



ISSUE 79

ITI LRG NEWSLETTER

www.iti-lrg.org.uk



NOVEMBER 2024

From the Editor

Welcome to this November *LRG Newsletter*!

With the nights drawing longer and the temperature having dropped, we are now well in the swing of winter – and what better way to usher in the festive season than by attending the latest edition of our much-loved LRG Christmas Party? Come join us at The Barley Mow on 06 December for a night full of festive joy – and a chance to celebrate the LRG's 30th anniversary! For more details about the party and to book tickets, please turn to [page 2](#) of this issue.

As the year draws to a close, it is also great time to take stock of our goals and ambitions as business owners, and it was with this in mind that the LRG – in collaboration with ITI LIFT – hosted a talk

in September on what the Federation of Small Businesses can offer freelance linguists. To learn more about how the organisation gives small businesses a helping hand, read [Abbie Harby's](#) review of the session on [pages 4 and 5](#).

Moreover, in this issue's 'Interpreter's perspective' on [page 3](#), [Sue Leschen](#) reflects on a recent remote legal interpreting job, while [David Madell](#) joins us for this month's LRG Member Interview on [page 6](#).

So, without any further ado, please enjoy the content on offer in this November edition of the *LRG Newsletter*!

Nicholas Nicou, Editor

Committee News

Christmas party

Everyone is very much looking forward to a seasonal celebration as well as celebration of the LRG's 30th anniversary at this year's LRG Christmas Party on 06 December.

The LRG has been running CPD and social events for members, in and around London, for thirty years! Under successive Chairmen, we found ourselves running a year-round regular programme of some 6-9 events every year, both CPD and social. Having served as Chairman for some ten years, I am standing down – at the grand age of 77 – finally to enjoy some leisure time, more time with family and friends, more time in the garden, and more time travelling.

Perhaps I will also achieve my ambition of using my Freedom Pass to travel to the furthest reaches of each and every TfL line!

Committee news

Nathalie Reis will be standing down as LRG's Publicity

Officer. For many years, Nathalie has ensured publicity for the Group's events, via the ITI Diary, the ITI Bulletin, and social media (Facebook, LinkedIn) and responded to enquiries from people interested in attending our events.

Marta Prieto, who has been our Events Officer for over 10 years, will also be stepping down sometime in early 2025.

We are also losing Abbie Harby, who has been writing reports on our events for the *LRG Newsletter* or recruited someone to take on that task. Abbie has moved out of London so we need someone to take on the responsibility of 'roving reporter'.

This means that LRG needs to elect a new Chairman, Publicity Officer, Newsletter Reporter and, ultimately, an Events Officer.

If you are interested, please email info@iti-lrg.org.uk.

Pamela Mayorcas, LRG Chairman

Forthcoming events

LRG 30th Anniversary Celebration and Christmas Party

Friday, 06 December 2024, 18:00 to 21:30

- **Venue:** The Barley Mow, 104 Horseferry Road, London SW1P 2EE (near Victoria)
- **Cost:** LRG members: £17; students: £12; all others: £22

The Committee is very much looking forward to a festive and celebratory Christmas Party, at The Barley Mow Pub near Victoria Station, with a traditional Christmas Buffet.

We are all looking forward to seeing members and friends for a great celebration not only for Christmas but also of the Group's 30th anniversary.

(Please note change of venue from Portland Hall, University of Westminster, previously advertised.)

To book: tinyurl.com/bdsxack4

London Regional Group – Annual General Meeting 2024

Thursday, 09 January 2025, 18:30 to 20:00

- **Venue:** online (please see below)
- **Cost:** free to all

As last year and ever since COVID, LRG will be holding its AGM online and hope that as many members as possible will be able to attend to hear about LRG's past year, learn about the events planned to date for 2025, and hear about events that members would like to see added to the Group's programme.

Purpose of the meeting: to review the LRG accounts; agree the LRG CPD grants for 2025 (to be notified to members on groups.io); approve the charitable donations proposed at the Christmas Party; appoint the LRG Committee, including Chairman, Publicity Officer, and Communications Officer; and propose events for 2025.

Please note: the Zoom link for attending the event will be sent on Wednesday, 08 January 2025.

To book: LRGAGM2024.eventbrite.co.uk

New Year/New You 2025: creating a professional portfolio

Wednesday, 29 January 2025, 19:00 to 21:00

- **Venue:** The Devereux, 20 Devereux Court, Temple, London WC2R 3JJ
- **Cost:** LRG members: free; all others: £5

Looking at the year ahead, a chance to develop and exchange views and ideas about creating a professional portfolio. What is it, what should it contain, what purpose does it serve, and how to ensure visibility? Some useful information, ahead of the event, from the Open University: <https://help.open.ac.uk/create-professional-profile-portfolio-for-job-applications>.

To book: tinyurl.com/mr279jcu

Keep in touch!

For updates on all upcoming events, please always check the following social media:

Website: <http://www.iti-lrg.org.uk>

Twitter: <https://twitter.com/ITILRG>

Groups.io: <https://groups.io/g/iti-lrg>

Facebook:

www.facebook.com/ITI-London-Regional-Group-420785661324621/

LinkedIn: request access from our Publicity Officer, Nathalie Reis

To subscribe to the LRG's Groups.io e-group, please send an email to: webmaster@iti-lrg.org.uk

Welcome to our
new LRG members!

Juliette Boutard
Elif Grant
Sarah McColgan
Sophia Nayakshin
Emma Nendick
Amy Reid



A snapshot of remote interpreting

This job was not already in my diary. It was notified to me by an agency at 17:00 for a 09:00 start the next day. Fortunately, this is not a regular occurrence and fortunately, I was available due to a cancellation.

I am loath to take on last-minute bookings because in my experience they are usually due to (1) nobody having realised that an interpreter is needed and so the job on offer is a last-minute mess with no time to prepare terminology; or (2) they do realise but the booked interpreter has cancelled as it has suddenly dawned on them that the job is a nightmare and they are better off “dumping” it. Of course, the flip side is that last-minute bookings usually mean the client is desperate and so the interpreter can name their price.

The PO described the job as “remote” and then confusingly stated that it was “by telephone” and “by video link”. I assumed that it was therefore going to be a sort of hybrid remote job. Wrong! It was by Zoom video link. The agency later clarified that they had specified both possibilities as the client’s instructions hadn’t been clear. Fortunately, I was wearing the right business dress code as I had other remote work commitments that day.

The job was to interpret for a solicitor in a consultation with their client before and after a court

hearing and comprised two separate one-hour sessions: from 09:00-10:00 and then 11:00-12:00. Given that I was booked at the eleventh hour, I forgot to include the hour waiting time between the two calls in my quote – I should have done because I couldn’t have taken on any other jobs in this time.

Court hearings can start and stop at random times so I wasn’t entirely sure that we would be able to keep to the booked times but I didn’t have another job until the afternoon, so I knew that I had some “wiggle room”.

Things started to unravel fairly soon – the solicitor called me at 09:15 on a video link, on her phone. She was sitting across the desk from three women in a consultation room in the court. She did a quick tour of the room with her camera and then launched into an explanation about court procedure. I (politely) interrupted to ask her if I could introduce myself and explain my role and if she could introduce the other three women to me. I had absolutely no idea which one of them was the client or even if there was more than one client. She agreed to do this and then introduced the women as being the client, her sister, and her support worker.

Because the solicitor was using the tiny screen on her phone, I was only able to see either the client’s side of the table or the solicitor’s, so, for at

least 50% of the time, I was unable to see who was speaking.

The call lasted approximately 40 minutes and then they were called into court. The solicitor thanked me and said that she would call me back after the hearing. I reminded her that the next call was booked for 11:00 and settled down to do some other work while I waited.

By 11:10, I hadn’t received a call so I emailed the agency to advise that I was still waiting and from then onwards emailed them every 10 minutes or so, but nobody called me.

At noon, the agency simply told me to invoice them for all booked time – neither of us knew the reason why the solicitor hadn’t called me back. Perhaps they were still in court (after all, it was a contested hearing)?

So, job (sort of) done!

Sue is a lawyer-linguist and the Director of UK-based, niche-market company Avocate Legal and Business French Interpreting and Translation Services Ltd (<https://www.avocate.co.uk>). She is a Fellow of both ITI and CIOL and has Chartered Linguist (Interpreter) status. She sits on CIOL’s Interpreting Division Steering Group Committee and also on CIOL’s Professional Conduct Committee as well as on the Professional Conduct Committee of NRC PD (BSL interpreters). More information can be found on her LinkedIn profile at uk.linkedin.com/pub/sue-leschen/17/6b/341

MEET THE FSB

In September, the LRG and ITI's Law, Insurance & Finance Translation (LIFT) network joined forces to welcome the Federation of Small Businesses for an online lunchtime event. **Abbie Harby** reports

On 17 September, the Federation of Small Businesses' Membership Advisor Jim McLaughlin and Senior External Affairs Manager for London Matthew Jaffa joined the LRG and LIFT in a joint presentation to tell us more about what the organisation does, what they have achieved, and how they can help us as freelance and self-employed translators and interpreters.

50th anniversary

Despite humble beginnings, formed in 1974 by one bold businessman from Blackpool confronting the government on taxation and national insurance with respect to small businesses, the organisation now has 160,000 members and is celebrating its 50th birthday in 2024. The FSB is a not-for-profit, which, as McLaughlin pointed out, "exists for and on behalf of the members".

He continued by explaining

the essential work of the FSB can be divided into two channels: 'opportunity' and 'support'. The former is often why people join, but the latter is why they remain members, he explained.

Events are offered both face to face and online, on a regional and national level

Networking falls into the first channel, 'opportunity', and is offered in the form of social and educational events, bootcamps, and their social-media efforts to highlight particular businesses.

Events are offered both face to face and online, on a regional and national level. Educational events cover any subject including FSB's available funding and grants, the registration and protection of a

trademark, and the impact of AI on business.

Members can attend any event anywhere in the country as part of their membership. Social events offer FSB members a chance to connect, build relationships, and often to find work opportunities.

McLaughlin pointed out that as a business owner, your focus should be on how to find and keep customers: without them you don't have a business. In reality, many people spend far too little time on how to attract and retain clients and prefer to focus on the skill (in our case, translation and interpreting). FSB has recognised this and tries to help members meet this challenge through their networking channel – "it is a rich source and a great place to do business," said McLaughlin.

Safety net

FSB seeks to be the safety net and the go-to body for members to consult in order to resolve any and every challenge and all the day-

to-day mundane things that you didn't go into business thinking about but that you're stuck with nonetheless.

The backbone of FSB's 'support' channel is the Business and Legal Hub, which McLaughlin claimed "is easily the most-used service".

Members have access to this online portal, which is looked after and updated by FSB's legal partners (who are all at least qualified lawyers, often with other qualifications too). It includes a document library with over 1,500 guides, templates, and documents covering just about anything you need in business, such as contracts of employment, contractor agreements, non-disclosure agreements, and health-and-safety processes.

24/7 helpline

As a member, if you can't find what you need there or aren't sure which resource best suits your needs, you can use the 24/7 helpline to call the legal team for free. You can ask for advice on anything including regulatory matters, compliance issues, data protection, tax, registering for VAT, tax enquiries, the debt recovery process, and how to engage with other contractors.

McLaughlin describes these as the things that typically get you stuck in the weeds and stop you managing your business correctly.

If the portal and 24/7 helpline were not enough, FSB membership also has built-in protections for a range of possible scenarios. For example, protection for any form of tax enquiry up to £100,000; protection for employee tribunals up to £100,000; PR crisis management that offers up to £10,000 in assistance with a specialist

How can LRG members benefit?

- For those who are self-employed or have no employees, membership costs £195 per year.
- The ITI has a discount rate with the FSB for 10% off your first year.
- The FSB runs an in-person networking event at the British Library every third Friday of the month (with the odd exception). Non-members or prospective members can also attend.
- Membership gives you access to nationwide online and in-person networking and educational events, the online Business and Legal Hub, a 24/7 helpline to talk to lawyers specialising in all areas, and the ability to support a lobbying voice for small businesses.

PR firm; and up to £250 per day if you're ever selected for jury service.

FSB seeks to work with a range of partners to bring other benefits in areas such as banking, training modules, payroll, and pension.

McLaughlin said: "Our attitude is: wherever there's a need that a small business has, we will seek to try and bring on board a partner where there's a discernible benefit for our members. We won't partner with just anyone."

Matthew Jaffa explained that the other side of the FSB is as a lobbying voice. For example, at the time of their talk, they

were focusing on the run-up to the new Budget at the end of October, discussing key points with the Treasury such as: raising the employment allowance from £5,000 to £6,500 in line with the living wage; reforming the business rates system, as it is currently quite archaic and offers little to no benefit for small businesses; looking at the notion of personal guarantees (e.g. putting your house or other things outside the remit of business as collateral for your business); and the issue of late payments and the impact on small businesses and the self-employed.

Through their member-led research and surveys, information comes from the small business-owners themselves and from a diverse membership base. Around 6,000 members sit on the survey panel.

Research-based manifestos

The FSB also puts out manifestos based on the findings of their research and the needs and concerns of members. For example, there is an EU and international affairs team that engages with the EU and other international partners, gets involved when trade agreements are being written to ensure the interests of small businesses are included, and is currently writing an exporting report.

Please note: Jim McLaughlin is happy to be contacted to discuss membership or any other questions you may have: james.mclaughlin@fsb.org.uk.

Many thanks to the LRG and LIFT event organisers and to Jim McLaughlin and Matthew Jaffa for joining us and offering a wonderful insight into the work of the FSB.

David Madell

In this issue, we caught up with LRG member David Madell to discuss his experiences as a translator and interpreter

Tell us a little bit about your background.

I was born in the North of England and moved to London with my parents when I was 10.

I studied Spanish, French, and Latin at school and completed a BA in Hispanic Studies at Cardiff University in Wales. This included the study of Spanish, Portuguese, and Catalan language and literature.

When did you first become interested in languages?

I first became interested in languages at school where we had brilliant language teachers and also two *assistantes* who improved my spoken Spanish and French.

I started work at 18 at the Crown Agents for Oversea Governments and Administrations. I discovered that if I worked for three years I could have an independent grant for university, so I took sabbatical leave from the Crown Agents and returned to this employment three years later.

I took early retirement at 50 and became a full time translator/interpreter.

When and why did you decide to pursue a career in translation and interpreting?

I decided to pursue a full-time career in translation and interpreting after my early retirement. I had in fact carried out sporadic translation and interpreting while working for the Crown Agents, as I made numerous trips to Africa, using Portuguese in Angola and São Tomé and French in Algeria and Morocco.

I also carried out written translations in my languages of communication both from our clients and from suppliers.

I was once asked to go to Spain with an engineering inspector to interpret while he was inspecting a crane ordered by the government of Nigeria. Another time I toured the UK with a party of Argentines who were looking at various factories.

After I took early retirement, I was to my surprise very busy. I interpreted for the police, the law courts, and the health service. I have been to all the prisons in London including Holloway and Belmarsh.

This was a sometimes difficult but interesting and rewarding experience. At the same time, I was being given plenty of translation work.



Have you attended any interesting translation events or webinars recently?

I have attended language events at Birkbeck University and the Brazilian Embassy, as well as the various LRG pub crawls. I also recently went to a Portuguese poetry lecture.

What kind of projects have you been working on recently?

The last few projects I have undertaken have been translations of medical texts into English, which I enjoy. I do not regard translation as work as I still enjoy translation.

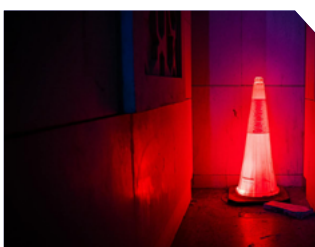
What are your plans for the future?

I hope to continue to translate as long as I can but of a reduced amount.

David is a translator from Italian, Spanish, French, Catalan, and Galician into English, specialising in medical texts. Find him on LinkedIn at <https://uk.linkedin.com/in/david-madell-189b333a>

AROUND THE WEB

Your regular digest of the top translation, interpreting, and language-related news on the Net



'When gastronomy becomes gastrostomy: the dangers of machine translation typos'

El País in English (tinyurl.com/mpfb894v)

This piece considers the consequences of MT replicating, replacing, or overlooking source-content errors.

"It gets more and more confused': can AI replace translators?"

The Guardian (tinyurl.com/jab6zncr)

This piece delves into the possible impacts of AI translation on our profession from a general perspective. For the writer, "there is a definite distinction between utility and craft".



'Four slogans from adverts that are now part of everyday language'

BBC (tinyurl.com/2v3pvrnf)

This fun article delves into the advertising origins of some English slogans that have since become idioms.

'The Gruffalo's illustrator launches book to help UK pupils learn German'

The Guardian (tinyurl.com/4ns2kn54)

A new book illustrated by Alex Scheffler aims to inspire English-speaking primary-school pupils to pick up German.



'The people cracking the world's toughest climate words'

BBC Future (tinyurl.com/2z5j9ue9)

This piece focuses on UN translators working on documents relating to the climate crisis, delving into the specialist knowledge they need and the pitfalls of their vital work.

Dates for your Diary

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06 December 2024**
18:00-21:30

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The views expressed in authored articles are those of the writer(s) and do not necessarily represent the views of the LRG or its Committee.