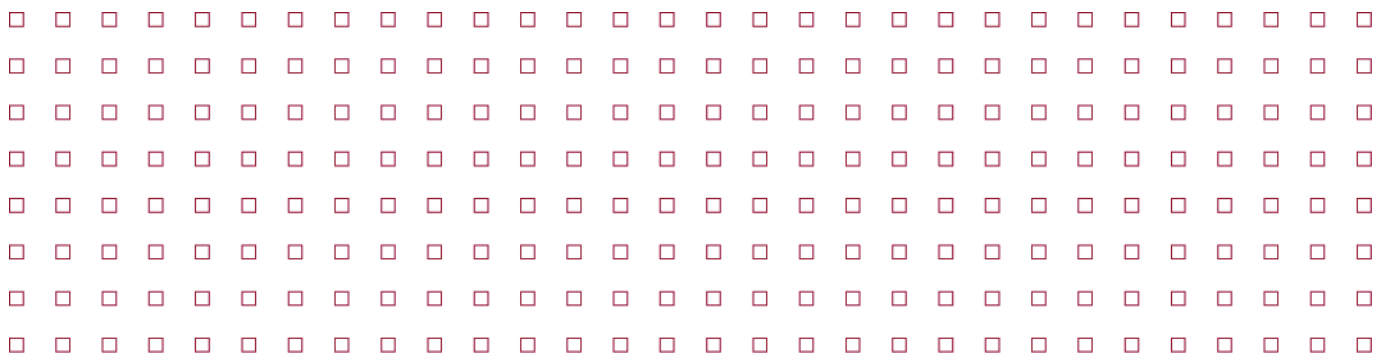




# **Statistics on the use of language services in courts and tribunals**

Initial bulletin, 30 January 2012  
to 30 April 2012

May 2012





Ministry of  
**JUSTICE**

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**This information is also available on the Ministry of Justice website:  
[www.justice.gov.uk](http://www.justice.gov.uk)**

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## **Main findings**

### **Introduction**

The data presented in this bulletin are for face-to-face language services provided to HM Courts & Tribunals Service made and completed between the start of the national language services framework on 30 January 2012 and 30 April 2012. Requests made before 30 January were part of the pilot phase, and are not reported here. Requests are made in advance and may be subject to adjournment, delays or cancellation.

Data are not centrally held for the number of completed language requests under previous contracts and therefore it is not possible to say whether performance levels since 30 January are higher, lower or similar to those under the previous arrangements.

The bulletin covers tribunals and courts in England and Wales and all UK tribunals not transferred to devolved governments.

The data used for these statistics is generated from management information reports taken from the web-based request system. As with any large set of data from a live management system, there may be inaccuracies and errors that may be corrected as they are detected. This means that the data, and the statistics derived from them reported here, must be regarded as provisional, and subject to revision in later publications.

### **Number of requests for language services**

During the period covered by this bulletin (30 January 2012 to 30 April 2012), there were 26,059 requests for language services covering 142 different languages. The majority of these, 53 per cent involved criminal cases, 39 per cent were for tribunal cases (including immigration and asylum), and the remaining eight per cent for civil or family cases.

Of all the initial requests for language services 2,825 or 11 per cent were either cancelled by the Courts and Tribunal Service, or the person for whom the translation service has been requested failed to attend. Of the remaining 23,234 request the contractor Applied Language Solutions were able to fulfil 18,719 or 81 per cent of the assignments. However, presenting a single quarterly figure hides a very marked trend over the three months of increasing success rates for requests for translators.

- During the first month (January 30 to February 29 2012) of the contract Applied Language Solutions were able to fulfil 65 per cent of requests for translations services, this increased to 82 per cent in March 2012, and increased to just over than 90 per cent in April 2012.

## Statistics on the use of language services in courts and tribunals

- This is broadly similar across the different courts and tribunals, for example translations services for the criminal courts were fulfilled 64 per cent of the time in the first month, but during April 2012 this increased to 90 per cent.

The criminal courts make the greatest use of language services. This in part reflects the differences in the numbers of people dealt with by the different courts and tribunals. For comparison, magistrates and the Crown Court dealt with 458,113 criminal cases in the last quarter of 2011, and there were 29,509 civil and family applications dealt with by magistrates over the same period.

In quarter 3 of 2011–12, there were 92,200 Employment Tribunal receipts, 28,100 Immigration and Asylum Tribunal receipts and 88,300 Social Security and Child Support Tribunal receipts (provisional figures).

**Table 1 Number and rates of completed language service requests by outcome, split by type of court or tribunal and month: 30 January to 30 April 2012**

UK <sup>(1)</sup>							Number	
		Fulfilled	Not fulfilled	Cancelled	Did not attend		Total	
			Supplier	Customer	Supplier	Customer		
Criminal	Feb 2012	2,385	1,270	363	54	2	4,074	
	Mar 2012	3,850	819	427	104	11	5,211	
	Apr 2012	3,810	366	403	59	5	4,643	
<b>Total Criminal</b>		<b>10,045</b>	<b>2,455</b>	<b>1,193</b>	<b>217</b>	<b>18</b>	<b>13,928</b>	
Civil & Family	Feb 2012	325	117	35	11	1	489	
	Mar 2012	624	95	76	13	0	808	
	Apr 2012	566	44	67	10	0	687	
<b>Total Civil &amp; Family</b>		<b>1,515</b>	<b>256</b>	<b>178</b>	<b>34</b>	<b>1</b>	<b>1,984</b>	
<b>Total Courts</b>		<b>11,560</b>	<b>2,711</b>	<b>1,371</b>	<b>251</b>	<b>19</b>	<b>15,912</b>	
Tribunals	Feb 2012	954	437	257	63	0	1,711	
	Mar 2012	3,314	499	657	236	5	4,711	
	Apr 2012	2,891	186	513	132	3	3,725	
<b>Total Tribunals</b>		<b>7,159</b>	<b>1,122</b>	<b>1,427</b>	<b>431</b>	<b>8</b>	<b>10,147</b>	
<b>All Requests</b>	Feb 2012	3,664	1,824	655	128	3	6,274	
	Mar 2012	7,788	1,413	1,160	353	16	10,730	
	Apr 2012	7,267	596	983	201	8	9,055	
<b>Total All Requests</b>		<b>18,719</b>	<b>3,833</b>	<b>2,798</b>	<b>682</b>	<b>27</b>	<b>26,059</b>	

UK <sup>(1)</sup>							Percentage <sup>(2)</sup>	
		Fulfilled	Not fulfilled	Cancelled	Did not attend		Success	
			Supplier	Customer	Supplier	Customer	rate	
Criminal	Feb 2012	59%	31%	9%	1%	0%	64%	
	Mar 2012	74%	16%	8%	2%	0%	81%	
	Apr 2012	82%	8%	9%	1%	0%	90%	
<b>Total Criminal</b>		<b>72%</b>	<b>18%</b>	<b>9%</b>	<b>2%</b>	<b>0%</b>	<b>79%</b>	
Civil & Family	Feb 2012	66%	24%	7%	2%	0%	72%	
	Mar 2012	77%	12%	9%	2%	0%	85%	
	Apr 2012	82%	6%	10%	1%	0%	91%	
<b>Total Civil &amp; Family</b>		<b>76%</b>	<b>13%</b>	<b>9%</b>	<b>2%</b>	<b>0%</b>	<b>84%</b>	
<b>Total Courts</b>		<b>73%</b>	<b>17%</b>	<b>9%</b>	<b>2%</b>	<b>0%</b>	<b>80%</b>	
Tribunals	Feb 2012	56%	26%	15%	4%	0%	66%	
	Mar 2012	70%	11%	14%	5%	0%	82%	
	Apr 2012	78%	5%	14%	4%	0%	90%	
<b>Total Tribunals</b>		<b>71%</b>	<b>11%</b>	<b>14%</b>	<b>4%</b>	<b>0%</b>	<b>82%</b>	
<b>All Requests</b>	Feb 2012	58%	29%	10%	2%	0%	65%	
	Mar 2012	73%	13%	11%	3%	0%	82%	
	Apr 2012	80%	7%	11%	2%	0%	90%	
<b>Total All Requests</b>		<b>72%</b>	<b>15%</b>	<b>11%</b>	<b>3%</b>	<b>0%</b>	<b>81%</b>	

Notes

(1) Courts in England and Wales, all UK tribunals not transferred to devolved governments

(2) Completion rates for outcomes (such as the fulfilled rate) in the table are the proportion of a particular category of completion (such as fulfilled) as a proportion of the total completed. The "success rate" is different. It is (Fulfilled + Did not attend Customer)/(Fulfilled + Not fulfilled Supplier + Did not attend Supplier + Did not attend Customer).

During the period covered by this bulletin requests were made covering 142 different languages. Four languages; Polish, Romanian, Urdu and Lithuanian account for more than a third of all language requests received. However, it is not the same across the different courts and tribunals:

- At the criminal, civil and family courts the most frequently requested language for translation was Polish (3,152 requests);
- The most frequently requested language at tribunals was Urdu (1,080 requests).

For the 20 most requested languages at courts, the success rates vary from 58 to 95 per cent. The lowest success rates (less than 70 per cent at any type of court) are for Latvian, Lithuanian and Vietnamese. For the 20 most requested languages at tribunals, the success rates vary from 69 per cent to 94 per cent. The language with the lowest success rate at all tribunals (the only one less than 70 per cent) is Tamil (69 per cent).

Table 2 shows that there have been improvements in the success rate for these less successful, common languages since the start of the service. Initially the success rates for these languages were between 37 and 55 per cent. By April 2012, the monthly average success rates were between 78 and 87 per cent.

**Table 2 Success rates by month for the less successful languages (Latvian, Lithuanian and Vietnamese at courts and Tamil at tribunals)**

UK <sup>(1)</sup> Language	Percentage		
	Feb 2012	Mar 2012	Apr 2012
Lithuanian (courts)	43%	59%	78%
Vietnamese (courts)	37%	57%	87%
Latvian (courts)	52%	70%	80%
Tamil (tribunals)	55%	62%	85%

Notes

(1) Courts in England and Wales, all UK tribunals not transferred to devolved governments

It is not possible to provide comparative figures for translation services prior to 30 January 2012, as these data were not collected.



## Complaints

There were 2,232 complaints relating to completed requests made within the time period. Of these, 177 (eight per cent) have not yet been resolved (they are described as awaiting a response from the client or linguist involved or as new or ongoing). Two different schemes for categorising complaints have been used. Under the earlier classification scheme, complaints were simply described as ‘closed’ once they were dealt with. A more advanced scheme has been introduced that can classify complaints as founded, unfounded or duplicates (complaints submitted twice in error). It is not possible to break down the ‘closed’ complaints further, so this bulletin reports all complaints, which will include some unfounded or duplicate complaints.

The complaint rate (the percentage of completed languages service requests with complaints) has fallen over time (see Table 3). However, the language services framework has not been running for very long, and it is too soon to consider trends over time.

**Table 3 Complaint rate by month, split by type of court or tribunal: 30 January to 30 April 2012**

UK <sup>(1)</sup>	Percentage		
	Feb 2012	Mar 2012	Apr 2012
Criminal	10%	6%	5%
Civil & Family	7%	5%	2%
Tribunals	17%	10%	5%

### Notes

(1) Courts in England and Wales, all UK tribunals not transferred to devolved governments

## Background

### New framework for language services

The Ministry of Justice (MoJ) has established the Language Services Framework Agreement which will have an initial period of four years. Services are delivered by Applied Language Solutions in accordance with a standard set of terms and conditions. This allows eligible participants to procure the services they require without recourse to further competition.

The framework agreement creates an overarching relationship between the service provider (Applied Language Solutions) and collaborative partners in the Criminal Justice System through which the language services required can be satisfied.

Criminal courts in the North-West began to use services under the terms of the contract from 12 December 2011 onwards. The remaining Courts, Tribunals and Prisons used the services from 30 January 2012 onwards.

### Services provided under the framework

Applied Language Solutions provides interpretation, translation, sign and other non-defined language support services to MoJ, HM Courts & Tribunals Service and NOMS prisons. The service is not available for use by Probation Trusts but the framework agreement is available.

- Face-to-face interpretation that can be divided into three tier-based needs.
  - Tier One: the interpreter is able to both speak fluently in the language required and is also able to provide a written translation to a pre-determined standard.
  - Tier Two: the interpreter can provide fluent spoken interpreting services, but will not be able to provide a written translation that would suffice for justice sector needs.
  - Tier Three: the interpreter can provide an interpreting service, but not to the standard that would be required for court, tribunal or other evidential requirements; this may be used, for example, in community-based settings.
- Telephone interpreting;
- Translation services – written (including Braille and Easy-read) and recorded (including transcription);
- Services for the deaf and deaf blind (including, but not limited to, British Sign Language, Sign Supported English, Note Taking, Finger Spelling and Lip Speaking); and,
- Other non-defined language support services as and when they arise.

Translation of Welsh in Wales is not included in the framework.

## Statistics covered in this bulletin

The contractor provides a range of management reports through a web-based portal. These include: the number of interpreter available, details of complaints received, gaps in the availability of languages and performance against agreed key performance indicators.

This bulletin provides summary statistics of face-to-face services provided to HM Courts & Tribunals Service covering the time period from 30 January 2012 to 30 April 2012. The statistics are taken from the reports provided by the contractor from their web-based portal of the numbers of assignments and details of complaints received. The data are a snapshot of the system on 8 May 2012. As the data is taken from a live management system, the data should be considered provisional. Any updates or corrections to the data will be reported in the next bulletin. In particular, the status of requests for services near the end of the reporting period may be updated, and complaints may be raised after 30 April relating to services provided before that date.

In this bulletin, the time that the language service is provided is taken to be the starting time for the request, even if the request extended over several days. The location for the service at courts is assumed to be in the region of the requesting court. Courts may request services to be delivered at secondary locations, but this is assumed to be rarely outside the region. Tribunals are more likely to request services to be provided away from their main location; for example, some Scottish tribunals have taken place in Northern Ireland.

The classifications used in this bulletin, such as 'complete', 'fulfilled' or 'complaint upheld,' are taken directly from the management system, and are decided according to the rules laid down by the contractor. A small amount of data has been corrected in the process of preparing this bulletin:

- A small number of records that are both 'ongoing' and 'complete – fulfilled' have not been included in the completed category. (These records may in time be updated in the management system; this will be reflected in future bulletins.)
- Certain spelling mistakes and typographical errors in the names of languages have been corrected.

## Numbers of requests dealt with

Requests are made in advance via a web-based portal, by email or by telephone. There is no minimum period of notice, and some requests are made less than an hour before they are needed. The supplier will attempt to assign a translator for the requested service, and once the service has been provided, or the date for the requested service has passed, the request may be closed by the requesting court or tribunal. If the request is not closed by the court or tribunal within 48 hours of completion, the translator involved may close the request.

Requests completed according to the framework agreement are called 'fulfilled' in this bulletin. However, requests may be cancelled by the customer (i.e. the court) or the supplier (Applied Language Solutions) may not be able to provide the requested service (called 'not fulfilled' in this bulletin). Requests may also fail because either the supplier (translator or interpreter) or customer does not attend (or arrives so late that the job is cancelled). These terms are defined in Annex A.

This bulletin presents statistics on completed requests as classified on the management system. However, requests may be subject to adjournment, delays or cancellation, and any data taken from a live management system is subject to continual change and updating. Therefore the statistics presented here are provisional and subject to revision in future publications. Requests made before 30 April 2012 for language services to take place after 30 April 2012 will be included in later bulletins.

### Courts

Statistics for two types of court are included:

- criminal (magistrates' courts, Crown Court including the Central Criminal Court and criminal appeals at the Royal Courts of Justice – see note (1) to Table 4 in the accompanying Excel workbook),
- civil and family (magistrates' courts, County Courts including civil and family courts of various types, the High Court Family Division and Administrative Court at the Royal Courts of Justice – see note (1) to Table 5 in the accompanying Excel workbook).

Table 4 (criminal courts) and Table 5 (civil and family courts) show that London magistrates' courts used language services the most in both criminal and family and civil cases (2,899 and 618 requests respectively). Table 6 (criminal courts) and Table 7 (civil and family courts) show the completion rates for completed requests.

'Region' in the tables means the region of the court requesting the service. Occasionally, a court will request a service to happen at a secondary venue. It is assumed that this is in the same region as the requesting court, but there may be a small number of occasions where this is not true.

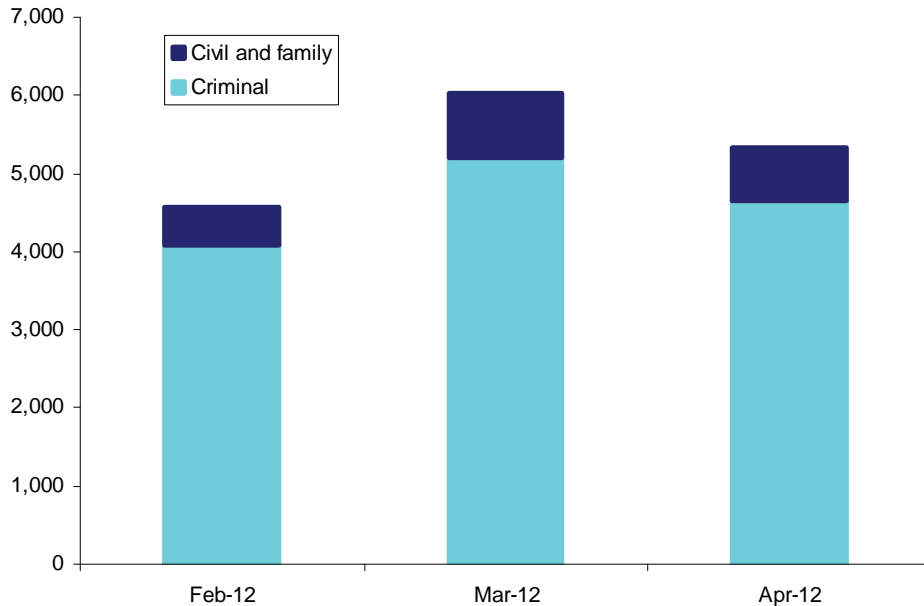
The success rate (and the proportion fulfilled) is highest in the North West for all types of court. The highest customer cancellation rate was by magistrates' courts in Wales (both criminal and civil and family cases).

From the data available on the language service, it is not possible to establish whether cancellations of language services had any impact on the progress of a case. There are many reasons why cases may be adjourned or delayed. The numbers of 'cracked' or 'ineffective' trials in the first quarter of 2012 will be published in Court Statistics Quarterly on the department's web site on 28 June 2012. An ineffective trial does not commence on the due date and requires re-listing. In contrast, a cracked trial does not commence on the day and the trial is not re-listed, as the case has reached a conclusion. Cracked trials are usually the result of an acceptable plea being entered by the defendant on the day, or where the prosecution offers no evidence against the defendant. The annual publication Judicial and Court Statistics provides a breakdown of reasons for cracked and ineffective trials, and data for 2012 will be published in 2013.

Table 4 (criminal) and Table 5 (civil and family) also show the variation in the numbers of requests over time. The requests are classified according to the starting date for the requested service. Language services under a single request may be provided for several days. If the service extends over the end of a month, it will be classed as happening in the month when it started.

As may be seen in Figure 1, the number of completed requests increased in March compared to February, as may be expected as the service was brought up to speed. The number in April is a fall compared to March. This may be because there are incomplete requests for April that will be completed in time for the next publication. Easter, which was 8 April may also have had an impact.

**Figure 1 Number of completed language service requests for courts by month, split by type of court: 30 January to 30 April 2012**



Success rates have increased over time for each type of court. There has been little change in customer cancellation rates or non-attendance rates, but the non-fulfilment rate by the supplier has reduced considerably – from 31 per cent in February to eight per cent in April for criminal courts and from 24 per cent to 6 per cent for civil and family courts.

Table 6 shows that the success rate has increased from month to month in all regions except for Crown Courts in the South West, where it reached 90 per cent in March (one of the highest rates of any region that month), but fell slightly to 88 per cent in April. In general, there were too few language requests at civil and family courts for reliable trends in success rate from month to month to be seen (Table 7). It may be more reliable in the future to look at trends from quarter to quarter for these courts.

The ten languages with the highest number of completed requests in courts between 30 January and 30 April were (in descending order): Polish, Romanian, Lithuanian, Russian, Urdu, Vietnamese, Slovak, Arabic, Kurdish (Sorani) and Czech. These ten languages comprise 67 per cent of the total completed language requests at courts. A full list of languages may be found in Annex B. The top 20 languages at tribunals were different (see Table 14 in the accompanying Excel workbook).

In the criminal courts there were eight languages with more than 50 supplier non-fulfilments between 30 January and 30 April: Romanian, Lithuanian, Polish, Vietnamese, Russian, Slovak, Czech and Latvian. These eight languages accounted for 65 per cent of all non-fulfilments in the period. As there are many fewer requests made for civil and family courts, there are no languages for which there were more than 50 non-fulfilments.

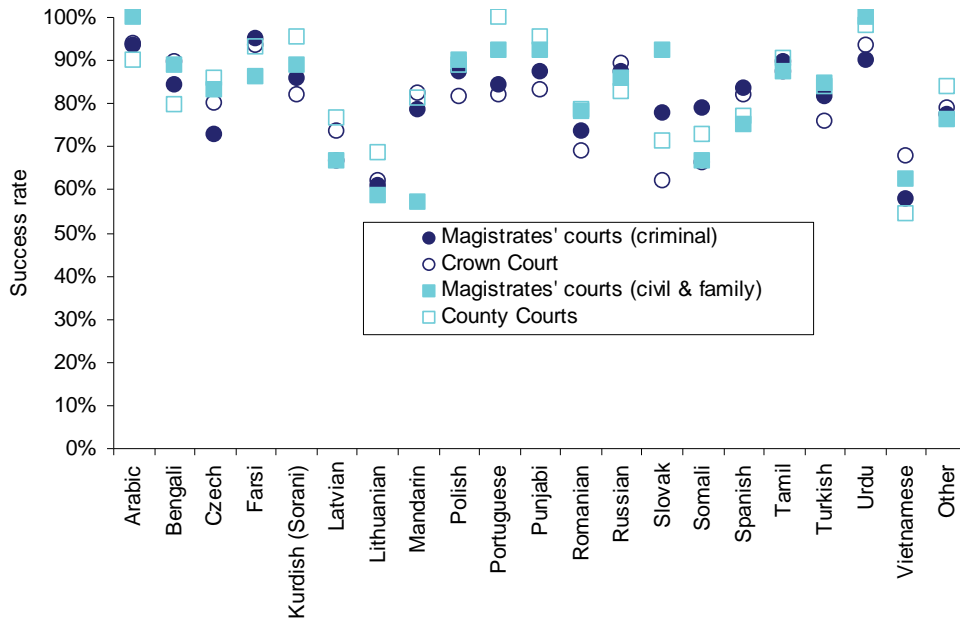
There were 241 completed requests for interpretation for deaf or deaf blind languages. Grouping these together makes them the 18th most popular among other languages. The most common within the group was British Sign with 190 requests.

Table 8 (criminal courts) and Table 9 (civil and family courts) show the breakdown of completed language requests by language. Table 10 (criminal courts) and Table 11 (civil and family courts) show that the success rate varies with language. The pattern is similar for all types of court with success rates less than 70 per cent for:

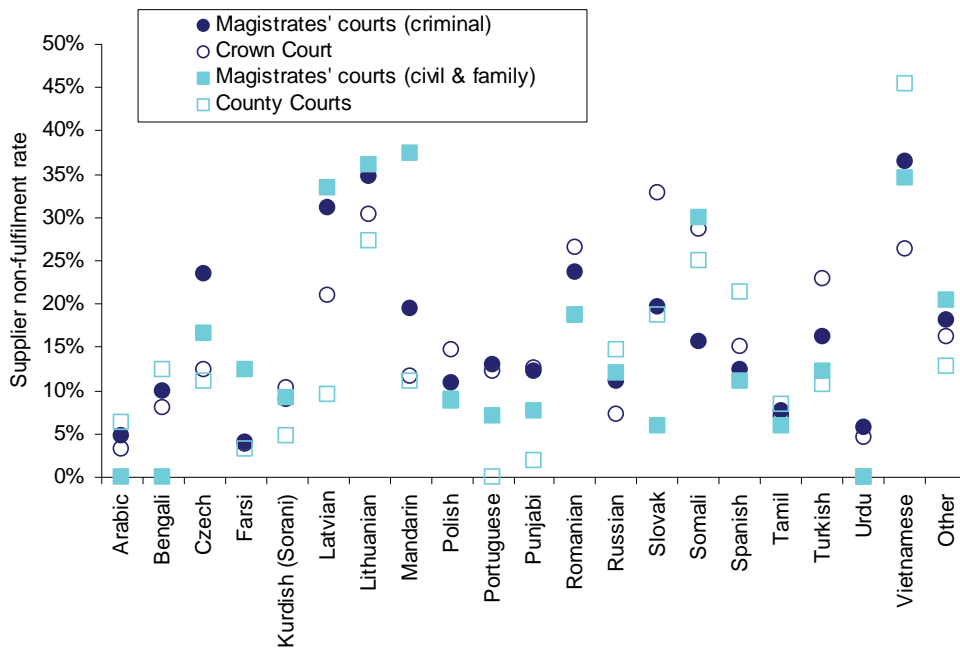
- Latvian (magistrates' courts)
- Lithuanian (all types of court)
- Mandarin (civil and family cases at magistrates' courts)
- Romanian (the Crown Court)
- Slovak (the Crown Court)
- Somali (the Crown Court and civil and family cases at magistrates' courts)
- Vietnamese (all types of court)

The rates of non-fulfilment by the supplier for these languages are correspondingly high (over 25 per cent); see Figure 2 (success rates) and Figure 3 (supplier non-fulfilment rates).

**Figure 2 Success rate by top 20 language, split by type of court: 30 January to 30 April 2012**



**Figure 3 Supplier non-fulfilment rate by top 20 language, split by type of court: 30 January to 30 April 2012**





## Tribunals

Statistics for four types of tribunal are included:

- Employment Tribunal,
- Immigration and Asylum Tribunal,
- Social Security and Child Support Tribunal,
- Special Tribunals (Adjudicator to HM Land Registry, Asylum Support Tribunal, Care standards Tribunal, First-tier Tax Tribunal, Mental Health, Special Educational Needs and Disability Tribunal, Criminal Injuries Compensation Tribunal and War Pensions and Armed Forces Compensation Tribunal).

Table 12 shows that the Social Security and Child Support Tribunal and the Immigration and Asylum Tribunal made most use of language services. Other tribunals rarely used language services. The differences between the types of tribunal are more marked when the total volume of cases is considered. In quarter 3 of 2011-12, there were 92,200 Employment Tribunal receipts, 28,100 Immigration and Asylum Tribunal receipts and 88,300 Social Security and Child Support Tribunal receipts<sup>1</sup> (provisional figures). As may be expected, Immigration and Asylum Tribunals make proportionately the highest demand for language services of any court or tribunal.

Table 13 shows the completion rates for completed requests. The success rates do not vary substantially between different types of tribunal and are similar to the success rate for criminal courts. However, the proportion fulfilled for both Employment Tribunals and Special tribunals is low (51 per cent and 61 per cent respectively) while the success rate is similar to other tribunals (78 per cent and 81 per cent). This is because the cancellation rate by the customer (i.e. the tribunal) is high. However, there are relatively few requests made by these types of tribunal, and there may not yet be enough evidence to indicate a significant difference.

From the data available on the language service, it is not possible to establish whether cancellations of language services had any impact on the progress of a case. There are many reasons why cases may be adjourned or delayed.

Table 12 (number) and Table 13 (rates), both in the accompanying Excel workbook, also show the variation in the numbers and completion rates over time. The requests are classified according to the starting date for the requested service. Language services under a single request may be provided for several days. If the service extends over the end of a month, it will be classed as happening in the month when it started.

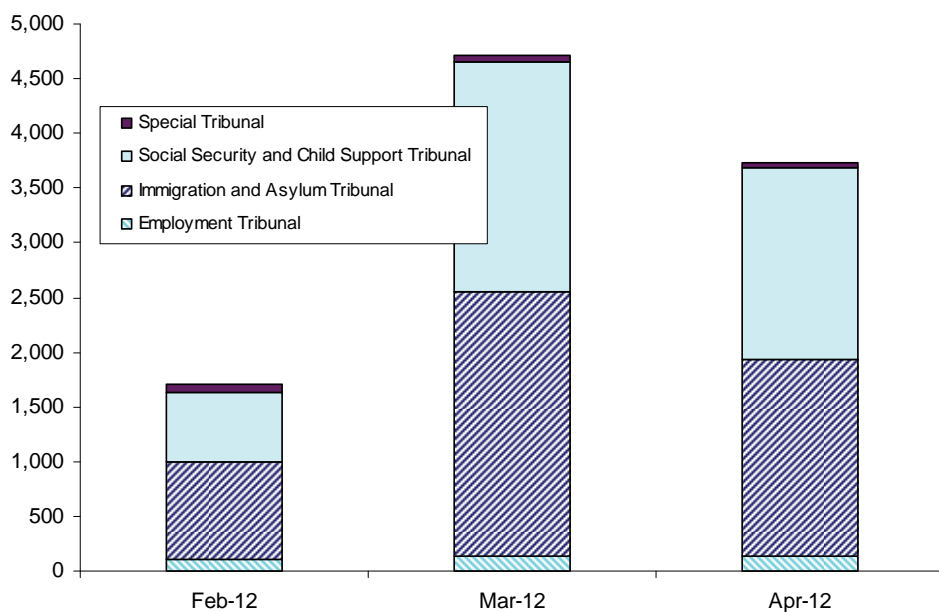
Figure 4 shows that the overall pattern is similar to that seen in the courts (see Figure 1) the number of completed requests increased in March and fell back

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<sup>1</sup> Quarterly Tribunals Statistics: 1 October to 31 December 2011: Ministry of Justice Statistics bulletin: 29 March 2012.

in April. This fall may be because there are incomplete requests for April that will be completed in time for the next publication. Easter, which was 8 April, may also have had an impact. The number of requests by employment and special tribunals is too small for an obvious pattern to be seen.

**Figure 4 Number of completed language service requests for tribunals by month of completion, split by type of tribunal: 30 January to 30 April 2012**



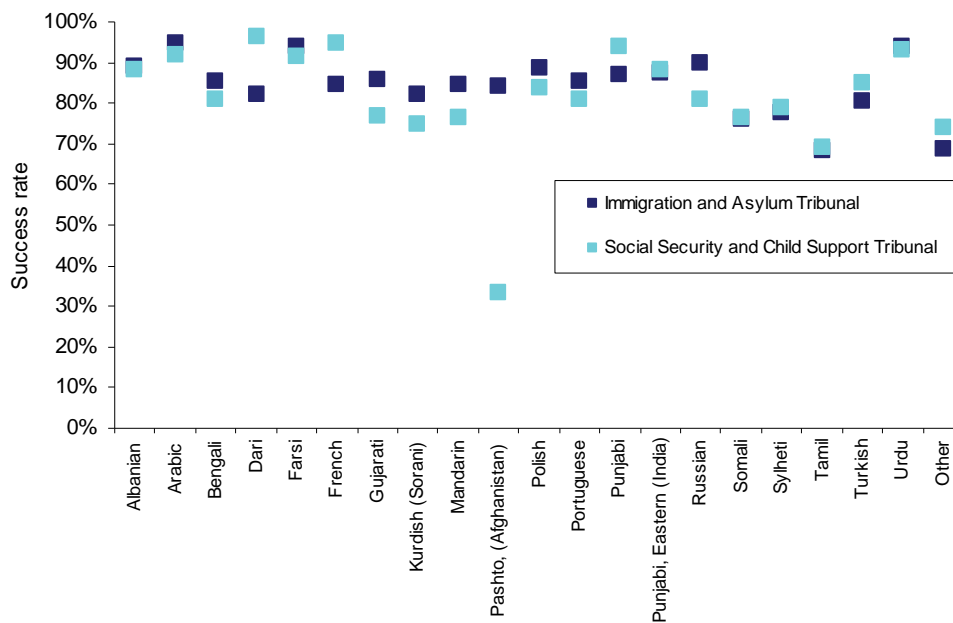
The top ten languages at tribunals between 30 January 2012 and 30 April 2012 were (in descending order): Urdu, Arabic, Farsi, Somali, Bengali, Polish, Turkish, Punjabi, Kurdish (Sorani) and Tamil. They make up 57 per cent of the total complete language service requests at tribunals. These are different from the top ten languages at courts.

At tribunals, there were four languages with more than 50 non-fulfilments between 30 January and 30 April 2012: Somali, Tamil, Turkish and Polish. Together, these four languages accounted for 23 per cent of non-fulfilments in the period.

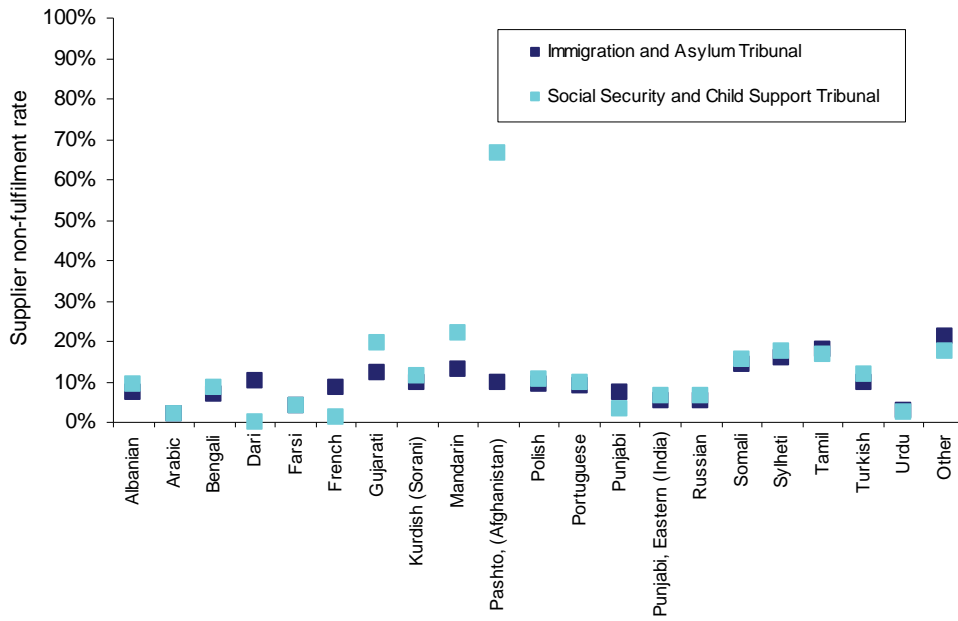
There were 163 completed requests for interpretation for deaf or deaf blind languages. Grouping these together makes them the 16th most popular among other languages. The most common within the group was British Sign with 127 requests.

Table 14 in the accompanying work book shows the breakdown of completed language requests by language. Table 15 in the accompanying workbook shows that the success rate varies with language. The pattern is similar for Immigration and Asylum Tribunal and Social Security and Child Support Tribunal, but there is not enough information to draw firm conclusions for other tribunals. Success rates less than 70per cent are seen for Tamil (at both Immigration and Asylum Tribunals and Social Security and Child Support Tribunals). The corresponding rate of non-fulfilment by the supplier is not much higher than for other languages. Figure 5 shows success rates and Figure 6 shows supplier non-fulfilment rates; note that there were only three complete requests for Pashto, (Afghanistan) at Social Security and Child Support Tribunal, so the rates calculated for this language at this tribunal are not representative. This is a different pattern from that seen in the courts.

**Figure 5 Success rate by top 20 language, split by Immigration and Asylum Tribunal and Social Security and Child Support Tribunal: 30 January to 30 April 2012**



**Figure 6 Supplier non-fulfilment rate by top 20 language, split by Immigration and Asylum Tribunal and Social Security and Child Support Tribunal: 30 January to 30 April 2012**



## Complaints

There were 2,232 complaints relating to completed requests made within the time period. Of these, 177 (eight per cent) have not yet been resolved (they are described as awaiting a response from the client or linguist involved or as new or ongoing). Two different schemes for categorising complaints have been used. Under the most recent scheme, there were 695 (93 per cent of the 751 in this scheme) complaints where the grounds of the complaint were valid, 41 (five per cent) where the grounds were invalid and 15 (two per cent) duplicates (complaints submitted twice in error). Under the earlier classification scheme 1,304 were described as 'closed'; they consist of a mixture of valid, invalid and duplicates. It is not possible to break down the 'closed' complaints further.

The complaint rates at courts vary from region to region. There are too few complaints arising from civil and family courts for valid comparisons to be made. The highest rate of complaints at criminal courts (12.9 per cent of completed requests) comes from the South West. Complaint rates at tribunals are on average higher than at courts, but do not vary much between types of tribunal.

**Table 16 Number of complaints and rate at criminal courts by region, split by type of court and outcome of complaint: 30 January to 30 April 2012**

England & Wales		Numbers and percentage							Total
		London	Midlands	North East	North West	South East	South West	Wales	
Magistrates' courts	Interpreter did not attend	1	22	8	9	14	6	2	62
	Interpreter quality	0	11	0	0	0	1	0	12
	Interpreter was late	0	10	5	0	6	2	0	23
	No interpreter available	50	55	22	13	101	61	7	309
	Operational issue	14	44	17	17	39	21	4	156
	Other Interpreter issue	0	9	4	7	8	6	0	34
	Time sheet error	0	1	1	46	0	1	0	49
	Unknown	1	1	1	0	1	4	2	10
	<b>Total</b>	<b>66</b>	<b>153</b>	<b>58</b>	<b>92</b>	<b>169</b>	<b>102</b>	<b>15</b>	<b>655</b>
Crown Court <sup>(1)</sup>	Interpreter did not attend	21	4	8	1	4	3	1	42
	Interpreter quality	3	3	1	2	4	0	0	13
	Interpreter was late	11	4	3	4	4	1	0	27
	No interpreter available	55	14	11	2	28	6	0	116
	Operational issue	25	19	13	5	6	1	0	69
	Other Interpreter issue	20	7	2	0	3	1	0	33
	Time sheet error	4	0	0	0	0	0	0	4
	Unknown	2	0	2	0	2	1	0	7
	<b>Total</b>	<b>141</b>	<b>51</b>	<b>40</b>	<b>14</b>	<b>51</b>	<b>13</b>	<b>1</b>	<b>311</b>
<b>Total</b>	Interpreter did not attend	22	26	16	10	18	9	3	104
	Interpreter quality	3	14	1	2	4	1	0	25
	Interpreter was late	11	14	8	4	10	3	0	50
	No interpreter available	105	69	33	15	129	67	7	425
	Operational issue	39	63	30	22	45	22	4	225
	Other Interpreter issue	20	16	6	7	11	7	0	67
	Time sheet error	4	1	1	46	0	1	0	53
	Unknown	3	1	3	0	3	5	2	17
	<b>Total</b>	<b>207</b>	<b>204</b>	<b>98</b>	<b>106</b>	<b>220</b>	<b>115</b>	<b>16</b>	<b>966</b>
<b>Complaint rate<sup>(2)</sup></b>	<b>4.8%</b>	<b>7.3%</b>	<b>6.5%</b>	<b>8.4%</b>	<b>7.7%</b>	<b>12.9%</b>	<b>4.8%</b>	<b>6.9%</b>	

Notes

(1) Includes Central Criminal Court  
RCJ - Criminal Appeals

(2) The number of complaints divided by the number of completed requests

Statistics on the use of language services in courts and tribunals

**Table 17 Number of complaints and rate at civil and family courts by region, split by type of court and outcome of complaint: 30 January to 30 April 2012**

England & Wales		Numbers and percentage							
		London	Midlands	North East	North West	South East	South West	Wales	Total
Magistrates' courts	Interpreter did not attend	3	1	0	0	0	1	0	5
	Interpreter quality	0	0	0	0	0	0	0	0
	Interpreter was late	2	0	0	0	0	0	0	2
	No interpreter available	14	0	1	0	2	0	0	17
	Operational issue	3	0	0	1	1	0	0	5
	Other Interpreter issue	0	0	0	0	0	1	0	1
	Time sheet error	1	0	0	0	1	0	0	2
	Unknown	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>23</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>4</b>	<b>2</b>	<b>0</b>	<b>32</b>
County Courts <sup>(1)</sup>	Interpreter did not attend	1	6	1	0	0	2	0	10
	Interpreter quality	0	0	0	0	0	0	0	0
	Interpreter was late	1	2	1	0	0	0	0	4
	No interpreter available	2	10	3	0	1	1	1	18
	Operational issue	0	4	3	1	1	5	0	14
	Other Interpreter issue	0	2	0	1	1	0	0	4
	Time sheet error	0	0	0	0	0	0	0	0
	Unknown	0	1	1	0	0	0	0	2
	<b>Total</b>	<b>4</b>	<b>25</b>	<b>9</b>	<b>2</b>	<b>3</b>	<b>8</b>	<b>1</b>	<b>52</b>
<b>Total</b>	Interpreter did not attend	4	7	1	0	0	3	0	15
	Interpreter quality	0	0	0	0	0	0	0	0
	Interpreter was late	3	2	1	0	0	0	0	6
	No interpreter available	16	10	4	0	3	1	1	35
	Operational issue	3	4	3	2	2	5	0	19
	Other Interpreter issue	0	2	0	1	1	1	0	5
	Time sheet error	1	0	0	0	1	0	0	2
	Unknown	0	1	1	0	0	0	0	2
	<b>Total</b>	<b>27</b>	<b>26</b>	<b>10</b>	<b>3</b>	<b>7</b>	<b>10</b>	<b>1</b>	<b>84</b>
<b>Complaint rate<sup>(2)</sup></b>	<b>3.0%</b>	<b>9.1%</b>	<b>5.0%</b>	<b>1.7%</b>	<b>3.3%</b>	<b>6.6%</b>	<b>1.9%</b>	<b>4.2%</b>	

Notes

(1) Includes: Civil & Family Courts, Civil & Family Justice Centres  
 High Court (RCJ) Family Division - Principal Registry of the Family Division  
 Huntingdon Law Courts  
 Inner London & City Family Proceedings Court  
 Leeds Civil Hearing Centre  
 RCJ - Administrative Court  
 Sheffield Family Hearing Centre

(2) The number of complaints divided by the number of completed requests

**Table 18 Number of complaints and rate at tribunals by type of tribunal, split by outcome of complaint: 30 January to 30 April 2012**

UK <sup>(1)</sup>	Numbers and percentage				
	Employment Tribunal	Immigration and Asylum Tribunal	Social Security and Child Support Tribunal	Special Tribunal	Total
Interpreter did not attend	3	94	100	1	198
Interpreter quality	0	24	13	0	37
Interpreter was late	9	46	72	0	127
No interpreter available	11	157	62	2	232
Operational issue	9	97	59	13	178
Other Interpreter issue	3	30	28	0	61
Time sheet error	0	24	133	0	157
Unknown	2	7	6	0	15
<b>Total</b>	<b>37</b>	<b>479</b>	<b>473</b>	<b>16</b>	<b>1,005</b>
<b>Complaint rate<sup>(2)</sup></b>	<b>9.6%</b>	<b>9.4%</b>	<b>10.6%</b>	<b>8.6%</b>	<b>9.9%</b>

Notes

(1) Courts in England and Wales, all UK tribunals not transferred to devolved governments

(2) The number of complaints divided by the number of completed requests

The number of complaints per month is shown in Table 16 (criminal courts), Table 17 (civil and family courts) and Table 18 (tribunals). The complaint rate (the percentage of completed languages service requests with complaints) has fallen over time. This may indicate that there were initial difficulties when the service started that have been resolved over the first few months. However, the language services framework has not been running for very long, and it is too soon to consider long term trends.

**Table 19 Number of complaints and rate at criminal courts by month, split by type of court and outcome of complaint: 30 January to 30 April 2012**

England & Wales		Numbers and percentage		
		2012		
		February	March	April
Magistrates' courts	Interpreter did not attend	23	27	12
	Interpreter quality	5	6	1
	Interpreter was late	5	12	6
	No interpreter available	147	104	58
	Operational issue	88	46	22
	Other Interpreter issue	8	14	12
	Time sheet error	14	11	24
	Unknown	5	1	4
	<b>Total</b>	<b>295</b>	<b>221</b>	<b>139</b>
Crown Court <sup>(1)</sup>	Interpreter did not attend	17	17	8
	Interpreter quality	3	8	2
	Interpreter was late	10	11	6
	No interpreter available	50	45	21
	Operational issue	33	22	14
	Other Interpreter issue	10	10	13
	Time sheet error	0	0	4
	Unknown	2	1	4
	<b>Total</b>	<b>125</b>	<b>114</b>	<b>72</b>
Total	Interpreter did not attend	40	44	20
	Interpreter quality	8	14	3
	Interpreter was late	15	23	12
	No interpreter available	197	149	79
	Operational issue	121	68	36
	Other Interpreter issue	18	24	25
	Time sheet error	14	11	28
	Unknown	7	2	8
	<b>Total</b>	<b>420</b>	<b>335</b>	<b>211</b>
<b>Complaint rate<sup>(2)</sup></b>	<b>10.3%</b>	<b>6.4%</b>	<b>4.5%</b>	

Notes

(1) Includes Central Criminal Court  
RCJ - Criminal Appeals

(2) The number of complaints divided by the number of completed requests

**Table 20 Number of complaints and rate at civil and family courts by month, split by type of court and outcome of complaint: 30 January to 30 April 2012**

England & Wales		Numbers and percentage		
		2012		
		February	March	April
Magistrates' courts	Interpreter did not attend	3	2	0
	Interpreter quality	0	0	0
	Interpreter was late	0	1	1
	No interpreter available	8	7	2
	Operational issue	2	1	2
	Other Interpreter issue	0	1	0
	Time sheet error	0	1	1
	Unknown	0	0	0
	<b>Total</b>	<b>13</b>	<b>13</b>	<b>6</b>
Crown Court(1)	Interpreter did not attend	5	5	0
	Interpreter quality	0	0	0
	Interpreter was late	0	3	1
	No interpreter available	11	5	2
	Operational issue	3	7	4
	Other Interpreter issue	0	4	0
	Time sheet error	0	0	0
	Unknown	0	0	2
	<b>Total</b>	<b>19</b>	<b>24</b>	<b>9</b>
Total	Interpreter did not attend	8	7	0
	Interpreter quality	0	0	0
	Interpreter was late	0	4	2
	No interpreter available	19	12	4
	Operational issue	5	8	6
	Other Interpreter issue	0	5	0
	Time sheet error	0	1	1
	Unknown	0	0	2
	<b>Total</b>	<b>32</b>	<b>37</b>	<b>15</b>
<b>Complaint rate (2)</b>		<b>6.5%</b>	<b>4.6%</b>	<b>2.2%</b>

Notes

(1) Includes those courts listed in Note (2) of Table 1

(2) The number of complaints divided by the number of completed requests



**Table 21 Number of complaints and rate at tribunals by month, split by type of court and outcome of complaint: 30 January to 30 April 2012**

UK <sup>(1)</sup>		Number and percentage		
		2012		
		February	March	April
Employment Tribunal	Interpreter did not attend	1	2	0
	Interpreter quality	0	0	0
	Interpreter was late	5	2	2
	No interpreter available	6	4	1
	Operational issue	3	2	4
	Other Interpreter issue	1	0	2
	Time sheet error	0	0	0
	Unknown	0	0	2
	<b>Total</b>	<b>16</b>	<b>10</b>	<b>11</b>
Immigration and Asylum Tribunal	Interpreter did not attend	30	52	12
	Interpreter quality	3	18	3
	Interpreter was late	13	20	13
	No interpreter available	92	53	12
	Operational issue	45	38	14
	Other Interpreter issue	10	13	7
	Time sheet error	4	12	8
	Unknown	1	3	3
	<b>Total</b>	<b>198</b>	<b>209</b>	<b>72</b>
Social Security and Child Support Tribunal	Interpreter did not attend	17	63	20
	Interpreter quality	4	7	2
	Interpreter was late	10	47	15
	No interpreter available	23	32	7
	Operational issue	9	26	24
	Other Interpreter issue	0	22	6
	Time sheet error	12	68	53
	Unknown	0	5	1
	<b>Total</b>	<b>75</b>	<b>270</b>	<b>128</b>
Special Tribunal	Interpreter did not attend	0	0	1
	Interpreter quality	0	0	0
	Interpreter was late	0	0	0
	No interpreter available	1	1	0
	Operational issue	8	4	1
	Other Interpreter issue	0	0	0
	Time sheet error	0	0	0
	Unknown	0	0	0
	<b>Total</b>	<b>9</b>	<b>5</b>	<b>2</b>
Total Tribunals	Interpreter did not attend	48	117	33
	Interpreter quality	7	25	5
	Interpreter was late	28	69	30
	No interpreter available	122	90	20
	Operational issue	65	70	43
	Other Interpreter issue	11	35	15
	Time sheet error	16	80	61
	Unknown	1	8	6
	<b>Total</b>	<b>298</b>	<b>494</b>	<b>213</b>
Complaint rate <sup>(2)</sup>		17.4%	10.5%	5.7%

## Notes

(1) Courts in England and Wales, all UK tribunals not transferred to devolved governments

(2) The number of complaints divided by the number of completed requests

## Data Sources and Data Quality

Data for this bulletin are taken from the interpreter's booking portal managed by Applied Language Solutions. Raw data from the booking portal has been provided, covering the period 30 January 2012 to 30 April 2012 for completed requests.

All requests for translation services are booked by HM Courts & Tribunal Service staff, who are responsible for closing completed requests within 48 hours of the booking being concluded. If it goes beyond 48 hours, the interpreter can close down the booking, as this is the mechanism by which they are paid. Officials in the Ministry of Justice routinely spot check the data to ensure that nothing is taken out and that it matches with information already held. HM Courts & Tribunal Service staff can see this information and, if they do not agree, it is reported through the complaints process.

All bookings closed by interpreters are scrutinised by HM Courts & Tribunal Service staff, and any discrepancies are reviewed with the Ministry of Justice Contract Manager and Applied Language Solutions with the necessary action taken.

## Annex A Glossary

### Descriptions of outcomes of requests dealt with

#### Fulfilled:

The supplier (Applied Language Solutions) provided an interpreter or translator as requested by the court or tribunal.

#### Not fulfilled by supplier

The supplier (Applied Language Solutions) has been unable to fill the booking request.

#### Cancelled by customer

The customer (i.e. the court or tribunal) no longer requires an interpreter and has cancelled the booking request.

#### Customer did not attend

The interpreter arrived at the requested location for the service but the customer (as specified by the court or tribunal) did not attend.

#### Supplier did not attend

The interpreter was assigned and booked by the supplier (Applied Language Solutions), but failed to attend.

### Categories of complaints

#### Interpreter did not attend

The assigned interpreter did not go to the assignment and did not inform anyone.

#### Interpreter quality

The quality of the interpreting skills is being questioned.

#### Interpreter was late

The assigned interpreter was late getting to the assignment.

#### No interpreter available

The supplier was unable to provide an interpreter.

#### Operational issue

Operational issues include: incorrect tier assigned (the customer has requested a specific tier of assignment and an incorrectly tiered interpreter was assigned), issues with the web-based request portal, occasions when

the customer has not been able to request one of the services that the supplier supplies and other occasions when the supplier has not supplied the service that is expected.

**Other Interpreter issue**

Any areas concerning the interpreter which are not covered elsewhere, e.g. dress code.

**Time sheet error**

Either the customer or the interpreter has closed the assignment's time sheet entry down incorrectly

**Unknown**

This includes duplicates (a complaint submitted in error as decided by the supplier's complaints team) and other complaints where no category was recorded in the data.

**Others terms**

**Cracked trial**

Cracked trials are usually the result of an acceptable plea being entered by the defendant on the day, or where the prosecution offers no evidence against the defendant.

**Ineffective trial**

An ineffective trial does not commence on the due date and requires re-listing. In contrast, a cracked trial does not commence on the day and the trial is not re-listed, as the case has reached a conclusion.

**Success Rate**

This is calculated as the number of completed requests that count as successful supply of the service (i.e. Fulfilled plus Customer did not attend – definitions of these terms are given above), divided by the total relevant closed language service requests (this excludes requests cancelled by the customer).

## Annex B List of languages

One hundred and forty two separate languages were requested between 30 January and 30 April:

Afrikaans, Albanian, Albanian (Kosovo), Algerian, Arabic, Arabic (North African), Armenian, Azeri, Bengali, British Sign, Bulgarian, Cantonese, Cebuano, Creole - French, Croatian, Czech, Dari, Deafblind (BSL Hands on/hand-under-hand), Dutch, Edo, Farsi, Filipino, French, French (Belgium), Fula, German, Greek, Gujarati, Hebrew, Hindi, Hungarian, Indonesian, Italian, Jamaican Patois, Korean, Kurdish (Bahdini), Kurdish (Kurmanji), Kurdish (Sorani), Latvian, Lingala, Lipspeak (English), Lithuanian, Malayalam, Mandarin, Mandinka, Mirpuri, Nepalese, Norwegian, Pashto, (Afghanistan), Pashto, (Pakistan), Polish, Portuguese, Potwari, Punjabi, Punjabi, Eastern (India), Punjabi, Western (Pakistan), Roma, Romanian, Romany, Russian, Serbian, Shona, Sign Supported English, Slovak, Slovenian, Somali, Spanish, Swahili, Sylheti, Tagalog, Tamil, Thai, Tigrinya, Turkish, Ukrainian, Unspecified rare language, Urdu, Vietnamese, Wolof, Yoruba, Acholi, Amharic, Aramaic, Bosnian, Bravanese, Burmese, Chin, Creole - English, Danish, Deafblind (BSL Visual Frame), Deafblind (Clear Speech Communicator), Deafblind (Large Print communicator), English (Pidgin), Estonian, French (Algerian), French (Canada), French (Congeese), Georgian, Hakka, Hindko, Igbo, Japanese, Khmer, Kikuyu, Kirundi, Krio, Luganda, Macedonian, Macedonian Gorani, Mongolian, Sinhala, Swedish, Telugu, Tigre, Twi, Uzbek (Northern), Akan, Azerbaijani (North), Azerbaijani (Southern), Balochi - Eastern, Balochi - Western, Bilen, Chechen, Deafblind Manual, Dinka - North Western, English (US), Finnish, Ga, Kashmiri, Kibajuni, Kinyarwanda, Malay, Maltese, Maninka, Marathi, Ndebele - Northern, Oromo (Central), Palantypists, Tibetan, Tswana, Turkmen and Zulu.

## Explanatory notes

### Symbols and conventions

The following symbols have been used throughout the tables in this bulletin:

\* = Not applicable

### Contacts

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