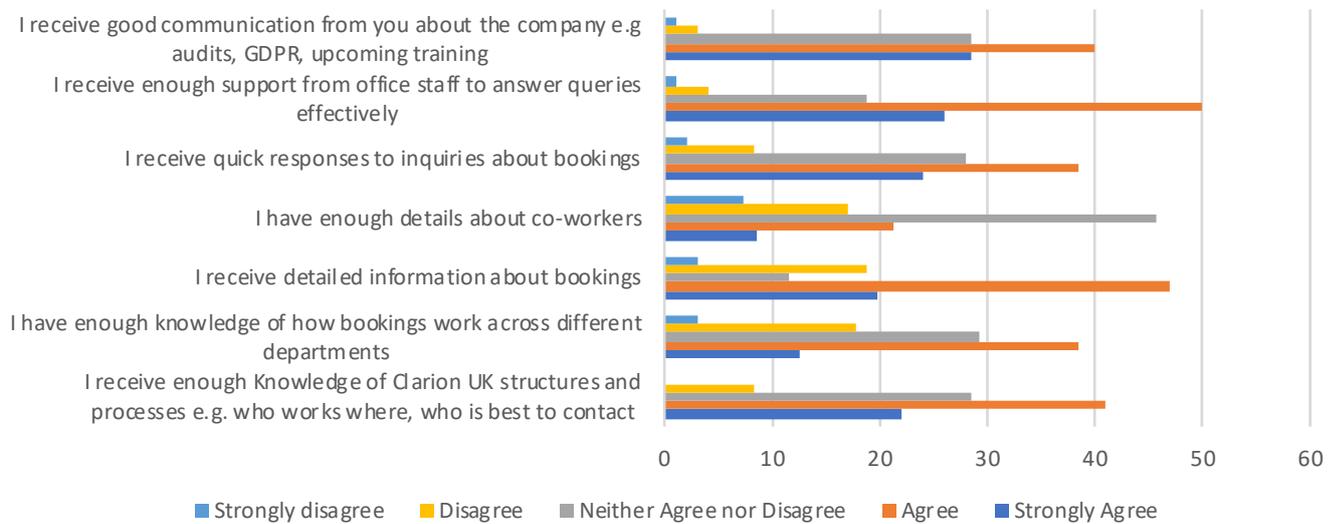


#### Actions

- ✓ We want all our partners to feel part of our vision and will be working on our partner engagement through social media, our partner bulletin, involving you in job offers, sharing our thanks and positive feedback for all the hard work you do.

### 3. Do you feel Clarion UK gives you the tools to complete your job well?

#### Feedback

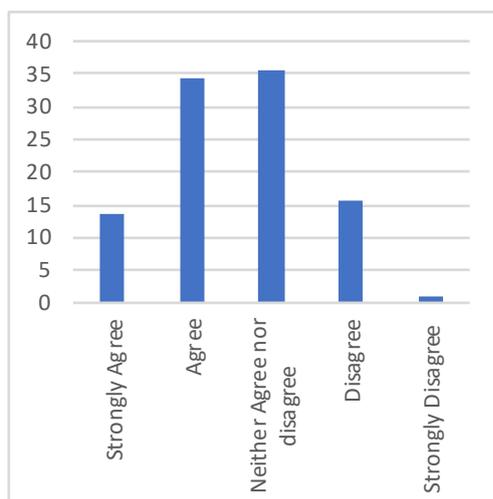


#### Actions

- ✓ This was great feedback for us.
- ✓ We are currently creating a new Induction booklet which will give all our new partners an overview of all the different departments. We will also share this with current partners, so you are aware of the different departments.
- ✓ We will be working with the booking team to ensure more details about bookings are taken at the initial point of booking, ensuring you are kept up to date. If more cannot be provided at the initial stage, we will notify you.

### 4. Do you feel your work efforts are recognised/appreciated?

#### Feedback



#### Actions

- ✓ We want all our partners to feel that their work efforts are recognised and appreciated because we wouldn't be here without you all. We are going to be focusing on receiving feedback from our clients to share with you all. As well as keeping you up to date on how our contracts are going.

## 5. How would you rate your job satisfaction with Clarion UK?

### Feedback

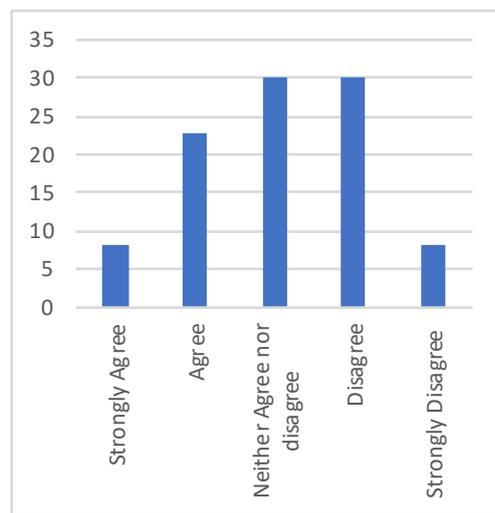
An average of 8 out of 10

### Actions

- ✓ This was great feedback for us.

## 6. Do you feel like an employee/part of the Clarion UK team?

### Feedback



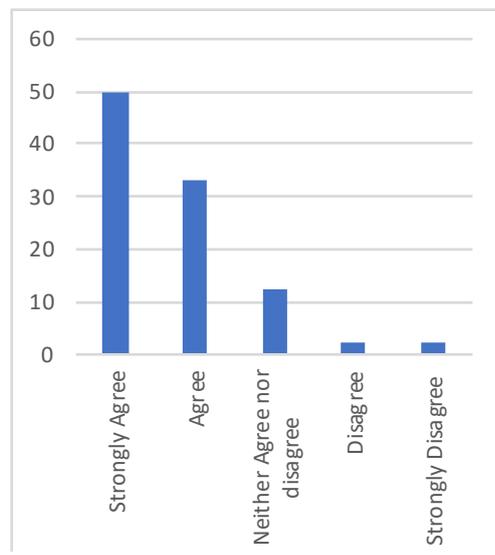
### Actions

- ✓ We will be keeping you up to date on new members of the team and changes in the office team.
- ✓ Running more focus groups
- ✓ Updating our Linguist Zone to Partner Zone and adding in our Job Descriptions, CPD opportunities and Training.

NB: We regularly post blogs on the company about what we have been involved in, job opportunities and training, so please follow us on social media – Facebook, Instagram or twitter to keep up to date on the Clarion Team.

7. I would like to continue working with Clarion UK for the next 2 years.

Feedback

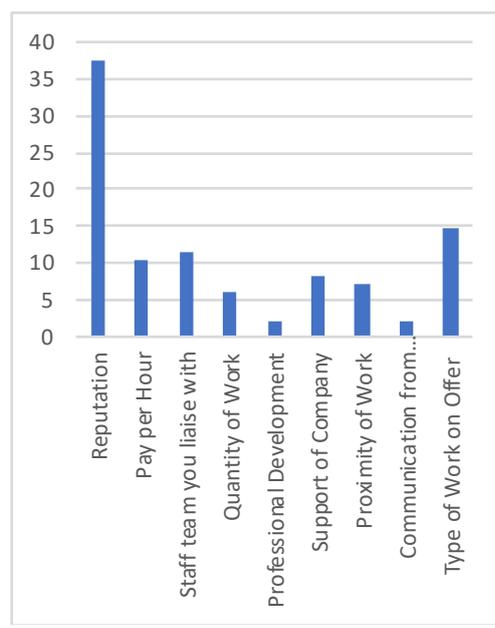


Actions

- ✓ This was great feedback for us.

8. What is important to you when choosing which agency to work for?

Feedback



Actions

- ✓ This question has been very useful in knowing what is important to you all. We will continue to do our utmost in making us your agency of choice.

9. How likely are you to recommend Clarion UK to a friend/colleague.

Feedback

An average of 8 out of 10

Actions

- ✓ This was great feedback for us.  
NB: Please note we do still run our refer a friend scheme. If you recommend anyone to work for us, you will receive £50 once they have completed a booking with us.

10. Additional Comments (Please note some additional comments crossed over in to feedback from the focus group and has been actioned below)

Feedback

You felt we were arranging focus groups with too short notice.

Actions

- ✓ Our first two focus groups were organised around Client visits we had in place as a trial. Due to the success we will be carrying focus groups on and will be giving more notice in the future.

### Feedback

You felt that booking in Legal were not sending out bookings as soon as we received them.

You wanted to know if we have met with Student Finance England to discuss recent changes to Pay and Travel.

You were under the impression we were taking bookings from Language Empire.

You want to see more work in Scotland and the South West.

You have heard that we are sending unqualified interpreters to bookings.

You feel that there is no continuity to bookings on occasions.

Clarion only accept NRCPD Registered BSL.

### Actions

- ✓ All our legal booking are made through a portal with the Ministry of Justice. Though we ask for as much notice as possible we do continue to get short notice bookings made. All bookings from the legal team are sent out on a daily basis so if you are receiving short notice it is because we have only just received the booking in. NB: If you have been at a booking and you are aware the next date has been set please do let the legal team know.
- ✓ We are currently in discussions with Student Finance regarding this.
- ✓ We haven't worked with Language Empire since 2016.
- ✓ Our marketing team has been made aware that you are looking for work in Scotland and the South West and will keep their eye out for contracts in these areas.
- ✓ We only book TSLI and RSLI depending on the request/nature of the booking. In our legal contract we only send RSLI with legal training to Legal bookings. We do not send CSW to any bookings other than those requiring a CSW.
- ✓ We try on all occasions to send the same interpreter to a repeat booking if they have been requested. Unfortunately, the request is not always made for the same LSP or the date of booking does not match the availability of the LSP. We always liaise this back to the booker.
- ✓ We do also accept Interpreters from VLP/SASLI and RBSLI.

## Focus Group Feedback

### Inductions

You want virtual (face-face) Inductions.

When you start with us you said you felt unsure of the role, isolated and unprepared for your first booking.

We had mixed responses to our Welcome Pack process with some finding the process easy and simple and others preferring an online system.

You said you felt the office staff use acronym's or jargon that you are not familiar with.

### Actions

- ✓ We will be introducing webinars in the Autumn where you can log in and speak with a member of the team about the company, our Terms and Conditions and working for us.
  
- ✓ We have Job Descriptions which we will be adding to our Partner Linguistic Zone for you to access.
  
- ✓ We are looking into the option of setting up a buddy system, so you can meet with colleagues to discuss the role and share ideas.
  
- ✓ Due to the current system we use, we will be keeping the Welcome pack as an electronic word document. However, we are simplifying the document and creating a separate 'Welcome to Clarion' booklet which will give you more information on Clarion, how the company operates and cover common Jargon you may come across.  
NB: Please always speak with the booking team if you need more information from us.

## Communication

You said you want more concise documents from us, with more diagrams and clear instructions.

You would like to know who to speak to regarding safeguarding matters.

You would like to have the same staff member to speak to about a student.

You would like to have one person to talk to regarding complaints.

You would like to know when you aren't allocated to a booking and the reason why.

You would like a consistent profile of the student and previous information to be passed on e.g. if there has been a change in mentor.

## Actions

- ✓ We will take on board this feedback for future documents, we do have to ensure though that all relevant information needed is documented correctly. We will also look into the option of a webinar for the new systems we introduce, so you have someone to talk you through the process with as well.
- ✓ If you have any safeguarding matters you can contact Beth Jamieson or Lorna Fairbairn. If neither of these are on site, you can contact Sally Chalk.  
[Bethany.Jamieson@clarion-uk.com](mailto:Bethany.Jamieson@clarion-uk.com)  
[Lorna@clarion-uk.com](mailto:Lorna@clarion-uk.com)  
01763 209 001
- ✓ The Education team work cooperatively from one joint email account and share the work load daily between them all. We don't currently operate on a system of set students to set staff members. The team have daily catch ups and work closely together to ensure information is shared between the team so that your queries can be answered quickly and efficiently.
- ✓ If you have a complaint, please liaise directly with Barney.  
[Barney@clarion-uk.com](mailto:Barney@clarion-uk.com)  
01763 207916
- ✓ Our booking co-ordinators will always aim to reply to you to let you know if you have been allocated the booking or not. In September for Education we will have a new system that will automatically send you a response to let you know. Due to time restraints we cannot explain the reason why a booking was not allocated in every response. We can provide a criteria of how we allocate bookings:
  - Preference of the Client
  - Qualification of LSP
  - Experience of LSP
  - Request of Booker e.g. gender, knowledge in certain subject
  - Location of LSP
- ✓ We do on all occasions send out as much information as we can once a student has been allocated. As needs assessments are not required to be shared we can only share these on a student by student basis. We will always share the student name, contact details, support required, and hours allocated.

You would like us to bulk students together.

You would like a more sophisticated reporting mechanism, with information on previous booking you have had.

You would like need assessments to be encrypted.

You would like more information on jobs available.

You would like to know how much work there may be in the coming year, with an update over the summer period.

You would like us to be more supportive and friendly and feel like part of the team.

You would like feedback from students.

You would like a profile of yourself to be sent to students, so they know who they are meeting.

- ✓ Due to being a small business we don't currently have the system or staff hours to bulk allocate students. Bulk allocating would also mean that less jobs will be sent out and would prevent shared allocation of students amongst our partners.
- ✓ We are updating our system in September and this will make it a lot easier for ourselves to provide data on previous bookings you have. This will be on a request basis only. NB: Please note it is your own responsibility to keep accurate data on bookings you have attended.
- ✓ All our needs assessments will be password protected in line with new GDPR regulations.
- ✓ Due to protecting the Identity and information of the student we can only provide a brief overview of information on the student at the initial point of booking. We can only provide more detailed information on the student if they are allocated to yourself. If you have individual enquires about a new booking please make contact with the Education Team to discuss.
- ✓ Student Finance England (SFE) who are responsible for the allocation of students to companies like Clarion do not provide any prior knowledge of the students that have been allocated to ourselves for support. This is due to two reasons: 1) The students have their needs assessments completed from as early as April for September starts and so until that student registers for their course the support will not be finalised. 2) It is the student's responsibility to make contact with ourselves for support and until that student does we cannot plan support. Giving yourself information on numbers of students would be guess work and so not accurate.
- ✓ Our Partner Resource Management role that was created in February 2018 is a role created to work with our partners to meet our vision 'to be the company of choice for our partners – a service that they are proud of, feel part of and would recommend...' We have started this off with the survey monkey and focus group.
- ✓ We are currently in the process of creating a student feedback forum.
- ✓ We will be working with all our LSPs to create a profile that can be shared with students.

## Invoicing

You would like to be able to use online timesheets.

You feel invoices are being declined due to poor instructions and sometimes with no explanation.

You would like weekly payments.

You would like timeframes on how long it will take an invoice to be paid.

You would like to be able to use the portal to work out hours you have worked with students.

You would like a simplified process than the current portal.

You felt small mistakes mean large delays in receiving payment.

## Actions

- ✓ In September we will be introducing a new portal which will allow you to use online timesheets.
- ✓ Until the new portal goes live please don't hesitate to contact the finance team if you want to discuss any problems.
- ✓ Due to being a small business we can't not offer a weekly payment system. This applies to all our staff employed and freelancers.
- ✓ We currently pay all our freelancers 30 days from when the invoice is received on the portal.
- ✓ The portal is only designed as a paying system and not as a tracker of hours. NB: Please note it is your own responsibility to keep a track of student hours. We can offer an overview but only if we are kept correctly informed of any sessions that are different to the booked time.
- ✓ Our new portal system is designed to be a simpler process.
- ✓ If the invoice on the portal is a small error the finance team will always aim to ensure you are still paid in the 30-day period. Where information is missing or incorrectly uploaded the time may be longer as the finance team need to schedule in the time to rectify and reprocess the invoice.

## Pay

You would like a standard rate of pay for all support types – don't like being undercut or haggling over pay.

You didn't like that travel costs have been cut as other companies still pay travel.

You are not happy with new cancellation policies due to last minute cancellations.

Felt travel can be a long time for 1-hour sessions.

## Actions

- ✓ We have introduced a new standard rate of pay for all support types since February and we will be happy to share this with you. Please contact Stephanie Gammon.  
[Stephanie.Gammon@clarion-uk.com](mailto:Stephanie.Gammon@clarion-uk.com)
- ✓ We have had to cut out travel pay due to changes that have come from Student Finance England who our contract lies with. We made the decision as a company that we would keep our rate per hour high and cut travel because as a self-employed partner you can claim travel expenses back. Our other option would be to lower the rate we pay per hour so that there is a budget for travel. We cannot offer both a high rate of pay per hour and travel on top.
- ✓ Our cancellation policy has been changed due to changes from Student Finance England. This has come from a review of the system which highlighted students were missing out on hours of support when they want to rearrange a session. As the students receive weekly support we do expect if more than 24 hours' notice is given that the support is rearranged.
- ✓ We initially send out all our bookings to a 25-mile radius to make them as close to home as possible. Mentoring and Tutoring work is booked at a minimum of 1-hour sessions, as this is the nature of the work.

## Audit

You said that other companies provide free 'Continual Professional Development' yearly. You expressed you didn't like the training but helped you meet audit compliance.

You want us to be more involved in the CPD you are doing.

You felt that we don't contact you unless we need audit information or making negative changes.

## Actions

- ✓ We will be introducing a CPD mail out very shortly which will become a yearly mail out with details on training/seminars that we think may be of use for your CPD. We believe this option will allow the CPD to be relevant, interesting and more engaging than a Clarion created CPD Video.  
NB: This will only be guidance and CPD is your own responsibility and must be in line with the role you work in.
- ✓ Our partner resource manager will be looking to engage with staff throughout the year to keep you up to date on the company, your hard work, upcoming training and job opportunities.

## Social Media

You gave feedback that you don't follow us on social media.

You would like to see on social media – information on CPD, training, Early indication of Audits and what is required. News on other areas of the company and not just education.

## Actions

- ✓ Our social media links include Facebook, Twitter, Linked in and Instagram. These are great forums to follow us on where you can receive the latest information on job openings, current news, what the company has been up to, links to upcoming training and links to our latest partner bulletins.