

# **Independent Review of Quality Arrangements under the MoJ Language Services Framework Agreement**

***Contract Reference: 3640 Professional Services***

## **Survey Analysis – Interpreters**

Ministry of Justice

November 2014

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## Contents

1.0	Introduction .....	7
1.1	Profile of Respondents.....	7
2.0	Quality of language services under the FA.....	19
2.1	Quality of interpretation and translation in the justice system .....	19
2.2	Quality requirements/standards (incl. qualifications and experience) for interpreters / translators working in the justice system.....	24
2.3	Questions on quality maintenance procedures and training .....	46
3.0	Respondents’ Recommendations.....	58

## Table of Tables

Table 1: Primary languages spoken by respondents (N=852).....	15
Table 2: Hours of Public Service Interpreting experience of Capita and non-Capita respondents .....	18

## Table of Figures

Figure 1: Respondents’ relationship with Capita TI (N=997) .....	7
Figure 2: Respondents split up by those working for Capita TI and those not working for Capita TI (N=997) .....	8
Figure 3: Respondents’ typology (N=811).....	8
Figure 4: Respondents per category: Capita and non-Capita (N=781) .....	9
Figure 5: Categories of respondents registered with Capita TI, according to the Framework Agreement (N= 411).....	10
Figure 6: Reason mentioned by respondents for not working for Capita TI (N=577) .....	11
Figure 7: Respondents’ registration (N=984) .....	13
Figure 8: UK justice bodies/organisations respondents deliver services to (N=882).....	14
Figure 9: Qualification the respondent has in order to practise as an interpreter/translator in the primary language (N=678).....	16
Figure 10: Respondents’ on the job experience of interpreting and translation (N=883) .....	17
Figure 11: The importance of quality criteria according to respondents (N= 874) .....	20
Figure 12: Is the quality of interpretation and translation sufficient to safeguard the fairness of proceedings (N=826).....	21

Figure 13: Capita TI and non-Capita TI respondents' opinion on whether the quality of interpretation and translation is sufficient to safeguard the fairness of proceedings ..... 21

Figure 14: The most likely causes for potential problems regarding the quality of interpretation / translation provided in the justice system, according to respondents (N=775)..... 22

Figure 15: 'Under the Framework Agreement different levels of qualifications, skills and expertise determine at which level interpreters / translators can practise. Do you agree with this 'Tiered' approach?' Percentage of total respondents (N=837), Capita TI respondents (N=317), respondents not working for Capita TI (N=488) and the Unknown/Other group (N=32) ..... 24

Figure 16: 'Into how many levels should interpreters / translators be separated (according to their qualification and experience) considering the requirements for each sector?' Percentage of total respondents (N=227), Capita respondents (N=162) and Non-Capita (N=60) ..... 25

Figure 17: 'In your opinion, which (if any) types of interpreters/translators would you advise to separate into tiers?' Percentage of total respondents (N=222), Capita respondents (N=156) and Non-Capita respondents (N=60) ..... 26

Figure 18: 'In your opinion, do the skill and experience requirements for interpretation / translation differ across the UK justice system organisations listed below?' Percentage of total respondents (N=829), Capita respondents (N=311), Non-Capita Respondents (N=491), and the Unknown-Other group (N=27) ..... 28

Figure 19: 'Please rank the level of skills and experience in interpreting / translating needed for each of the different organisations on a scale from 1 to 5'. Percentage of total respondents (N=417). Supreme Court (N=407), High Court (N=411), Court of Appeal (N=409), Crown Court (N=415), Police (N=417), Immigration Tribunals (N=412), County Court (N=413), Magistrates Court (N=416), Employment Tribunals (N=409), Social Security Tribunals (N=408), Other Tribunals (N=403), Prison (N=414), Probation (N=407). ..... 29

Figure 20: 'Please rank the level of skills and experience in interpreting / translating needed for each of the different organisations on a scale from 1 to 5'. Average rankings (from 1-5) by Capita respondents (N=192) and non-Capita respondents (N=206) ..... 30

Figure 21: 'Alongside a relevant qualification, how many hours of on the job interpretation/translation experience is needed, in your opinion, to obtain a minimum standard of quality for language services in each of the following areas?' Supreme Court (N=668), High Court (N=680), Crown Court (N=696), Court of Appeal (N=673), Police (N=693), Magistrates Court (N=706), Tribunal (N=679), County Court (N=687), Prison (N=683) and Probation (N=655).' Percentage of total respondents (N=708) ..... 31

Figure 22: 'Alongside a relevant qualification, how many hours of on the job interpretation/translation experience is needed, in your opinion, to obtain a minimum standard of quality for language services in each of the following areas?' Percentage of Capita respondents (N=265). Supreme Court (N=250), High Court (N=250), Crown Court (N=259), Court of Appeal (N=249), Police (N=258), Magistrates Court (N=264), Tribunal (N=255), County Court (N=254), Prison (N=254) and Probation (N=247). ..... 32

Figure 23: Percentage of non-Capita respondents (N=421)). Supreme Court (N=398), High Court (N=409), Crown Court (N=417), Court of Appeal (N=403), Police (N=414), Magistrates

Court (N=420), Tribunal (N=405), County Court (N=412), Prison (N=408) and Probation (N=388). ..... 32

Figure 24: Question 34: ‘In your opinion, does the current system focus enough on qualifications?’ Percentage of total respondents (N=770), Capita respondents (N=277), Non-Capita respondents (N=464) ..... 33

Figure 25: ‘What qualifications do you think are acceptable to practise as a face to face interpreter in standard (common) languages, to obtain a minimum standard of quality, for interpreters whose first language is English (Q21) or not English (Q26)?’ Percentage of total respondents (N=102 & 552 respectively). ..... 34

Figure 26: Questions 19, 24 & 31: ‘In your opinion, which of the following qualifications ensure an acceptable quality standard for translators?’ % Total (N=703), % Int / Tra (N=685), % Tra Only (N=18) ..... 35

Figure 27: ‘What qualifications do you think are acceptable for interpreters for the deaf and deafblind to obtain a minimum standard of quality?’ Percentage of total respondents (N=96) .. 37

Figure 28: ‘In your opinion, does the current system focus enough on relevant experience?’ Percentage of total respondents (N=769) ..... 38

Figure 29: ‘After gaining a relevant qualification, how/where, in your opinion, can interpreters and translators gain experience?’ Percentage of total respondents (N=739), Capita respondents (N=268), Non-Capita respondents (N=443) and Unknown-Other respondents (N=28) ..... 39

Figure 30: ‘Which of the following registers would you consider as an acceptable proof of quality for interpreters / translators?’ Percentage of total respondents (N=768), Capita respondents (N=294), Non-Capita respondents (N=447), Unknown-Other respondents (N=27). ..... 41

Figure 31: ‘In your opinion, which of the following registers ensure an acceptable quality standard for interpreters?’ Percentage of total respondents (N=99 & N=513 respectively) ..... 42

Figure 32: ‘In your opinion, which of the following registers ensure an acceptable quality standard for translators?’ Percentage of interpreter / translator group (N=100 & 543 respectively) and translators only group (N=19) ..... 43

Figure 33: ‘Should qualification and experience requirements for additional languages be the same as for the first language?’ Percentage of total respondents (N=764). ..... 44

Figure 34: Respondents’ satisfaction with evaluation of skills and experience during hiring process (N=702), excluding those responding “I don’t know”. ..... 46

Figure 35: Respondents’ satisfaction of evaluation procedures in hiring of face to face interpretation in standard languages (N=533) ..... 47

Figure 36: Respondents’ satisfaction of evaluation procedures in hiring of face to face interpretation in rare languages (N=283) ..... 47

Figure 37: Respondents’ satisfaction of evaluation procedures in hiring of interpreters for deaf and deaf blind (N=166) ..... 48

Figure 38: Respondents’ satisfaction of evaluation procedures in hiring of telephone interpreters (N=288). ..... 49

Figure 39: Respondents’ satisfaction of evaluation procedures in hiring of translators (N=307) 50

Figure 40: Respondents’ satisfaction of ongoing evaluation procedures (N=684) ..... 51

Figure 41: Respondents’ satisfaction of ongoing evaluation procedures (N=467) ..... 52

Figure 42: Respondent satisfaction of complaints procedure (N=735) .....	53
Figure 43: Respondent awareness of disciplinary procedures in place (N=743) .....	54
Figure 44: Respondents' satisfaction of feedback procedure (N=734) .....	54
Figure 45: Respondents' satisfaction of training provided under the Framework Agreement (N=742) .....	55
Figure 46: Organisations which should be responsible for providing a CPD, according to respondents (N=629).....	56
Figure 47: Recommendations of Interpreters (N= 129) .....	59

## 1.0 Introduction

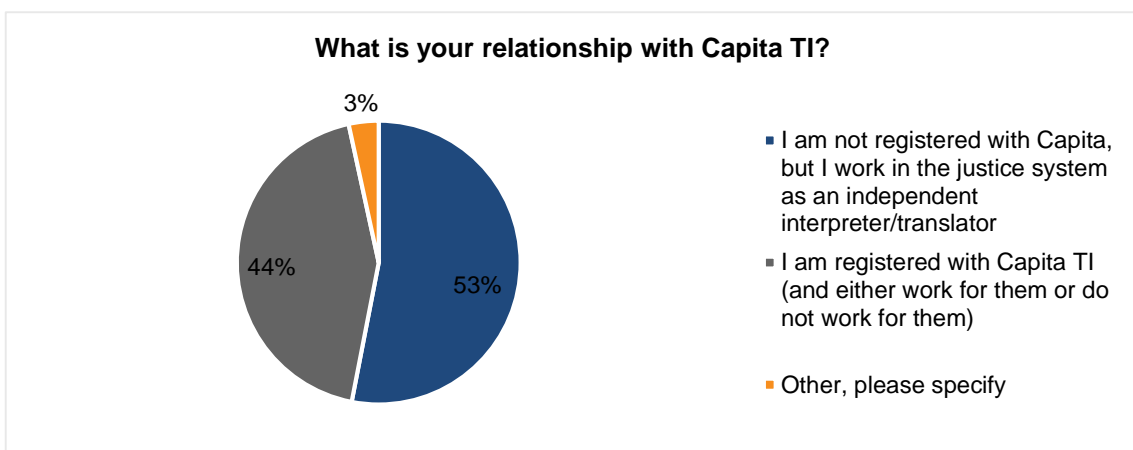
As part of the data collection for the Independent Review of Quality Arrangements under the MoJ Language Services Framework Agreement, an online survey was undertaken targeting interpreters and translators providing their services in the UK justice system. The main objective of the survey was to gather evidence of and stakeholder input on the current state of play regarding the quality of interpretation and translation in the justice system, the relevant quality requirements (qualifications and experience) for interpreters / translators working in the justice system and current procedures for monitoring, evaluating and maintaining the quality of interpretation and translation.

The survey was put online in the week commencing 28 March until 5 May 2014. An invitation email was sent out to interpreters with Capita TI. Moreover, the link to the survey was sent to several interpreter representative organisations (NRPSI, NRC, APCI, Signature, ITI, ASLI, ALS, VLP, ATC and NUPIT) on 28<sup>th</sup> March. In total, 1008 responses were collected, though the number of responses varied per survey question. A breakdown of responses is presented in the section below.

### 1.1 Profile of Respondents

Respondents can be divided into two groups: those who are registered with Capita TI and those who are not registered with Capita TI, but who work in the justice system as an independent interpreter / translator.

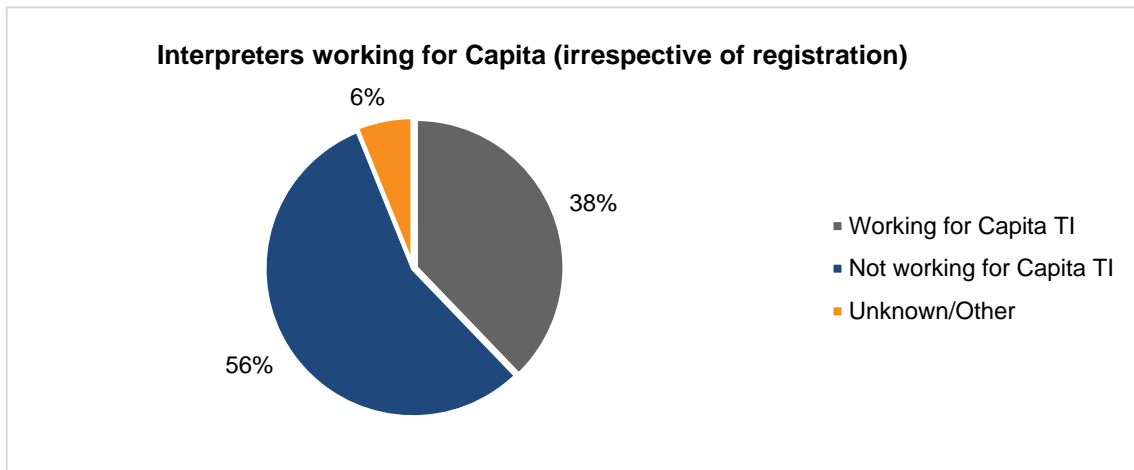
**Figure 1: Respondents' relationship with Capita TI (N=997)**



As can be seen in the figure above, the proportion of respondents that are not registered with Capita (53%) is slightly higher than that of respondents registered with Capita TI (44%).

However, not all respondents that are registered with Capita TI are also working for Capita TI.

**Figure 2: Respondents split up by those working for Capita TI and those not working for Capita TI (N=997)**

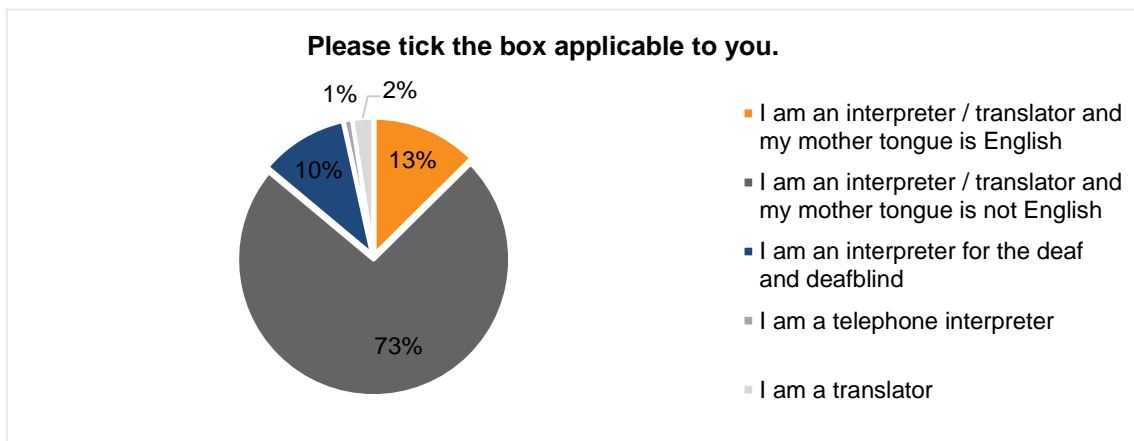


As can be seen in the figure above, 56% of survey respondents do not work for Capita TI (amounting to 559 respondents), while 38% work for the company (377 respondents). Thus, there are more respondents not working for Capita TI that answered this survey.

Given the different perceptions and views of interpreters working for Capita TI and those that are not working for the company, the survey analysis will differentiate between these two groups and highlight different opinions where necessary and appropriate.

Which type of language service respondents provide is illustrated in the figure below.

**Figure 3: Respondents' typology (N=811)**



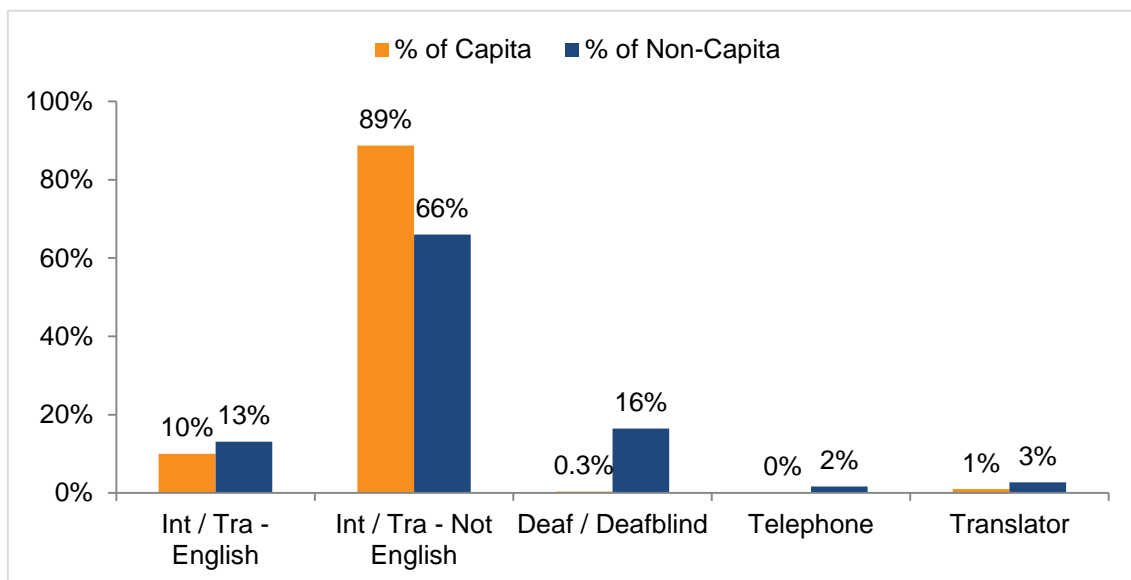


As can be seen in the figure above, the vast majority of survey respondents (73%) are interpreters/translators whose mother tongue is not English, compared to 13% of respondents who are interpreters or translators and whose mother tongue is English. These categories are face to face interpreters in a spoken language that only do interpretation work, or face to face interpreters that also do some translation work. Respondents *only* doing translation work are categorised as translators. Thus, the majority of the respondents (73%+13%=86%) are interpreters or interpreters that are also translators.

Ten percent of the respondents are interpreters for the deaf and deaf blind people (British Sign Language etc), while only a few respondents are telephone interpreters or translators.

Moreover, the next figure shows for each category of language services the percentage of respondents that work for Capita and those that do not.

**Figure 4: Respondents per category: Capita and non-Capita (N=781)**



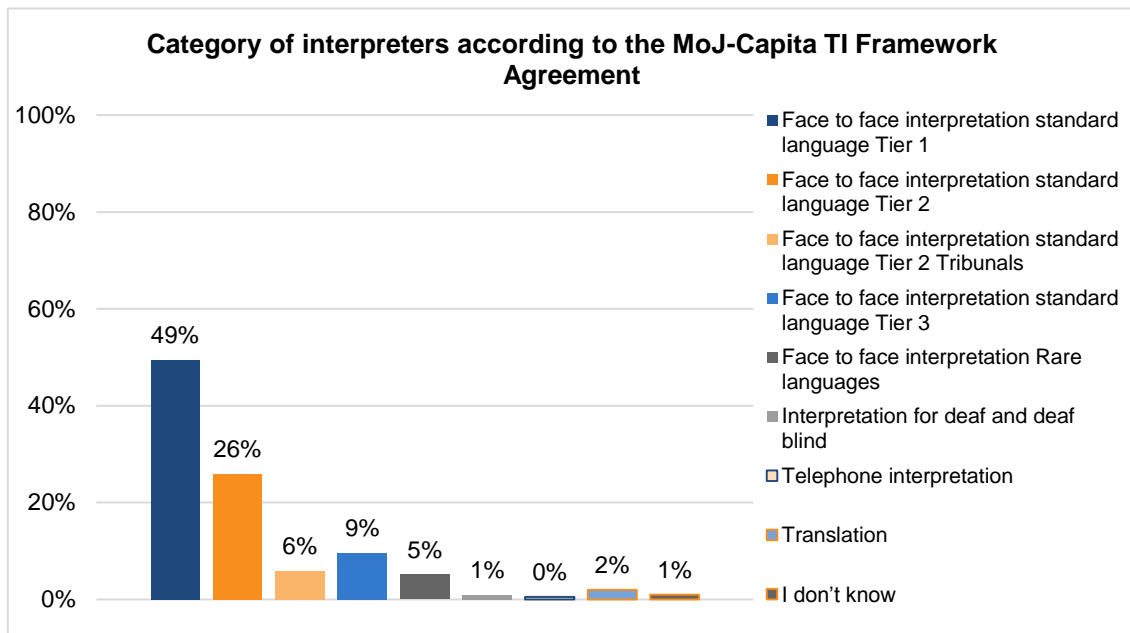
As can be seen in the figure above, almost no respondents that work for Capita TI are interpreters for the deaf or deaf-blind (0.3%) or telephone interpreters (0%). This could be explained by the fact that telephone interpretation provided by Capita TI is outsourced to the company *Language Line*. Therefore, these respondents might have chosen the answer choice that they are not working for Capita TI (as effectively they are working for Language Line).

For the other categories, the proportion of respondents working for Capita TI and those not working for Capita TI is more or less in line with the proportion of these respondents in general (see previous Figure 3), although the percentage of translators working for Capita TI is on the lower end.

### 1.1.1 Respondents working for Capita TI

As mentioned in the previous section, 44% of the survey respondents are registered with Capita TI. They were asked which of the following categories they fell under, according to the MoJ-Capita TI Framework Agreement.

**Figure 5: Categories of respondents registered with Capita TI, according to the Framework Agreement (N= 411)**



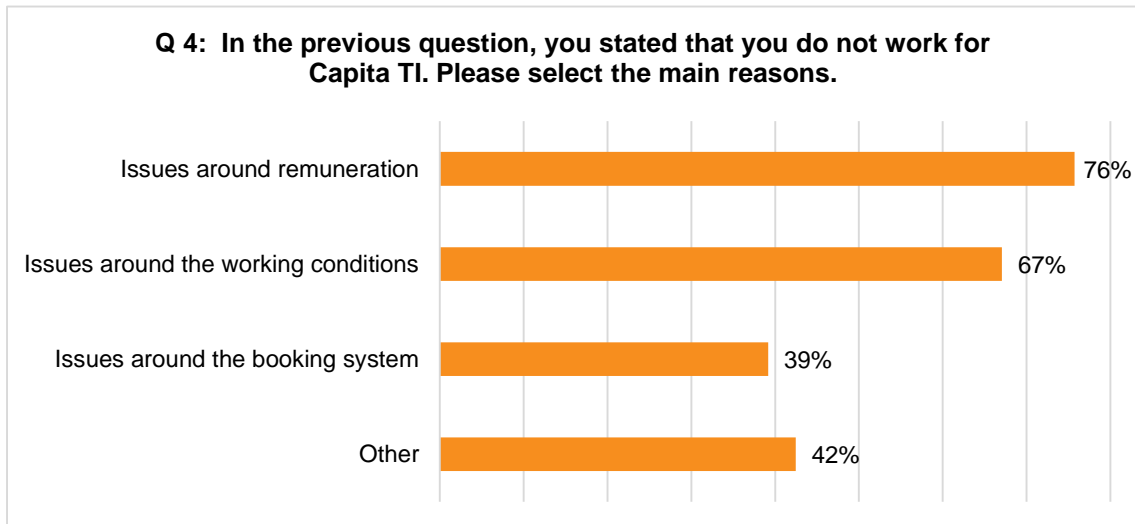
As is illustrated in the figure above, almost half of the respondents that are registered with Capita TI are Tier 1 face to face interpreters in a standard language (N=203), while a bit over a quarter of the respondents registered with Capita are Tier 2 face to face interpreters in a standard language. However, the total percentage of Tier 2 face to face interpreters, thus including the Tier 2 tribunal interpreters, is 32%. Only 9% of the respondents registered with Capita TI are Tier 3 face to face interpreters in a standard language and 5% are face to face interpreters in rare languages.

The percentage of respondents that are interpreters for the deaf and deaf blind, telephone interpreters or translators is less than 2% respectively for each of these categories. Regarding the percentage of translators, it must be noted that some face to face interpreters are providing both interpretation and translation services, therefore this number might be skewed.

### 1.1.2 Respondents not working for Capita TI

The respondents not registered with Capita TI, and those registered but not working for Capita TI, were asked about the reason for not working for Capita TI under the MoJ/Capita Framework Agreement.

**Figure 6: Reason mentioned by respondents for not working for Capita TI (N=577)**



The majority of respondents to this question gave multiple reasons for not working for Capita TI. More than three-quarter of respondents mentioned issues around remuneration as the main reason. For example, one interpreter mentioned that he/she could not afford to continue working in the UK justice sector, and stated that he/she can make a better living in other sectors.

Another reason frequently mentioned by respondents not to work for Capita TI are issues around the working conditions under the Framework Agreement. This often includes issues around the travel expenses/mileage rates and lack of cancellation fee under the Framework Agreement. Least mentioned, but still relevant for 39% of the respondents not working for Capita TI, are issues around the booking system.

Other reasons mentioned by respondents were largely related to:

- Quality issues;
- ALS/Capita TI's reputation;
- Ethical reasons;
- Capita TI's lack of knowledge of the profession.

However, the first three reasons are very much interrelated. Many respondents (almost 20%) mentioned as a reason for not working for Capita TI the fact that the company would employ

“unqualified and inexperienced interpreters” or issues related to the professionalism of the company. Often, respondents mention Capita TI’s reputation in this regard, stating they do not wish to work for a company that is known for accepting interpreters of a low standard (qualifications and experience), or not checking thoroughly enough credentials of interpreters. In addition, some respondents voiced their concern in working alongside unqualified interpreters and therefore being viewed as being of the same standard/level. Moreover, some respondents mentioned the lack of thorough checking of credentials at the hiring stage and the fact that Capita TI has no connection with the relevant professional bodies.

Ethical reasons mentioned often also included an element related to quality: many respondents stated that they did not wish to work for a company that “puts profit before quality”. Other ethical reasons mentioned were more general, such as not supporting the use of commercial for profit agency in a public service, not supporting a “monopoly” driving down prices etc. Other respondents commented on the lack of independence of commercial agencies such as Capita TI, arguing that these are not the appropriate body to decide what the quality standards should be for interpreters.

Another frequently raised argument was that Capita TI was seen as lacking the understanding of the profession (the quality standards required, the complexity of the work, the responsibility overall in the justice system). Some interpreters mentioned the very fact that Capita TI accepts “unqualified”<sup>1</sup> interpreters would demonstrate this lack of knowledge. This issue was especially frequently mentioned by the interpreters for the deaf and deaf blind, which stated that Capita lacked understanding of the role and specific skills of BSL interpreters.

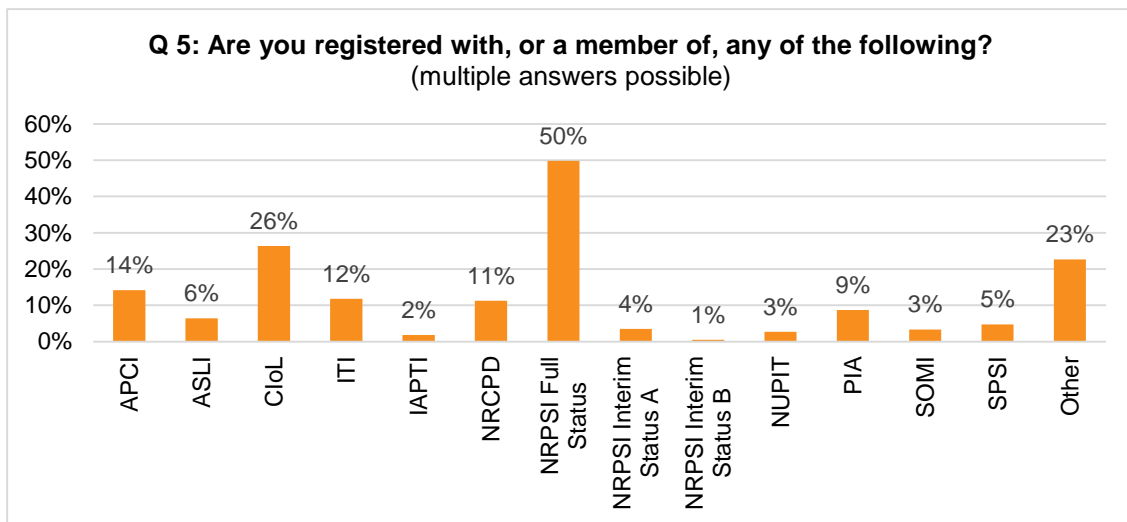
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<sup>1</sup> In this regard, respondents often mean with qualified interpreters those interpreters that were used in the justice system under the National Agreement or NRPSI registered.

### 1.1.3 All respondents

All respondents were asked whether they are registered with/a member of a professional interpretation register or association. Almost all interpreters (99%) mentioned one or more organisations they were registered with/a member of. Which organisations these are, is illustrated in the figure below.

**Figure 7: Respondents’ registration (N=984)**



The majority of respondents to the survey are a member of the National Register for Public Service Interpretation (NRPSI). NRPSI offers full status or interim status, depending on the qualifications and experience of the interpreter/translator. As can be seen in the figure above, half of the survey respondents are a full status member of NRPSI. After NRPSI, most respondents (26%) are a member of the CioL (Chartered Institute of Linguists). Other organisations that respondents are a member of / registered with (between 10 to 15 %) are the Association of Police and Court Interpreters (APCI), the Institute of Translation & Interpreting (ITI) and the National Register of Communication Professionals working with Deaf and Deafblind People (NRCPD).

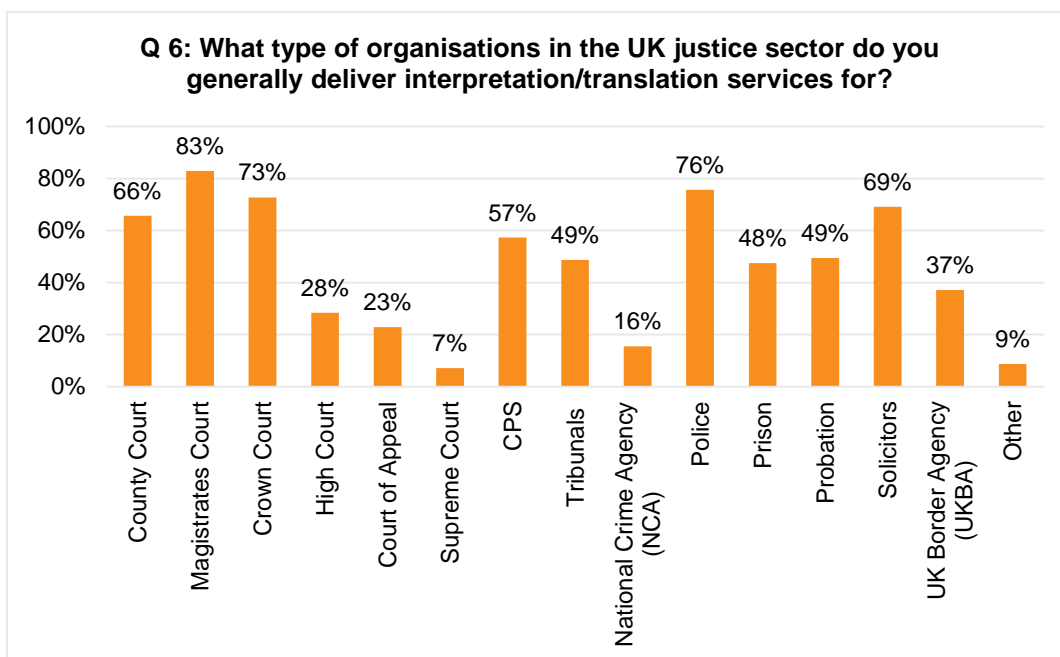
Less than 10% of respondents are a member of the Association of Sign Language Interpreters (ASLI), the International Association of Professional Translators and Interpreters (IAPTI), the National Union of Professional Interpreters and Translators (NUPIT), the Professional Interpreter’s Alliance (PIA), Society of Official Metropolitan Interpreters (SOMI), Society for Public Service Interpreting (SPSI).

Other organisations that were mentioned are:

- Scottish Association of Sign Language Interpreters (SASLI)
- Scottish Interpreters and Translators Association (SITA)
- the International Association of Conference Interpreters (AIIC) - UK and Ireland region
- Visual Language Professionals (VLP)
- Association of Lipspeakers (ALS)

Respondents were also asked to which types of UK justice bodies or organisation they generally deliver their interpretation and/or translation services.

**Figure 8: UK justice bodies/organisations respondents deliver services to (N=882)**



Most of the respondents deliver services to multiple organisations. The majority of respondents work for the Magistrates Court, the Crown Court, the County Courts, Solicitors and the Police. Around half of the respondents work or have worked for the CPS, the Tribunals, Prisons and Probation.

In terms of the Courts, it seems that fewer respondents have worked for the High Court, Court of Appeal and the Supreme Court. However, this is not surprising given that these are the Senior Courts of England and Wales of which only one exists respectively. Of these three, very few respondents have worked for the Supreme Court, which could be related to the fact that this court was only established in 2005.<sup>2</sup>

<sup>2</sup> <http://www.judiciary.gov.uk/about-the-judiciary/the-justice-system/the-supreme-court/>

Two other organisations to which interpretation/translation services are delivered to by Capita TI, but to which, not many respondents deliver their services to, according to the survey, are the National Crime Agency and the UK Border Agency. However, as stated before, this could be related to the lower number of jobs available at these organisations.

Moreover, respondents were asked which foreign languages they provide interpretation/translation in (presuming the other language is English). The languages in which the respondents provide interpretation and translation in is illustrated in the following table, starting by the languages mentioned most often.

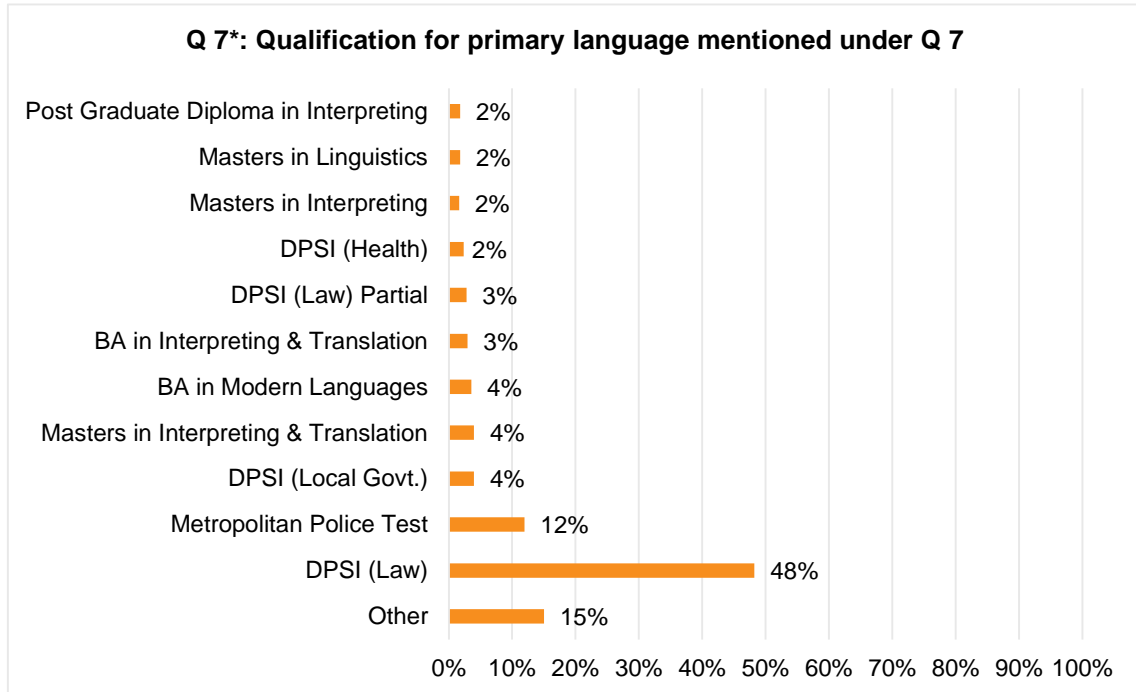
**Table 1: Primary languages spoken by respondents (N=852)**

Language	Amount of respondents	Percentage of respondents	Language	Amount of respondents	Percentage of respondents
<b>Polish</b>	119	14%	<b>Kurdish (Sorani)</b>	10	1%
<b>French</b>	57	7%	<b>Slovak</b>	10	1%
<b>Romanian</b>	55	6%	<b>Mandarin</b>	9	1%
<b>Spanish</b>	51	6%	<b>Tamil</b>	8	1%
<b>Russian</b>	47	6%	<b>Vietnamese</b>	8	1%
<b>Arabic</b>	45	5%	<b>Albanian</b>	7	1%
<b>Portuguese</b>	41	5%	<b>Cantonese</b>	7	1%
<b>Urdu</b>	38	4%	<b>Latvian</b>	6	1%
<b>Lithuanian</b>	30	4%	<b>Pashto</b>	6	1%
<b>Czech</b>	24	3%	<b>Somali</b>	5	1%
<b>Turkish</b>	24	3%	<b>Gujarati</b>	4	0%
<b>Farsi</b>	23	3%	<b>Dari</b>	3	0%
<b>Italian</b>	23	3%	<b>Greek</b>	3	0%
<b>Bulgarian</b>	17	2%	<b>Ukrainian</b>	2	0%
<b>Punjabi / Panjabi</b>	16	2%	<b>Croatian</b>	1	0%
<b>Bengali</b>	15	2%	<b>Estonian</b>	1	0%
<b>German</b>	13	2%	<b>Hindi</b>	1	0%
<b>Dutch</b>	12	1%	<b>Other</b>	95	11%
<b>Hungarian</b>	12	1%			

As can be seen in the table above, 14% of the respondents are interpreters/translators for Polish. Other languages that many respondents (between 5-10%) work in are: French, Romanian, Spanish, Russian, Arabic and Portuguese.

In addition, the respondents were asked which qualification they have to practise as an interpreter or translator in the primary language mentioned in the table above.

**Figure 9: Qualification the respondent has in order to practise as an interpreter/translator in the primary language (N=678)**



As can be seen in the figure above, the majority of survey respondents hold a DPSI (total of 57%). Of these respondents, a large majority holds the DPSI in Law (48%). The rest of the respondents have a DPSI in Health (2%), DPSI (Law) Partial (3%) or a DPSI in Local Government (4%).

The second most mentioned qualification is the Metropolitan Police Test or Met Test (now called the Diploma in Police Interpreting or DPI): 12% of the survey respondents state to have this qualification in order to practise in their primary language.

These findings are not very surprising, given that this research already established that many respondents are full members of NRPSI (which requires a DPSI in law or a DPI/Met Test) and/or are working as a Tier 1 for Capita TI (where the DPSI and DPI/Met Test are also one of the few qualifications accepted).

Apart from the DPSI and the Met Test, many survey respondents hold a qualification at level 6 or a higher/university degree (if accumulated, they amount to a percentage of 22%), including a Masters in Interpreting & Translation (4%), a Masters in Interpreting (2%) or a Masters in Linguistics (2%), a Bachelors in Modern Languages (4%), a Bachelors in Interpreting &



Translation (3%), a Post Graduate Diploma in Interpreting (2%) and other Bachelor degrees<sup>3</sup> (4%) or another foreign Diploma equivalent to MA (1%).

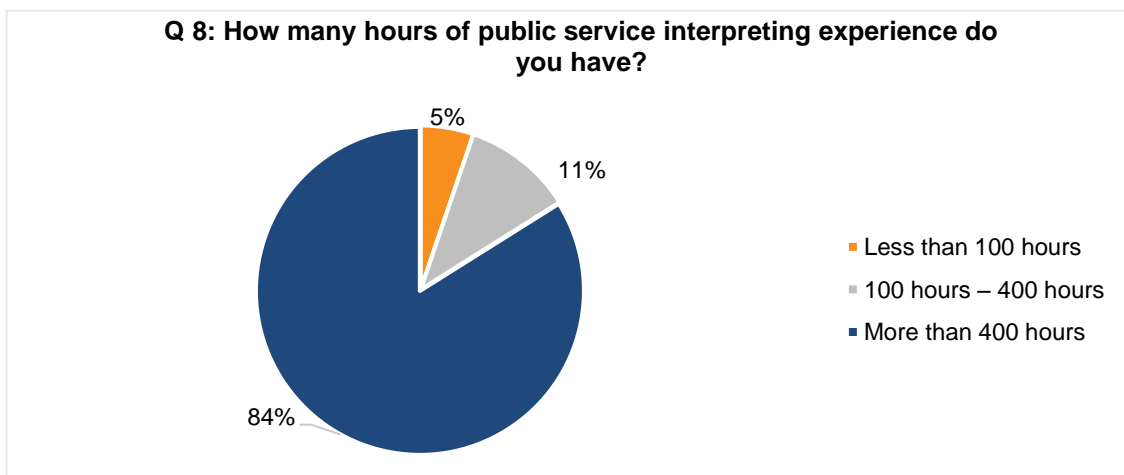
Other qualifications held by only a few survey respondents are:

- “Partial” Qualifications (approx. 4%), excludes the translation module:
  - “Partial DPSI” in Law (3%);
  - “Partial DPSI” in Health or Local Government (less than 1%);
  - “Partial” Metropolitan Police Test (less than 1 %).
- Unit pass of Qualification (approx. 1%)
  - Unit pass DPSI in Law (less than 1 %);
  - Unit pass Metropolitan Police Test (less than 1 %).
- Community Interpreting Level 3 or Level 4 (2%)
- Language related degree (foreign language) or degree in linguistics (1.5%).
- NVQ Level 6 for BSL or deaf blind languages (1%)

Less than 1 % of the respondents hold other certificates or diplomas, such as the Certificate in Community Interpreting (CCI from the CioL), UK Border Agency Certificate, IAA/IAT assessment or the IND assessment.

Apart from their qualifications, respondents were also asked how many hours of on the job experience they have in the field of Public Service Interpretation (PSI).

**Figure 10: Respondents’ on the job experience of interpreting and translation (N=883)**



<sup>3</sup> BA in Philology, Ba in Interpreting, Ba in Linguistics and a BA in Translation.

Most respondents have more than 400 hours of PSI experience. Whether this experience was gained in several months or several years is not known.

The vast majority of survey respondents (84%) indicate to have more than 400 hours of PSI experience, suggesting that they are very experienced interpreters. Only 11% of the survey respondents have between 100 and 400 hours of PSI experience, and only 5% have less than 100 hours of PSI experience.

When differentiating between respondents working for Capita TI and those who do not, there is only a slight difference in the experience of respondents.

**Table 2: Hours of Public Service Interpreting experience of Capita and non-Capita respondents**

Hours of Experience				
Public Service Interpreting experience	Respondents working for Capita TI		Respondents not working for Capita TI	
Less than 100 hours	11	4%	27	5%
100 hours – 400 hours	53	15%	39	8%
More than 400 hours	279	81%	444	87%
<b>TOTAL</b>	<b>343</b>		<b>510</b>	

As can be seen in the table above, there are slightly more interpreters with 100-400 hours of experience in the Capita TI pool of interpreters that responded to the survey, compared to the non-Capita respondents.

## 2.0 Quality of language services under the FA

This section will outline respondents' opinions on the current state of play regarding:

- the level of quality of interpretation and translation appropriate for the justice system;
- the quality requirements/standards (incl. qualifications and experience) for interpreters / translators working in the justice system; and
- quality maintenance procedures and training.

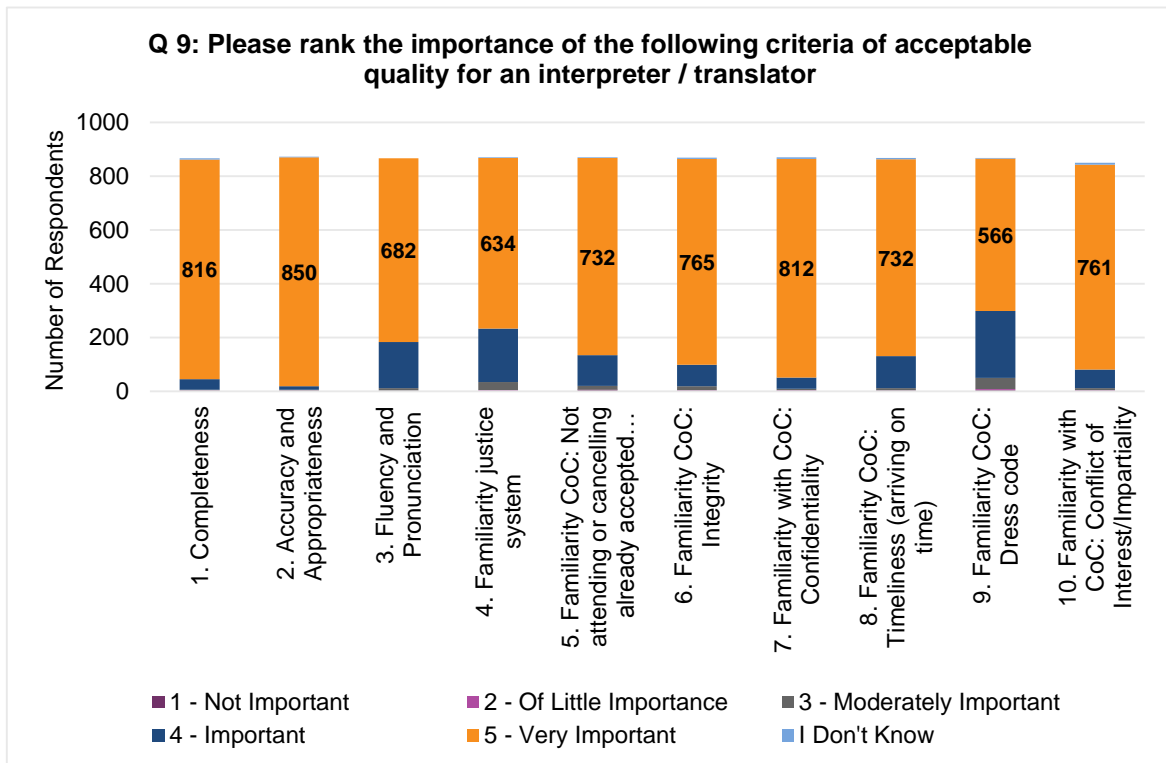
### 2.1 Quality of interpretation and translation in the justice system

Firstly, respondents were asked to rank the importance of ten quality criteria of language services provided in the justice system, namely:

1. Completeness of interpretation/translation
2. Accuracy and Appropriateness of interpretation/translation
3. Fluency and Pronunciation of interpretation
4. Familiarity with the justice system (such as court process)
5. Familiarity with Code of Conduct: Not attending or cancelling already accepted bookings
6. Familiarity with Code of Conduct: Integrity
7. Familiarity with Code of Conduct: Confidentiality
8. Familiarity with Code of Conduct: Timeliness (arriving on time)
9. Familiarity with Code of Conduct: Dress code
10. Familiarity with Code of Conduct: Conflict of Interest/Impartiality

Respondents could rank each criterion from 1 to 5, 1 being "Not important" and 5 being "Very important". The following Figure shows the result of this ranking.

**Figure 11: The importance of quality criteria according to respondents (N= 874)**



Overall, the majority of respondents found all the ten quality criteria mentioned to be “Very Important”, and a few respondents found the quality criteria “Important”. At least 96% of the respondents ranked the quality criteria in question as either “Important” or “Very important”.

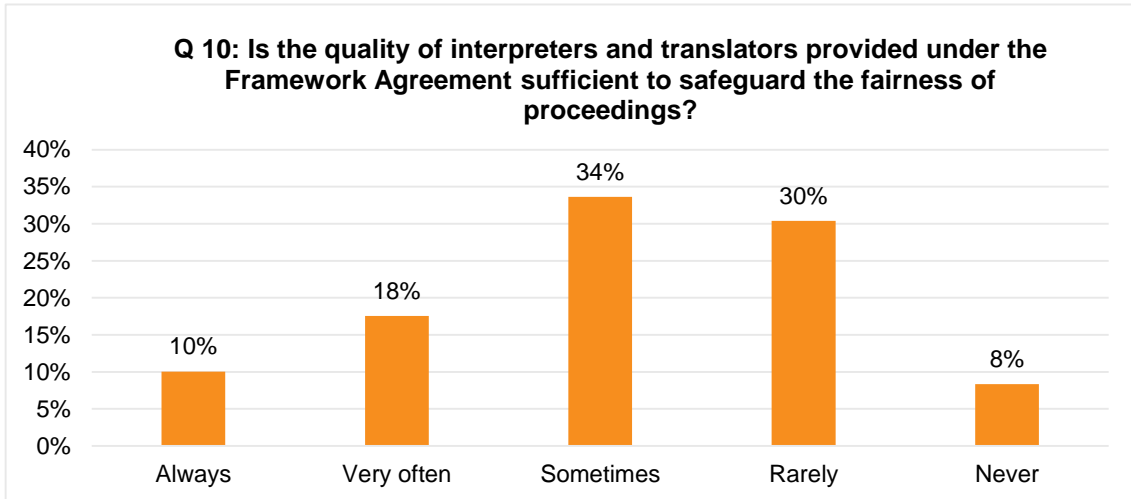
The quality criteria mentioned by most respondents (810 respondents or more) as “Very important” to “Important” are:

- Completeness of interpretation/translation (1);
- Accuracy and Appropriateness of interpretation/translation (2); and
- Familiarity with Code of Conduct: Confidentiality (7).

Furthermore, respondents were asked whether the quality of interpretation and translation is currently sufficient to safeguard the fairness of proceedings.<sup>4</sup>

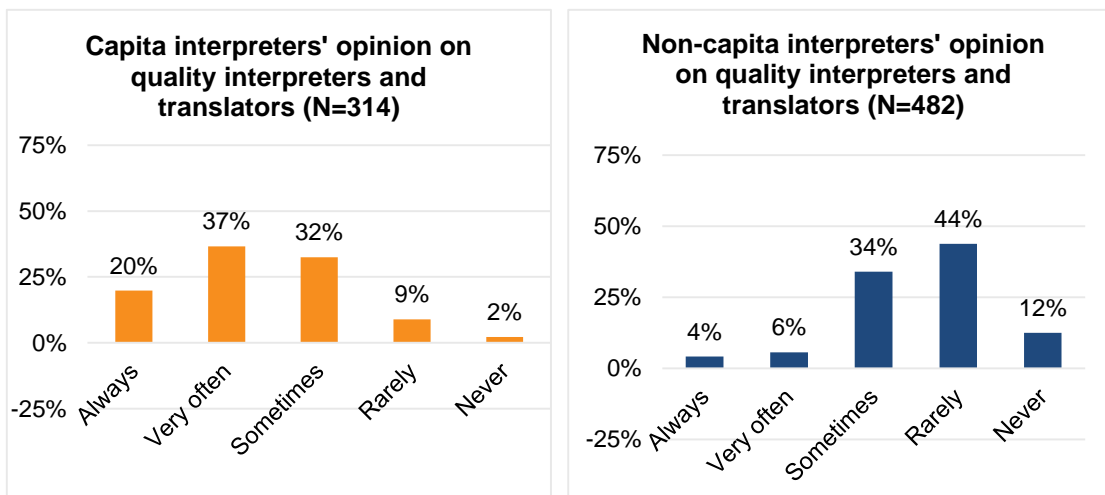
<sup>4</sup> Article 2(8) and 3(9) of the EU Directive 2010/64/EU require interpretation and translation in criminal proceedings to be “of a quality sufficient to safeguard the fairness of proceedings”.

**Figure 12: Is the quality of interpretation and translation sufficient to safeguard the fairness of proceedings (N=826)**



As illustrated above, overall, most respondents believe the quality of the interpreters and translators provided under the Framework Agreement is sometimes or rarely sufficient to safeguard the fairness of proceedings.

**Figure 13: Capita TI and non-Capita TI respondents' opinion on whether the quality of interpretation and translation is sufficient to safeguard the fairness of proceedings**

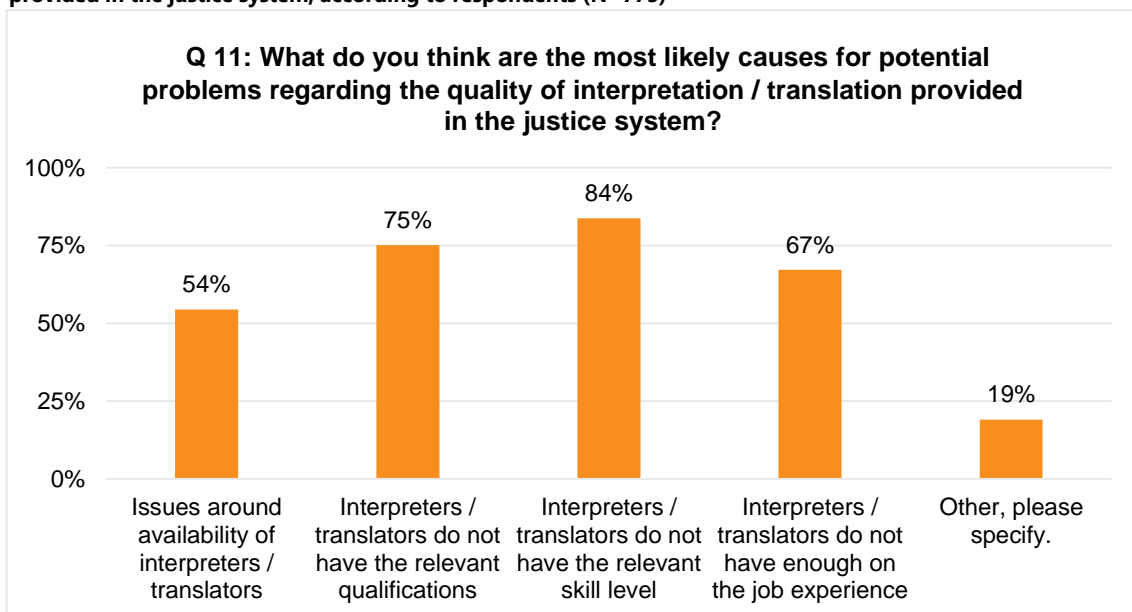


When dividing the respondents between those working for Capita TI and those not working for Capita TI, the landscape looks quite different. Respondents working for Capita TI are more positive about the quality of interpretation and translation provided under the Framework

Agreement: 57% of them believe that 'always' or 'very often' the quality is sufficient to safeguard the fairness of proceedings, compared to 10 % of the respondents not working for Capita TI. Moreover, more than half of the respondents not working for Capita TI believe that the quality is 'rarely' or 'never' sufficient to safeguard the fairness of proceedings. This shows well how split the interpreter landscape is on the issue, based on the professional background of respondents.

Respondents were also asked about the most likely causes, in their opinion, for potential problems regarding the quality of interpretation / translation provided in the justice system. The following figure shows the outcome of this question.

**Figure 14: The most likely causes for potential problems regarding the quality of interpretation / translation provided in the justice system, according to respondents (N=775)**



As can be seen from the figure above, a high proportion of respondents believe that a cause for problems with regards to the quality of the interpretation and translation provided in the justice system are the interpreters' qualifications (75%), skills (84%) and the on the job experience of interpreters (67%). Moreover, more than half of the respondents believe that problems with the quality are caused by availability issues of interpreters / translators (54%).

Other causes mentioned, which are not direct reasons for quality issues, but rather perceived as underlying reasons for problems around skills, qualifications and experience, are:

- Interpreters 'boycotting' the Framework Agreement (FA);
- Remuneration issues;

- Misunderstanding of the profession.

Many respondents see the low remuneration rates under the Framework Agreement and the overall 'boycott' of the Framework Agreement by certain qualified/experienced interpreters (thus refusing to work under the Framework Agreement) as the main reason that Capita TI does not have access to the widest pool of skilled, qualified and experienced interpreters/translators. According to these respondents, there are sufficient "qualified" interpreters available, but these qualified interpreters choose not to work for Capita due to the current remuneration.

Moreover, many respondents perceived a misunderstanding on the side of Capita TI and/or the MoJ of the interpreter profession and the skills and competence required for the work in the justice sector. According to these respondents, this misunderstanding has resulted in the existence of quality standards under the Framework Agreement that do not adequately correspond to the interpretation / translation profession and therefore cause problems regarding the quality of interpretation / translation provided in the justice system.

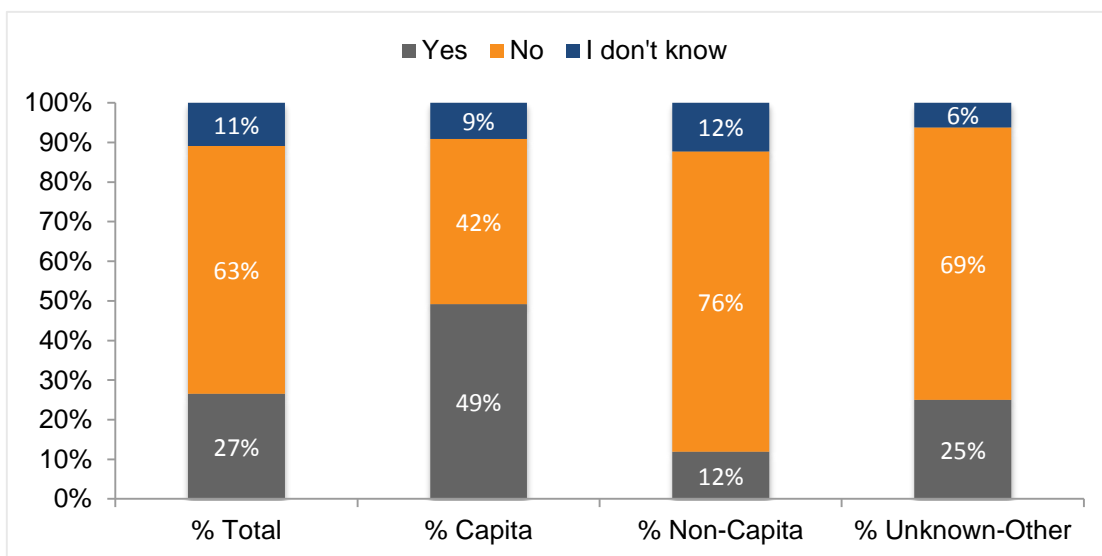
## 2.2 Quality requirements/standards (incl. qualifications and experience) for interpreters / translators working in the justice system

### Tiered System

A collection of the survey questions aimed to ascertain the opinion of respondents on the tiered system currently employed under the Framework Agreement. As mentioned earlier, this system aims to distinguish three levels of interpreters using qualifications and experience. Survey respondents were first asked whether they agree with this approach.

As can be seen in the figure below, overall respondents were not in favour of the tiered system currently in place, with 63% of respondents answering 'No' to this question.

**Figure 15: 'Under the Framework Agreement different levels of qualifications, skills and expertise determine at which level interpreters / translators can practise. Do you agree with this 'Tiered' approach?' Percentage of total respondents (N=837), Capita TI respondents (N=317), respondents not working for Capita TI (N=488) and the Unknown/Other group (N=32)**



However, the figure above also shows that there is a difference between the responses of interpreter groups. Interpreters who currently work for Capita TI, for example, showed a higher regard for the tiered approach, with 49% agreeing, as opposed to 42% disagreeing, with this system. On the other hand, interpreters who do not currently work for Capita TI strongly disagreed with this approach – 76% responded 'No' compared with only 12% responding 'Yes'. These responses may represent a respective familiarity and unfamiliarity with the system. This indicates that those working for Capita TI are, to a certain extent, satisfied with the tiered approach, whereas the response of those not working for Capita TI could be explained by the

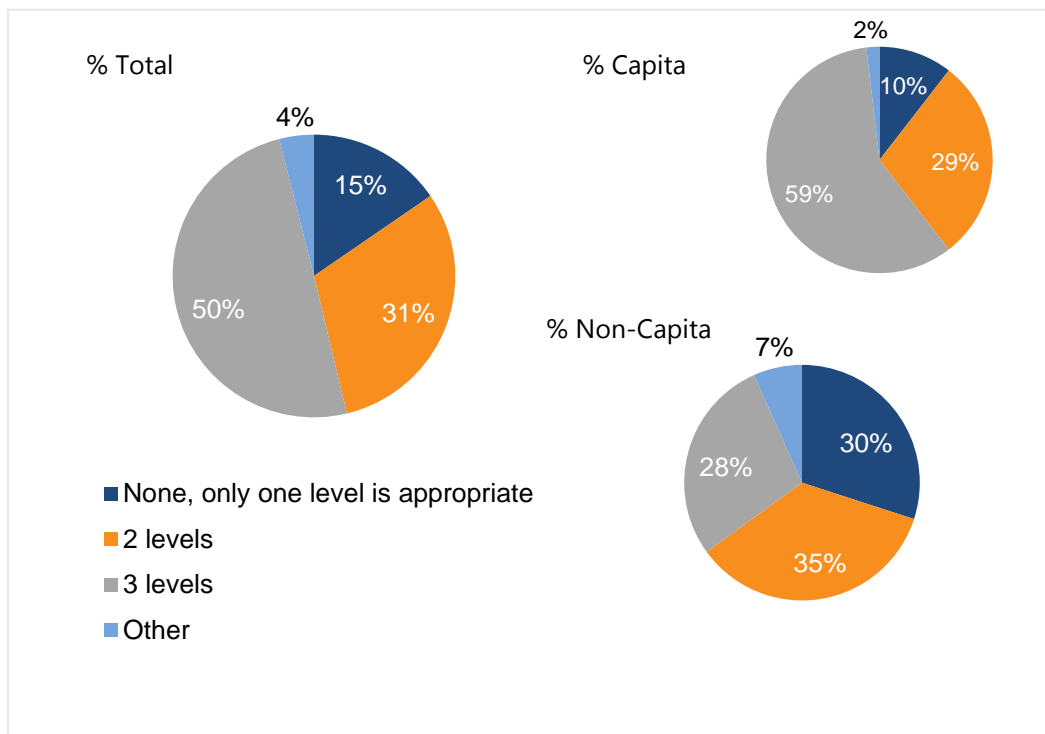


written comments. Respondents note that ‘every aspect of court interpreting is extremely important, and you do not know what can unfold from a court hearing’, so interpreters should always be ‘highly qualified’. Additionally, another respondent remarked that this system is ‘unmonitorable’.

Those who responded ‘Yes’ to the question above were subsequently asked how many levels interpreters should be separated into, according to their relevant qualifications and experience, and which types of language service professionals should be separated this way. As can be seen in the figure below, half of these respondents stated that three levels, as is the case under the Framework Agreement, are appropriate.

However, the views of interpreters working for Capita and those not working for Capita differ significantly on this matter. Only 28% of respondents who do not work for Capita TI selected three levels as being ideal. Instead, this group mostly selected a two level system. This is perhaps because this would not be too dissimilar from the system employed by the National Register of Public Service Interpreters (NRPSI) – the most prominent registration body for a large number of this interpreter group. Contrastingly, 59% of Capita TI respondents believe separating language service professionals into three levels is appropriate. This could be due, as above, to the already existing familiarity with this system, but also suggests a support for the terms of the Framework Agreement.

**Figure 16: ‘Into how many levels should interpreters / translators be separated (according to their qualification and experience) considering the requirements for each sector?’ Percentage of total respondents (N=227), Capita respondents (N=162) and Non-Capita (N=60)**

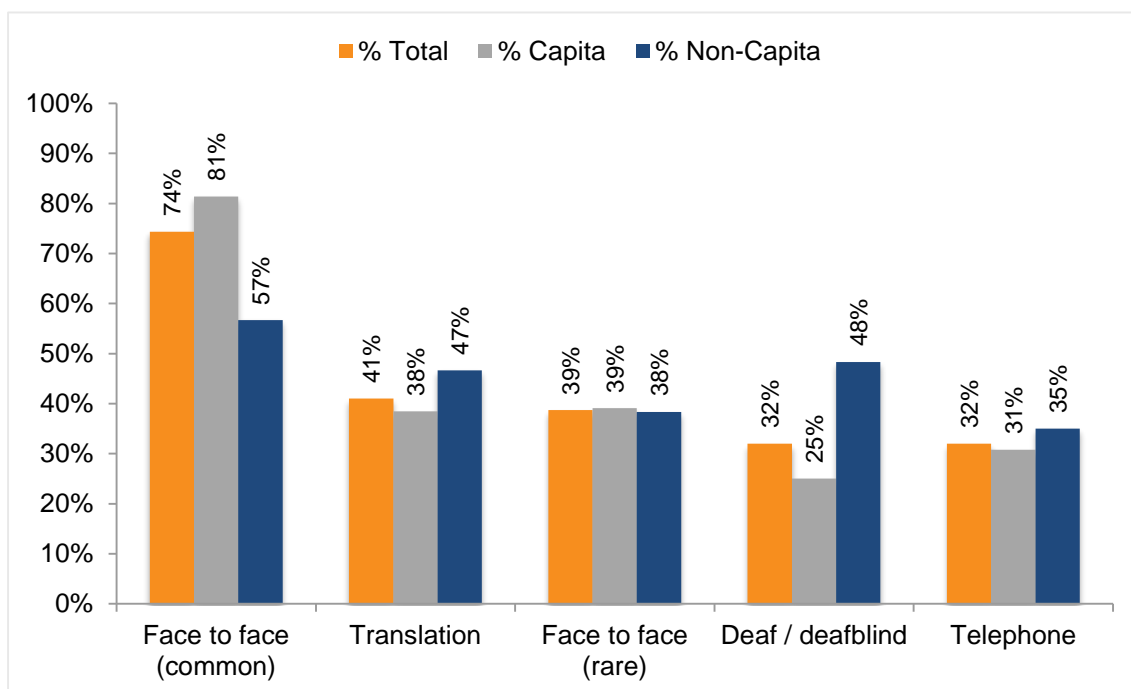


Furthermore, the figure below shows that the majority of respondents (74%, N=222) thought face-to-face interpreters in more common languages were the most suitable group to separate into tiers. However, there is again a noticeable difference between the opinions of interpreters working for Capita TI and those not working for Capita TI. For face-to-face interpreters of common languages, for example, there is a range of 24% between these two groups (81% for Capita TI, 57% for non-Capita TI interpreters). As above, this represents and supports the way interpreters are organised under the Framework Agreement and these responses might be reflections of this group’s familiarity and satisfaction with this system.

Additionally, no other types of language service professional are separated this way by Capita TI and this is reflected in the responses from Capita interpreters – no other type of language service received selection from more than 40% of Capita TI respondents.

The responses of those interpreters not working for Capita TI were more evenly spread across the types of interpreters / translators – a range of only 22% for non-Capita TI respondents as opposed to 56% for Capita TI respondents. Interestingly, 48% of this group selected interpretation for deaf / deafblind people. This is the second most popular choice of this group and is 23% higher than Capita TI respondents.

**Figure 17: ‘In your opinion, which (if any) types of interpreters/translators would you advise to separate into tiers?’ Percentage of total respondents (N=222), Capita respondents (N=156) and Non-Capita respondents (N=60)**



### Differences across the Justice System

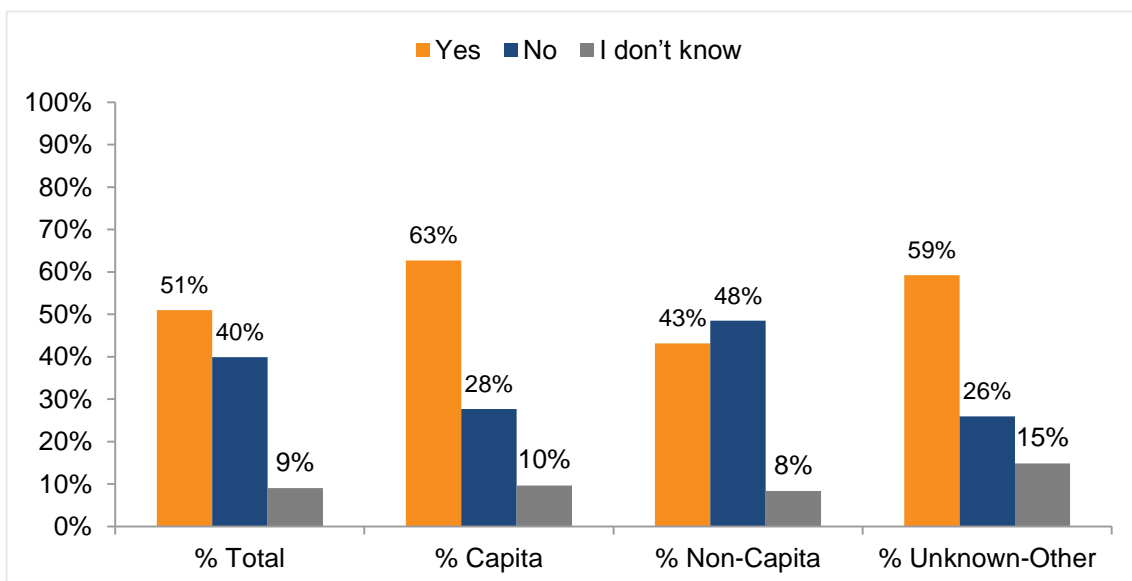
To further determine the applicability of a tiered system, survey respondents were asked to indicate whether the skill and experience requirements differ across the following list of justice system organisations:

- Magistrates Court
- County Court
- Crown Court
- High court
- Court of Appeal
- Supreme Court
- Social Security Tribunals
- Immigration Tribunals
- Employment Tribunals
- Other Tribunals
- Police
- Prison
- Probation

Taking into account the total responses to this question (N=829), 51% responded 'Yes' and 40% responded 'No' (see the below figure). However, there is once again a noticeable difference between the responses of those working for Capita TI and those not working for Capita TI. Non-Capita TI interpreters returned a balanced response – 43% responded 'Yes' and 48% responded 'No' – whereas Capita TI interpreters had a much larger 'Yes' contingent – 63% responded 'Yes' compared with only 28% 'No' responses. Interestingly, this unbalanced view is supported in the Unknown-Other group, where a difference of 33% exists between the number of 'Yes' and 'No' responses (59% 'Yes' to 26% 'No'). Written comments expand on the reasons for this. A number of interpreters working for Capita TI, for example, stated that the 'vocabulary differs' and that 'the nature of legal proceedings' varies by institution. Additionally, others note that 'some courts...require more experience' due to more complex and intimidating circumstances, which would warrant higher skill and experience requirements for interpreters working in higher-level courts in the justice system.

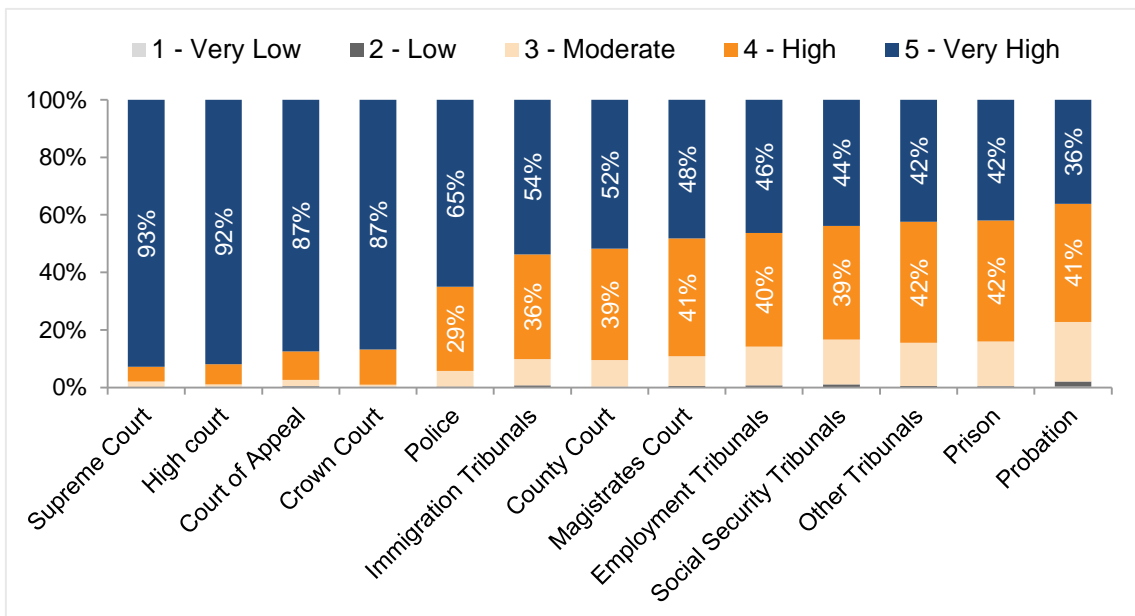
The response from interpreters / translators not working for Capita can be explained by written comments left by respondents. Within these comments there is a general consensus among non-Capita TI interpreters / translators that '*all these organisations decide about people's future and freedom*' and although '*terminology and working practices might be different*', '*many cases...initially appear minor but...develop into something very serious*' and therefore all situations require '*experienced, highly qualified professionals*'. Additionally, a number of responses from this group suggest prejudice against Capita TI and the Framework Agreement. For example, one respondent remarked '*where agencies such as Capita TI...are used, the quality of interpreters and their skills and conduct can often be questionable*'.

**Figure 18: 'In your opinion, do the skill and experience requirements for interpretation / translation differ across the UK justice system organisations listed below?' Percentage of total respondents (N=829), Capita respondents (N=311), Non-Capita Respondents (N=491), and the Unknown-Other group (N=27)**



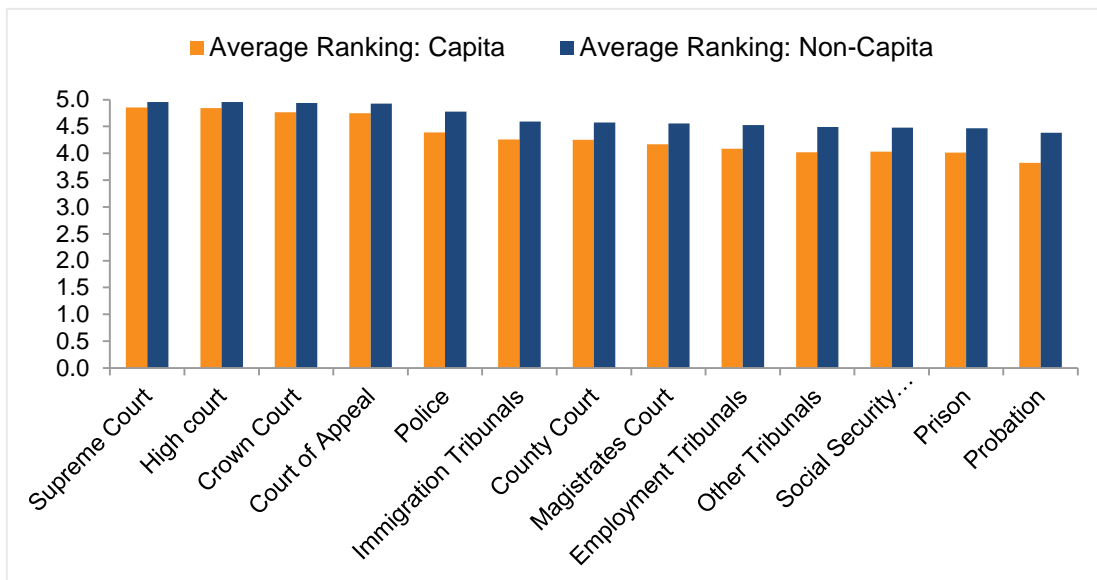
Those who responded 'Yes' to the above question were subsequently asked to rank the level of skills and experience required for each of the different organisations mentioned above on a scale from 'Very Low' (1) to 'Very High' (5). As can be seen in the figure below, respondents commonly ranked the skills and experience needed as 'High' or 'Very High' for the different organisations. No organisation, for example, received less than 77% combined 'High' or 'Very High' skill and experience requirements and the combined percentage of 'Very Low' and 'Low' responses in total is only 0.6%. In addition, it is notable that there was slight variation across the justice system organisations. The high risk / importance justice system organisations (i.e. the Supreme Court and the Senior Courts) received extremely high skill and experience rankings compared with the courts of lower risk / importance (i.e. the subordinate courts, tribunals, prison and probation services). In this respect, 93% of respondents ranked the skill and experience needed for the Supreme Court as 'Very High'; 92% responded in this way regarding work in the High Court; and 87% of respondents viewed the skill and experience required to work in both the Court of Appeal and the Crown Court as 'Very High'. In comparison, no other organisation received more than 65% of 'Very High' rankings. This suggests that all interpreters believe that 'High' / 'Very High' levels of skill and experience are needed across all justice system organisations, however the organisations of high risk / importance (i.e. the Supreme Court, High Court, Court of Appeal and Crown Court) are perceived to require significantly higher levels of skill and experience than the other organisations.

**Figure 19: 'Please rank the level of skills and experience in interpreting / translating needed for each of the different organisations on a scale from 1 to 5'. Percentage of total respondents (N=417). Supreme Court (N=407), High Court (N=411), Court of Appeal (N=409), Crown Court (N=415), Police (N=417), Immigration Tribunals (N=412), County Court (N=413), Magistrates Court (N=416), Employment Tribunals (N=409), Social Security Tribunals (N=408), Other Tribunals (N=403), Prison (N=414), Probation (N=407).**



The figure below further demonstrates that there is a clear consensus on the skills and experience needed across these organisations throughout both groups of interpreters / translators (Capita TI and non-Capita TI respondents). There is no great difference between the rankings of these two groups – only one organisation (Probation) has a variation of more than half a point regarding the rankings of the two groups. This further suggests that ‘High’ or ‘Very High’ skills and experience are needed in all justice system interpreting situations.

**Figure 20: ‘Please rank the level of skills and experience in interpreting / translating needed for each of the different organisations on a scale from 1 to 5’. Average rankings (from 1-5) by Capita respondents (N=192) and non-Capita respondents (N=206)**



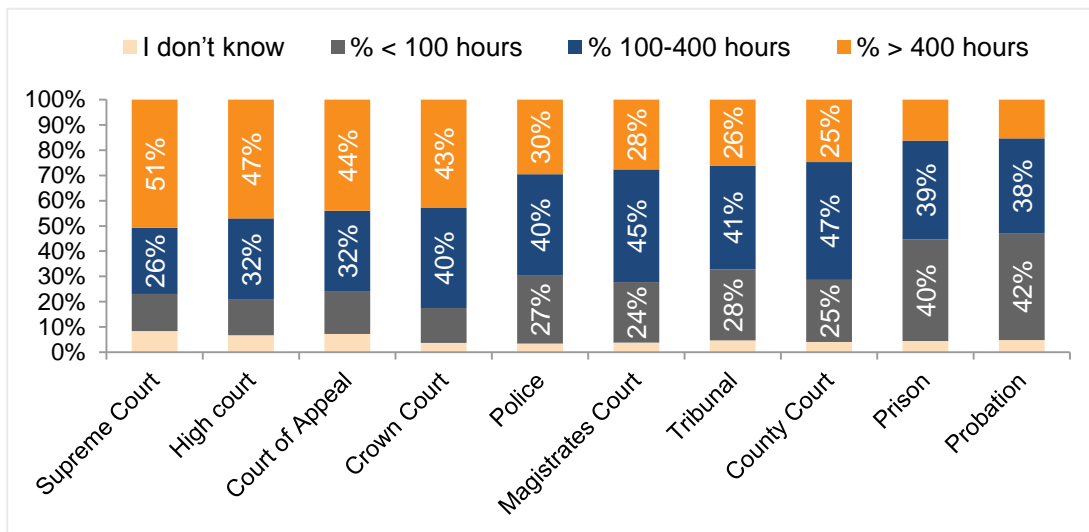
Furthermore, all survey respondents were asked to indicate the number of hours of on the job experience needed across the named justice sector organisations. The following options were provided:

- Less than 100 hours
- 100-400 hours
- More than 400 hours

The responses in this regard were similar to the figures above, with the Supreme Court and High Court receiving the most ‘More than 400 hours’ of experience responses (48% and 45% respectively) and the Probation and Prison services receiving the most ‘Less than 100 hours’ responses (39% for both). The figure below demonstrates that, as the skill and experience levels required decrease, the number of hours of on the job experience required also decrease. However, in all organisations, over 50% of responses indicated that at least 100 hours of

experience is required. These findings again suggest that, although there is slight variation, a high level of experience is required across all justice sector organisations.

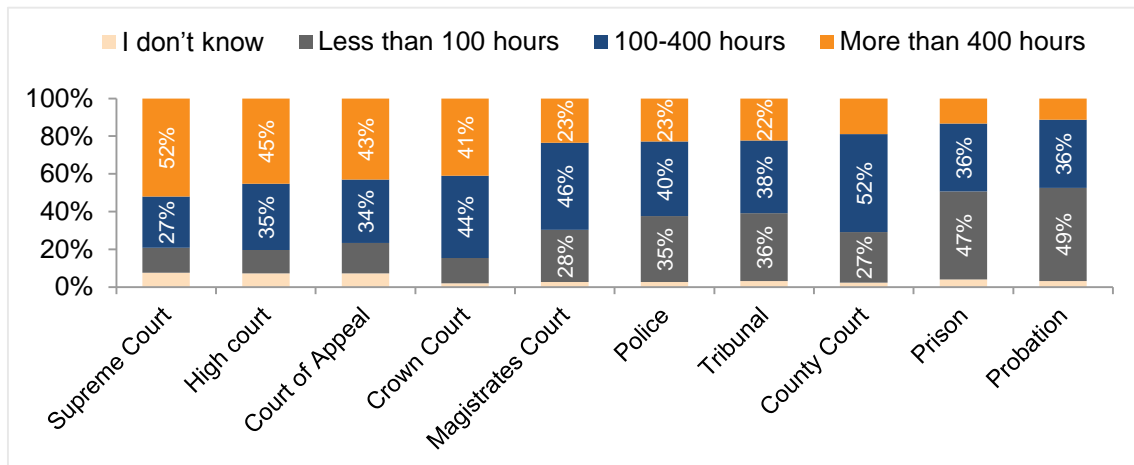
**Figure 21: 'Alongside a relevant qualification, how many hours of on the job interpretation/translation experience is needed, in your opinion, to obtain a minimum standard of quality for language services in each of the following areas?' Supreme Court (N=668), High Court (N=680), Crown Court (N=696), Court of Appeal (N=673), Police (N=693), Magistrates Court (N=706), Tribunal (N=679), County Court (N=687), Prison (N=683) and Probation (N=655).' Percentage of total respondents (N=708)**



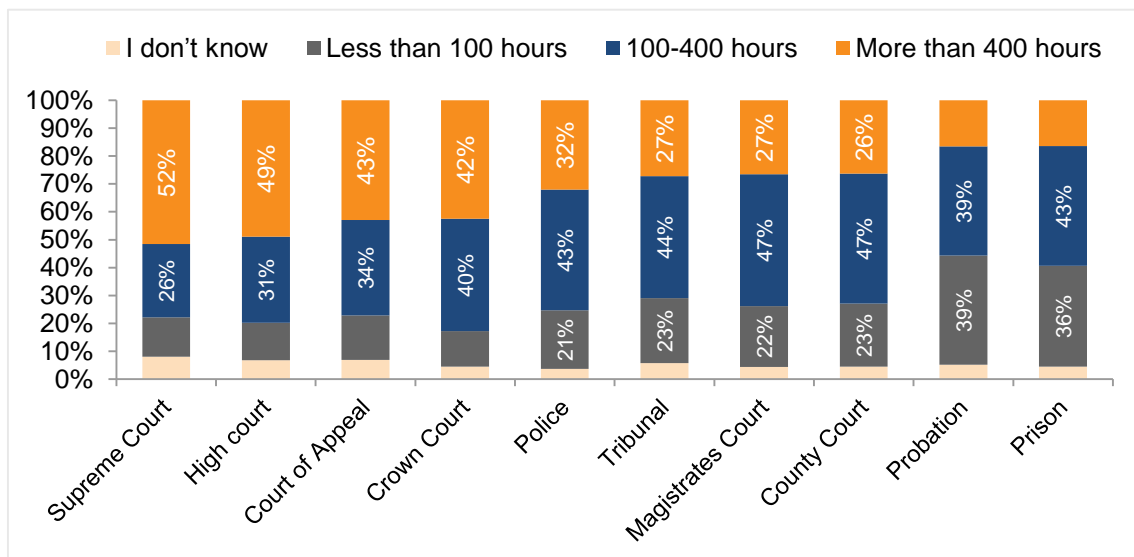
In the two figures below, these responses are broken down further into those interpreters / translators working for Capita TI and those not working for Capita TI, respectively. These figures show that those interpreters / translators working for Capita TI are more likely to select either 'Less than 100 hours' or '100-400 hours' as appropriate experiences (e.g. 49% of Capita respondents selected 'Less than 100 hours' for Probation work as opposed to 36% of non-Capita respondents). Contrastingly, interpreters / translators not working for Capita were more likely to select 'More than 400 hours' (e.g. 32% of non-Capita TI respondents selected 'More than 400 hours' for Police work as opposed to 23% for Capita TI respondents).

This variation is minor in most cases; however, it could be explained by the familiarity of these interpreter groups with the terms they work under. The selections of Capita respondents reflect the requirements under the Framework Agreement (>100 hours experience) whereas non-Capita responses reflect the requirements for full status registration with NRPSI (400 hours).

**Figure 22: 'Alongside a relevant qualification, how many hours of on the job interpretation/translation experience is needed, in your opinion, to obtain a minimum standard of quality for language services in each of the following areas?' Percentage of Capita respondents (N=265). Supreme Court (N=250), High Court (N=250), Crown Court (N=259), Court of Appeal (N=249), Police (N=258), Magistrates Court (N=264), Tribunal (N=255), County Court (N=254), Prison (N=254) and Probation (N=247).**



**Figure 23: Percentage of non-Capita respondents (N=421). Supreme Court (N=398), High Court (N=409), Crown Court (N=417), Court of Appeal (N=403), Police (N=414), Magistrates Court (N=420), Tribunal (N=405), County Court (N=412), Prison (N=408) and Probation (N=388).**



### Qualifications

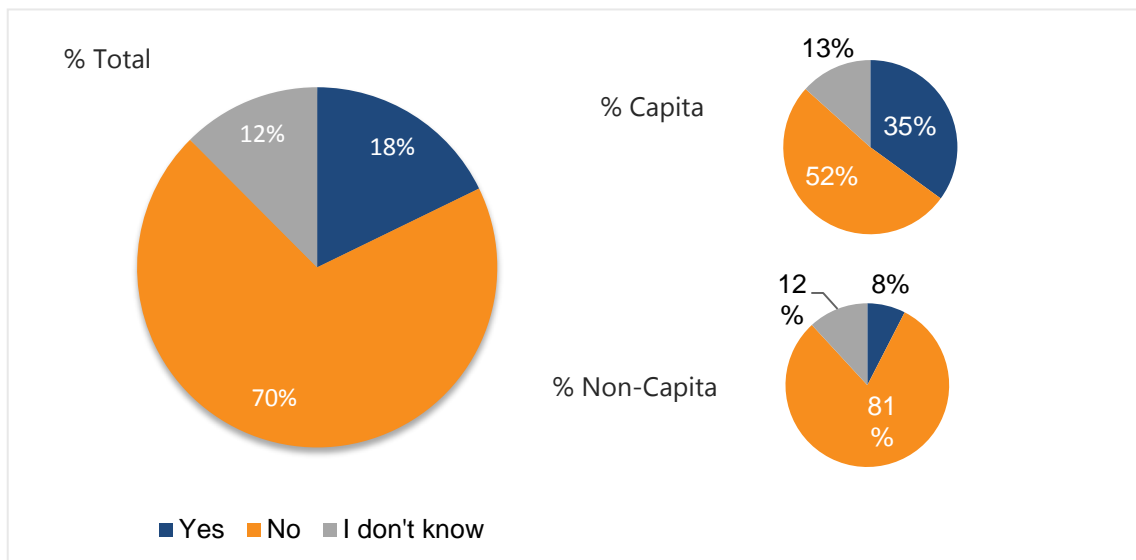
Survey respondents were asked to indicate whether the current system places enough focus on qualifications. 770 respondents answered this question and 70% found that the current system



does not focus enough on qualifications (see the figure below). There was, however, a 27% difference between the 'Yes' responses of those working for Capita TI and those not working for Capita TI (35% 'Yes' and 8% 'Yes' respectively). It is worth noting that 52% of Capita TI respondents still responded 'No', which suggests that a slight majority of these interpreters / translators does not believe that there is enough focus on qualifications in the current system. The extremely high 'No' response of non-Capita respondents (81%) could be due to the prejudice of a number of this group against the Framework Agreement and the variation in standards between numerous different national organisations. This is evidenced by comments left in response to this question:

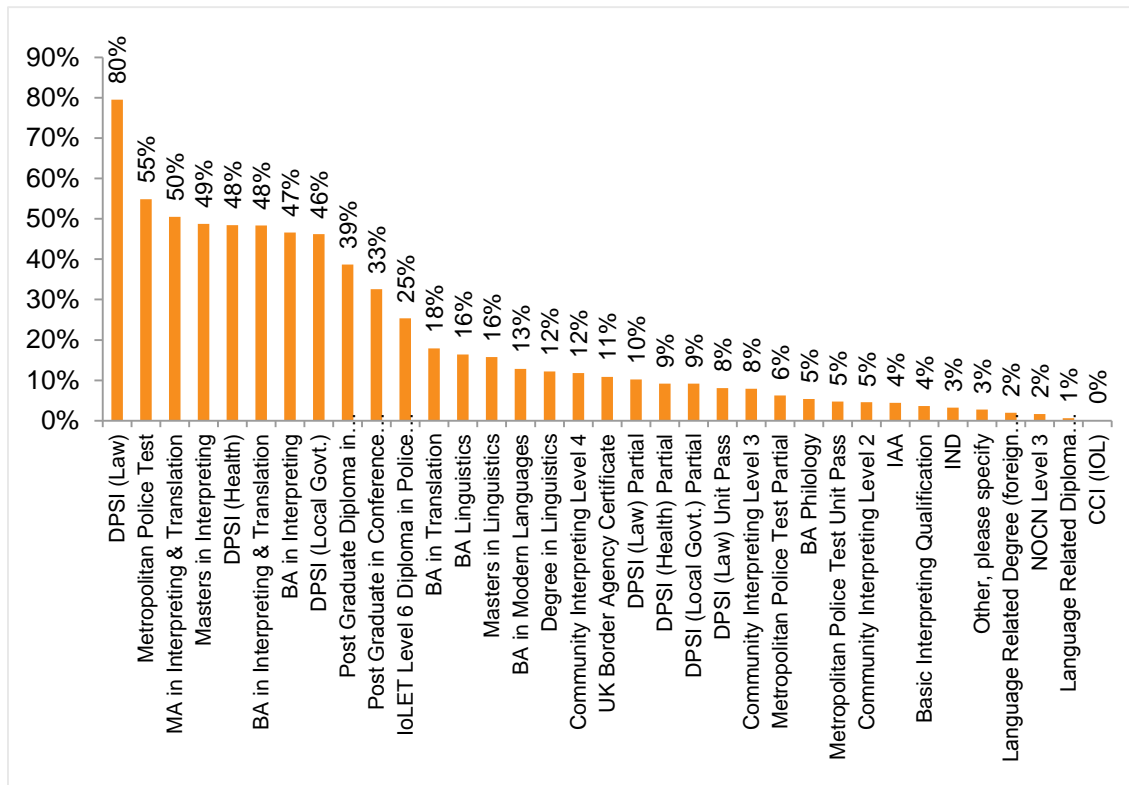
- *'The supplier regularly sends under- or unqualified workers to attend assignments.'*
- *'Unqualified people still seem to be used in order to 'keep costs down'. This results in poorly qualified and inexperienced people being pushed towards working in the sector'*
- *'There should be one transparent standard.'*
- *'If you mean the FWA then no, but yes for the National Agreement.'*

**Figure 24: Question 34: 'In your opinion, does the current system focus enough on qualifications?' Percentage of total respondents (N=770), Capita respondents (N=277), Non-Capita respondents (N=464)**



Survey respondents were also asked to indicate which qualifications, as stated in the Framework Agreement, ensured an acceptable quality standard for their area of language service professionals (i.e. interpreter / translator / interpreter for deaf or deafblind people / telephone interpretation). Respondents were able to choose multiple answers. The following paragraphs present the findings to this question broken down by type of interpreter / translator:

**Figure 25: 'What qualifications do you think are acceptable to practise as a face to face interpreter in standard (common) languages, to obtain a minimum standard of quality, for interpreters whose first language is English (Q21) or not English (Q26)?' Percentage of total respondents (N=102 & 552 respectively).**



The general trend regarding these qualifications is similar when comparing interpreters working for Capita and those not working for Capita, as well as when comparing interpreters whose first language is English and those whose first language is not English.

An insight into this trend can be supplemented by comments written in response to these questions. It first must be noted that a number of respondents were not familiar with a large proportion of these qualifications and therefore did not feel comfortable stating whether they were acceptable or not. Second, the need for specific training in interpreting on top of fluency in two languages is mentioned as a must by numerous respondents. For example, one stated *'being fluent in both languages, even supported with a degree will not be sufficient. One needs to be trained specifically for interpreting'*. This opinion earmarks a large proportion of the stated qualifications as unacceptable.

### Translators

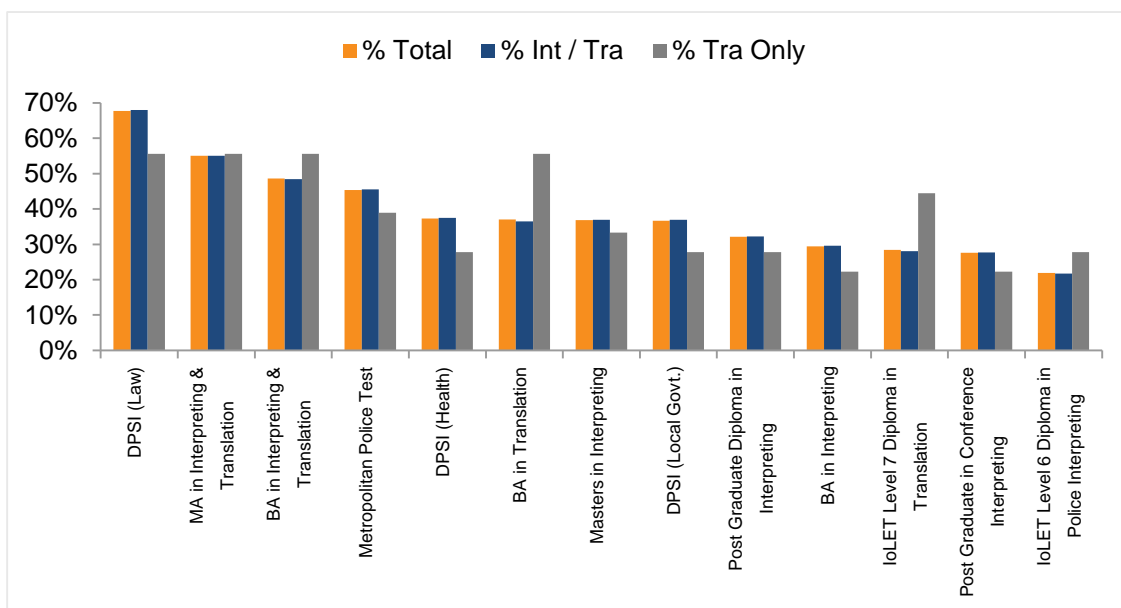
A similar pattern exists regarding translators. Only two qualifications were selected by over 50% of respondents (see the figure below): the DPSI in Law (68%) and the Masters in Interpreting and Translation (55%). Furthermore, 70% of the qualifications named were selected by less than 20%

of respondents. As above, this suggests that a large proportion of the qualifications named in the Framework Agreement are not acceptable to ensure quality of translation.

The survey question was answered separately by those who work solely as translators and those who work as interpreters as well as translators. In this regard it is noticeable that certain qualifications are viewed differently by these two groups (see the figure below). The DPSI in Law, for example, is held in higher regard with the interpreter / translator group (68% selected it as acceptable as opposed to 56% in the translator only group) – as is the Metropolitan Police Test (46% as opposed to 39%). In comparison, the BA in Modern Languages is deemed appropriate by 33% of the translator’s only group as opposed to 15% of the interpreter / translator group, and the BA in Translation is placed at the same level as the DPSI in Law within the translator’s only group (56%).

These differences could be due to the familiarity of these different groups with different qualifications. The DPSI in Law and the Metropolitan Police Test are seen as high quality standards by NRPSI and the Framework Agreement. The translator only group, however, might not represent people as familiar with these standards. Furthermore, these figures may have been affected by the small number of respondents in the translator only group (N=18) compared with the interpreter / translator group (N=685).

**Figure 26: Questions 19, 24 & 31: ‘In your opinion, which of the following qualifications ensure an acceptable quality standard for translators?’ % Total (N=703), % Int / Tra (N=685), % Tra Only (N=18)**



### Interpreters for Deaf and Deafblind people

Interpreters for deaf and deafblind people were also asked to indicate which of the following qualifications were acceptable to ensure a minimum standard of quality:

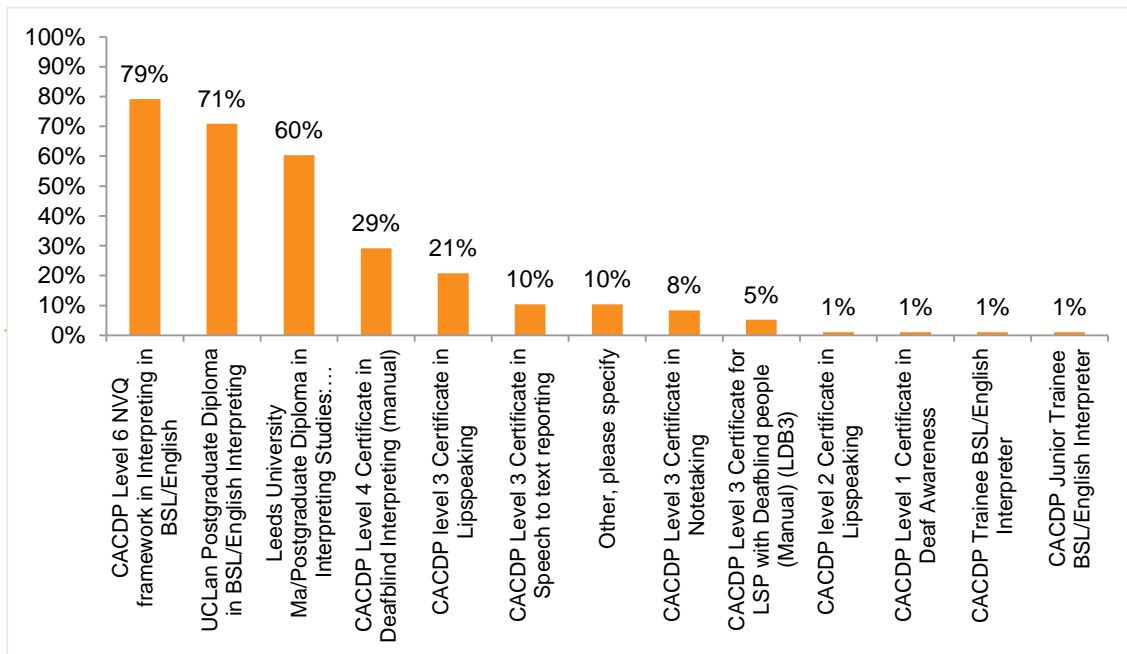
- CACDP Level 6 NVQ framework in Interpreting in BSL/English

- UCLan Postgraduate Diploma in BSL/English Interpreting
- Leeds University MA/Postgraduate Diploma in Interpreting Studies: BSL/English
- CACDP Level 2 Certificate in Lipspeaking
- CACDP Level 3 Certificate in Lipspeaking
- CACDP Level 1 Certificate in Deaf Awareness
- CACDP Level 3 Certificate in Speech to text reporting
- CACDP Level 4 Certificate in Deafblind Interpreting (Manual) CACDP Level 3 Certificate for LSP with Deafblind people (Manual) (LDB3)
- CACDP Level 3 Certificate in Notetaking
- CACDP Trainee BSL/English Interpreter
- CACDP Junior Trainee BSL/English Interpreter
- Other

It should be noted that, as this list was compiled using information from the National Agreement and the Framework Agreement, it does not reflect the re-branding of the qualification provider in 2009 – namely from CACDP to Signature – nor does it take into account that the CACDP Junior Trainee BSL/English Interpreter no longer exists.

From the above list, three qualifications were highly regarded, receiving selections from over 60% of respondents (see the figure below): the CACDP Level 6 NVQ framework in Interpreting in BSL/English (79%), the UCLan Postgraduate Diploma in BSL/English Interpreting (71%) and the MA/Postgraduate Diploma offered by Leeds University in Interpreting Studies: BSL/English (60%). The other ten qualifications were all selected by less than 30% of respondents. Regarding those qualifications specifically mentioned in the Framework Agreement, only one (79% - CACDP Level 6 NVQ framework in Interpreting in BSL / English) received selections from more than 21% of respondents. This suggests that the Framework Agreement standards do not seem acceptable for interpreters for deaf and deafblind people. However, this could be due to the fact that a number of the qualifications included relate to different methods of communication with deaf and deafblind people (i.e. BSL/Lip Speaking/Speech to Text reporting/Deafblind manual/notetaking). In this respect, the differences in respondent familiarity with these communication methods, and their qualifications, may be reflected in the low percentages seen for some of these qualifications.

**Figure 27: 'What qualifications do you think are acceptable for interpreters for the deaf and deafblind to obtain a minimum standard of quality?' Percentage of total respondents (N=96)**



Survey respondents who solely provide telephone interpretation to justice sector organisations were also required to indicate the qualifications that they see as acceptable for this type of work. Respondents were able to select multiple qualifications that they determined as acceptable to ensure a minimum standard of quality. It should be noted that the number of respondents for this question (N=28) was comparatively small due to the small number of interpreters solely carrying out telephone interpretation.

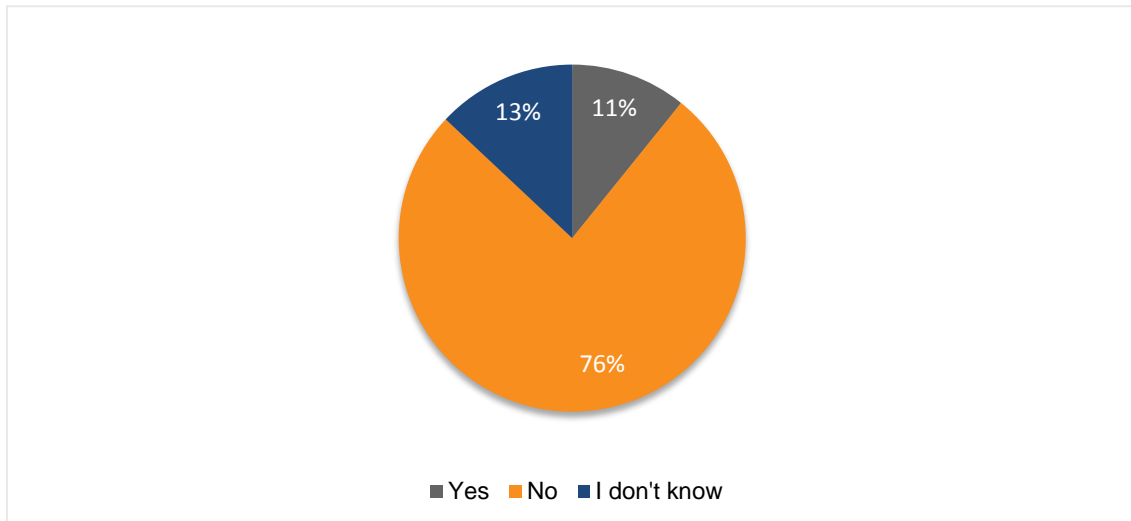
Qualification responses ranged from 39% for the BA in Interpreting to 0% for the CCI, Community Interpreting Level 2 and NOCN Level 3. However, differences can be seen between the responses of telephone interpreters who work for Capita and those who do not work for Capita. For example, differences of 30% or more exist with regards to the BA in Interpreting (53% and 23% respectively), the BA in Interpreting and Translation (47% and 15% respectively), the BA in Translation (40% and 8% respectively), and the BA in English (33% and 0% respectively). Qualifications held in higher regard by non-Capita interpreters include the Metropolitan Police Test (38% difference).

### Experience

Survey respondents were asked to indicate whether the current system places enough focus on experience. 769 respondents answered this question and 76% stated that the current system does not focus enough on experience ('No' response). There was, however, a 22% difference between the responses of those working for Capita TI and those not working for Capita TI (62% 'No' and 84% 'No' respectively). To a certain extent, this difference could be due to the aforementioned prejudice against Capita TI held by a section of interpreters. Written responses

to this question further highlight this. One respondent remarked that *'I've seen [Junior Trainee Interpreter's] in court situations... [Capita] don't care about the quality of the interpretation they just want to fulfil the contract the cheapest way possible'* and another stated that *'it seems to focus on cost rather than experience'*.

**Figure 28: 'In your opinion, does the current system focus enough on relevant experience?' Percentage of total respondents (N=769)**



In addition to this question on the focus of the current requirements for language service professionals, respondents were asked to indicate where they think newly trained interpreters and translators with the relevant qualifications can gain experience. They could choose from the following options:

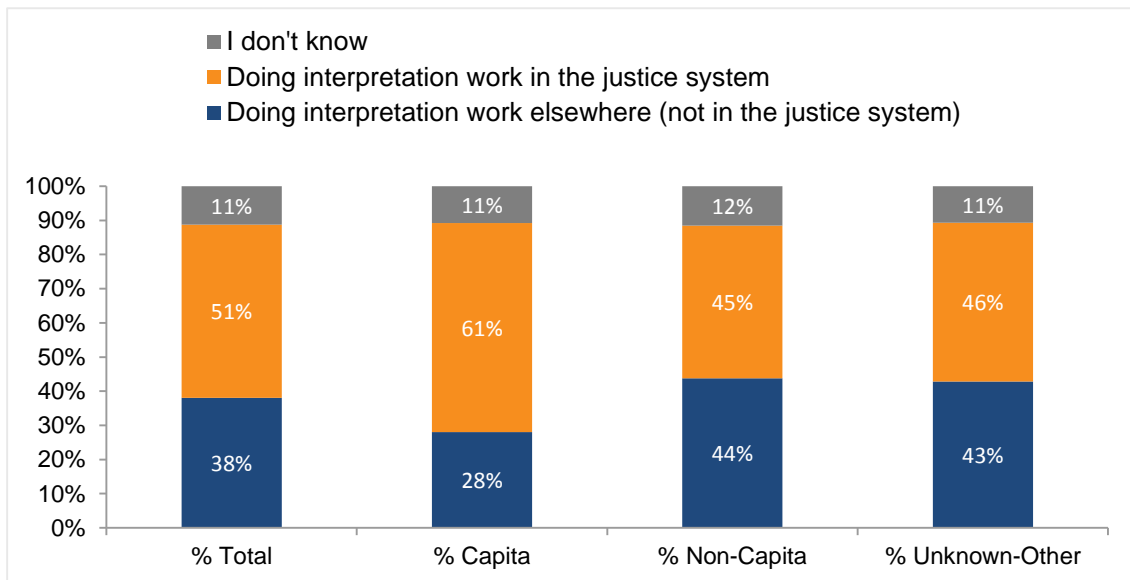
- Doing interpretation work in the justice system.
- Doing interpretation work elsewhere (not in the justice system).
- I don't know.

739 respondents answered this question. 51% of respondents recommend 'Doing interpretation work in the justice system' as a way to gain experience, and 38% stated that 'Doing interpretation work elsewhere (not in the justice system)' is an adequate way to gain experience. There is, however, a difference between the responses of interpreters currently working for Capita and those not working for Capita (see the figure below). Capita interpreters more commonly stated that interpretation experience can be gained within the justice system (61% for within the justice system as opposed to 28% elsewhere). However, within the non-Capita group (45% and 44% respectively) and the Unknown-Other group (46% and 43% respectively), this gap does not exist.

In written comments to this question, ideas on how this could be carried out were encouraged. One Capita respondent in favour of gaining experience within the justice system stated that *'interpreters should receive on the job training by shadowing an experienced interpreter during different assignments'*, as well as suggesting *'question and answer sessions with different*

interpreters'. Others suggest allowing inexperienced graduates to carry out work in the 'courts, police, prisons, immigration', 'probation, magistrates' court' and with 'solicitors'. Those respondents in favour of gaining experience outside the justice system noted opportunities working with 'social services, local Government', 'GP surgeries' and 'community centres'.

**Figure 29: 'After gaining a relevant qualification, how/where, in your opinion, can interpreters and translators gain experience?' Percentage of total respondents (N=739), Capita respondents (N=268), Non-Capita respondents (N=443) and Unknown-Other respondents (N=28)**



### Registers

In addition to questions about experience, survey respondents were asked to indicate which registers they consider as an acceptable proof of quality for interpreters and translators. The following options were available and respondents could choose multiple answers:

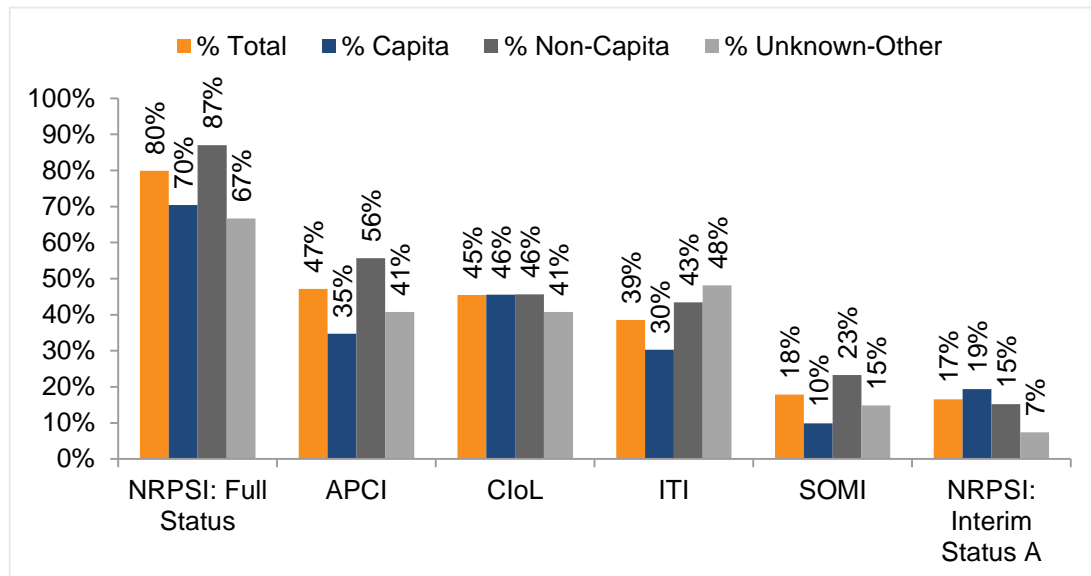
- Association of Police and Court Interpreters (APCI)
- Chartered Institute of Linguists (CIoL)
- Institute of Translation and Interpreting (ITI)
- National Register of Public Service Interpreters (NRPSI): Full Status
- National Register of Public Service Interpreters (NRPSI): Interim A
- National Register of Public Service Interpreters (NRPSI): Interim B
- National Union of Professional Interpreters and Translators, part of the Unite the Union (NUPIT)
- Professional interpreters Alliance (PIA)
- Scottish Interpreters and Translators Association (ATA)
- Society for Public Service Interpreting (SPSI)
- Society of Official Metropolitan Interpreters UK Ltd (SOMI)
- None
- Other

768 respondents answered this question with NRPSI: Full Status receiving selections from 80% of respondents (see the figure below). No other registers received selections from more than 50% of respondents with the APCI (47%), CIoL (45%) and ITI (39%) the only others above 20%. This suggests that the requirements for registration at NRPSI are seen as being most acceptable as a proof of quality. However, written comments suggest that membership of any of the registers alone is not adequate. One respondent, for example, stated that '*registration is not proof of quality*'. It should be noted that numerous respondents remarked that they could only comment on the registers they are familiar with (e.g. '*I do not know enough about alternative associations to comment on their suitability*'). These results, therefore, may also reflect the prominence of the organisations, with the most well established receiving the most selections.

There were small differences seen between those responses from interpreters who work for Capita and those who do not. For example, 87% of non-Capita respondents marked NRPSI: Full Status as an acceptable proof as opposed to 70% of Capita respondents. This difference could be explained by the fact that 68% (N=512) of respondents not working for Capita TI stated that they were registered with NRPSI as opposed to only 58% (N=225) of those respondents working for Capita TI.



**Figure 30: 'Which of the following registers would you consider as an acceptable proof of quality for interpreters / translators?' Percentage of total respondents (N=768), Capita respondents (N=294), Non-Capita respondents (N=447), Unknown-Other respondents (N=27).**

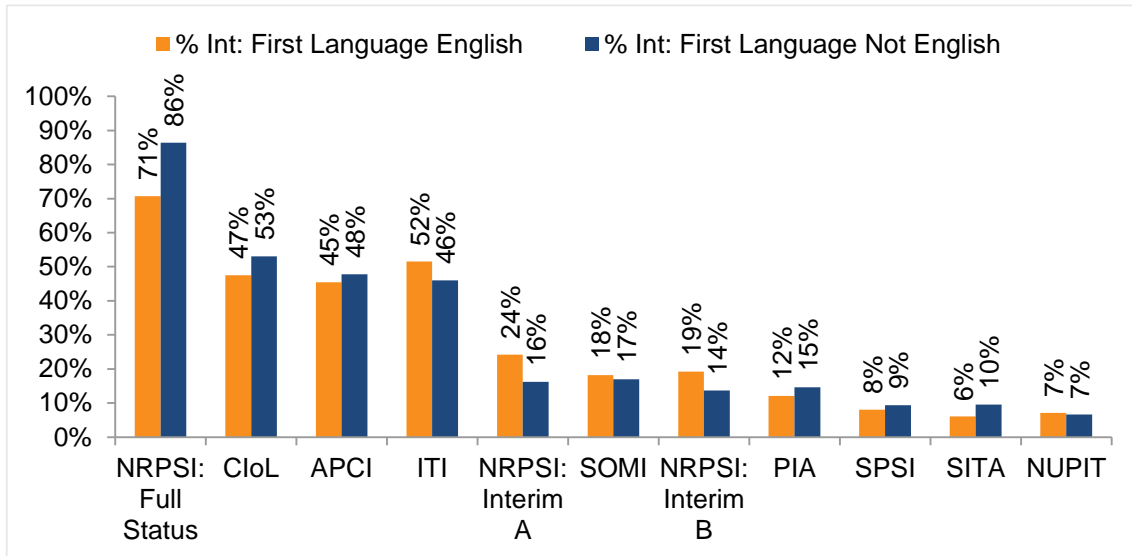


### Face-to-face Interpreters

Face-to-face interpreters were asked separately to select which registers they think ensure an acceptable standard of quality with regards to their group. They were asked this as two distinct groups: interpreters whose first language is English and those whose first language is not English. These groups can also be further broken down into interpreters working for Capita and those not working for Capita.

The overall results reflect those seen in the figure above – NRPSI: Full Status was selected by 84% of respondents, CioL by 52% and APCI and ITI by 47% and no other register received selection by more than 20% of respondents. When broken down by respective first language, English (Q23) or not English (Q28), the responses are very similar except for a greater confidence in NRPSI: Full Status from those interpreters whose first language is not English (see the figure below: 86% - Interpreters: First Language Not English vs. 71% - Interpreters: First Language English). This might be due to the fact that a higher percentage of those interpreters whose first language is not English are full status members of NRPSI than those whose first language is English (64% as opposed to 49%). Additionally, this is supported by the fact that over 90% of this group (i.e. interpreters registered as NRPSI: Full Status) selected NRPSI: Full Status as an acceptable register within the scope of this question.

**Figure 31: 'In your opinion, which of the following registers ensure an acceptable quality standard for interpreters?' Percentage of total respondents (N=99 & N=513 respectively)**

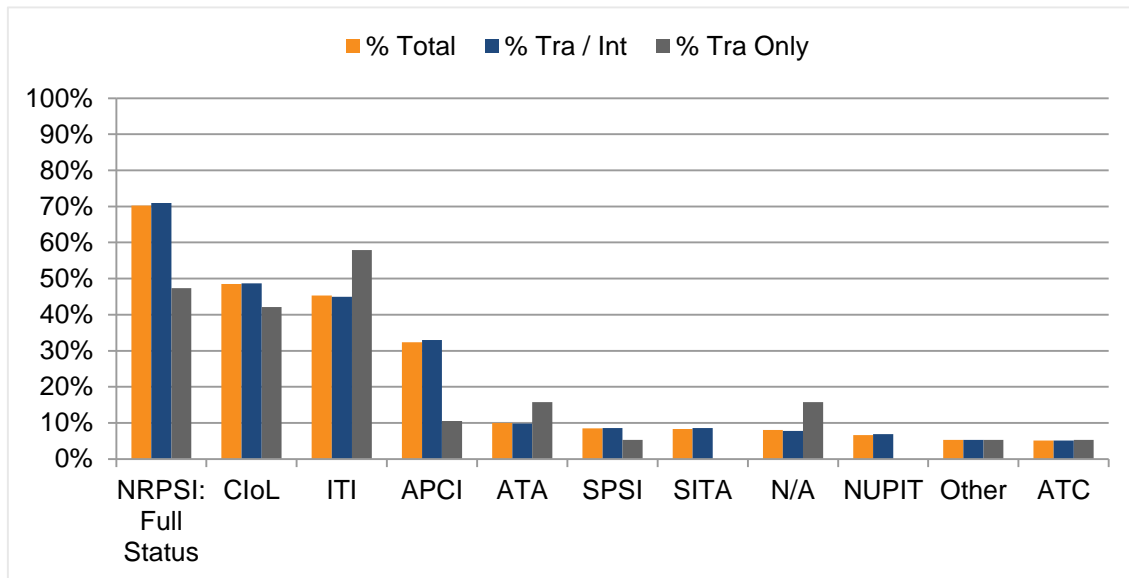


### Translators

Translators were also asked separately to select which registers ensure an acceptable standard of quality with regards to their group. The results were similar to the results presented above. Translators answered in two groups: those who are interpreters as well as translators and those who are solely translators. Taking all respondents into account (N=662), the results are very similar to those above. The same four registers lead the way with NRPSI: Full Status being selected by 70% of respondents, CIoL by 48%, ITI by 45% and APCI by 32% of respondents. No other registers were selected by more than 15% of respondents.

Differences exist, however, between the respondents who solely work as translators and those who also provide interpreting services (see the figure below). The latter group, for example, places ITI registration as the most acceptable proof of quality with selection from 58% of respondents. Alternatively, the former group hold NRPSI: Full Status and APCI registration in higher regard (71% vs. 47% and 33% vs. 11% respectively). These results may be explained by the varying prominence of these different registers within the different professions of interpreting and translation. This is supported by the fact that 60% of the interpreter / translator group stated that they are registered with NRPSI as opposed to only 27% of the translator only group, while 35% of the translator group stated that they are registered with ITI as opposed to only 14% of the interpreter / translator group. Additionally, it must be noted that the number of respondents for the translators-only group was very small (N=19).

**Figure 32: 'In your opinion, which of the following registers ensure an acceptable quality standard for translators?' Percentage of interpreter / translator group (N=100 & 543 respectively) and translators only group (N=19)**



### Rare Languages

In two questions, respondents were asked 'In your opinion, what qualifications should be required / how should skills be evidenced in order to practise as a face to face interpreter in rare languages...to obtain a minimum standard of quality?' One of these questions was directed solely at those interpreters whose first language is English (Q22). The other question was posed solely to those interpreters whose first language is not English (Q27). This area of interpreting, where qualifications are not necessarily available in the desired language, is notoriously difficult to manage. The questions consisted of open ended comment boxes which allowed the respondents to share their own opinion and ideas on how to evidence skill and experience in rare languages.

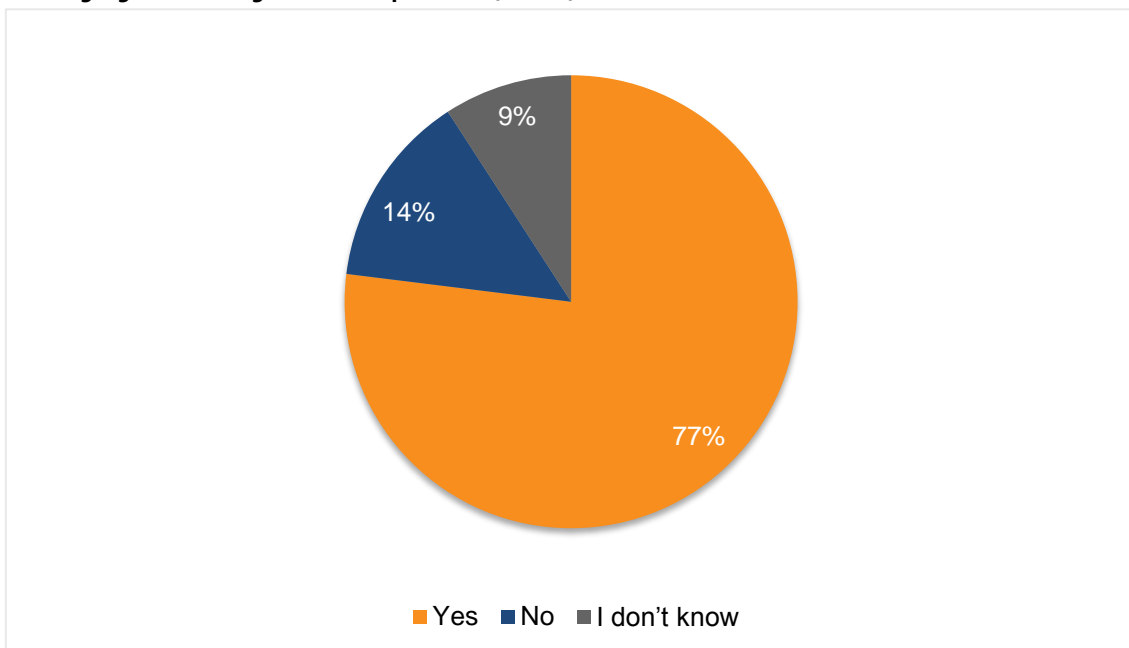
Of the interpreters whose first language is English, 78 answered this question (21 who work for Capita TI, 51 who do not work for Capita TI, and 6 from the Unknown-Other group). A number of interesting responses surfaced from this group. One respondent, for example, stated that 'the candidate should be tested by fellow speakers, [whether they are] academics or not' via whatever communication method is available. Another noted that 'an independent body' should evidence the quality and that it should take note of the National Occupational Standards with level 6 or higher being earmarked as an adequate quality standard. A third respondent stated that these situations should be handled on an 'individual basis', with references possibly being an acceptable proof, as a reliance upon qualifications is often not feasible.

Of the interpreters whose first language is not English, 342 answered this question (140 who work for Capita TI, 194 who do not work for Capita TI, and 8 from the Unknown-Other group). One respondent, for example, suggested a *'tailor made course on the ethics and values of the British justice system'* should be a requirement. Others stated that *'at least a certificate of Proficiency in English, but preferably a higher qualification, as well as some evidence of the oral and written proficiency in the rare language'*. It is suggested by others that this proficiency in the rare languages could be evidenced through *'proof of nationality as well as [a] qualification from the country of origin'*. Additionally, one respondent noted that US companies often conduct *'all assessments via skype / phone'* which could allow external assessors to be used from the country of origin.

### Additional Languages

Taking into account the qualification and experience requirements, survey respondents were asked to state whether these requirements should be the same for any additional languages. The figure below shows that the majority of the 764 respondents (77%) answering this question think the requirements should be the same for any additional languages. Within the written comments, a number of respondents noted that this is because *'the client deserves equally good service'* no matter the language.

**Figure 33: 'Should qualification and experience requirements for additional languages be the same as for the first language?' Percentage of total respondents (N=764)**



Furthermore, there is a difference between interpreters working for Capita TI and those not working for Capita TI regarding the proportion of 'No' responses (22% and 9% respectively). Insight into why this is the case can be drawn from the written comments. One Capita TI

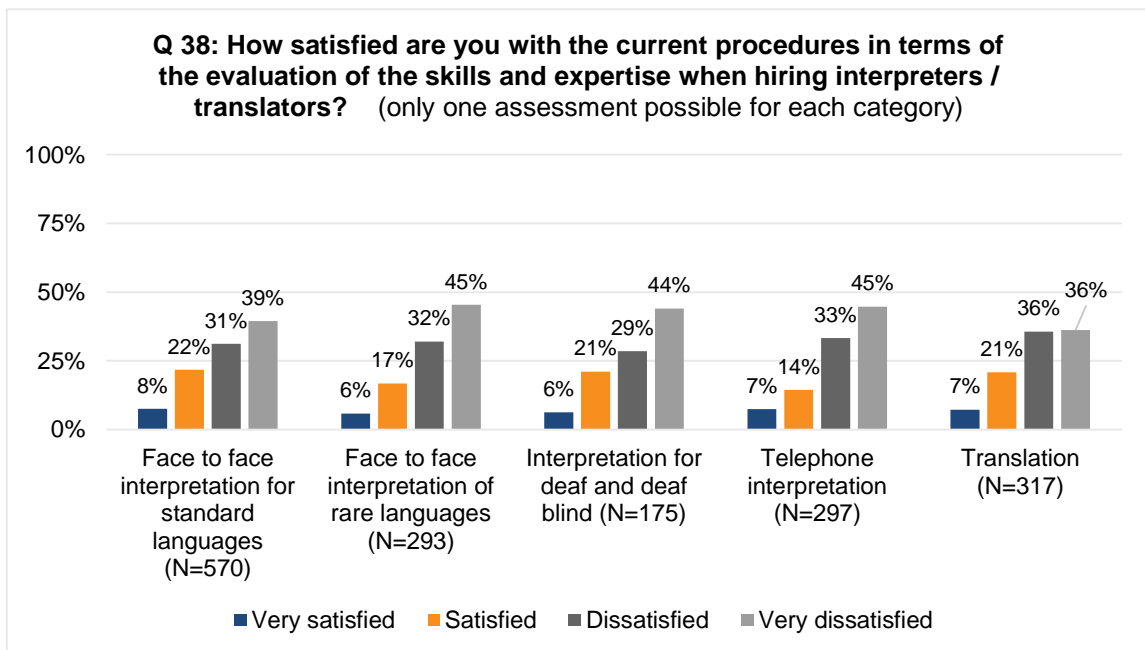
interpreter, for example, noted that the interpreting skills learned from the relevant interpreting qualifications are '*transferable skills*', so as long as there is fluency and knowledge of the specific legal vocabulary in the additional language, then this is acceptable. Additionally, another Capita TI interpreter stated that the '*code of conduct and other relevant ethic[s]*' are also learned and therefore do not need to be re-examined.

## 2.3 Questions on quality maintenance procedures and training

### Evaluation of skills and experience at hiring stage

Respondents were asked about their satisfaction with the current procedures in terms of the evaluation of the skills and experience when hiring interpreters / translators, for each category of translation services.

**Figure 34: Respondents' satisfaction with evaluation of skills and experience during hiring process (N=702), excluding those responding "I don't know".**

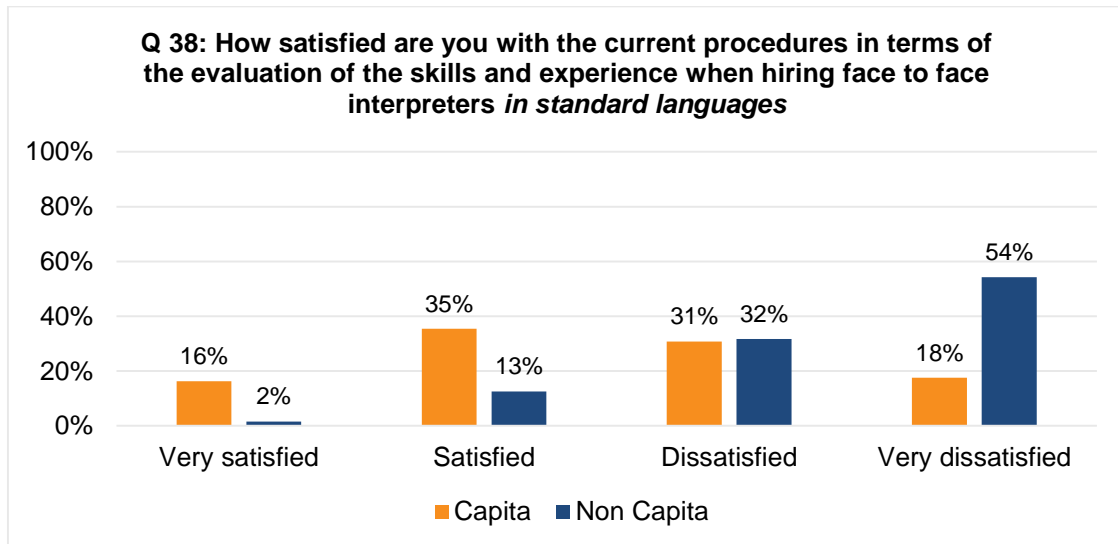


Overall, the figure shows an ascending graph from 'very satisfied' to very 'dissatisfied' for all categories of language services; the lowest percentage of respondents is very satisfied and the highest percentage is very dissatisfied.

However, given that the number of respondents not working for Capita TI that answered this question is higher, the percentages need to be interpreted with caution, as respondents not working for Capita TI might be less familiar with the evaluation taking place at hiring stage (as they were never hired themselves by Capita TI). Therefore, there is a need to divide the respondents into those working for Capita TI and those not working for Capita TI:

- **Face to face interpreters in standard languages**

**Figure 35: Respondents’ satisfaction of evaluation procedures in hiring of face to face interpretation in standard languages (N=533)<sup>5</sup>**

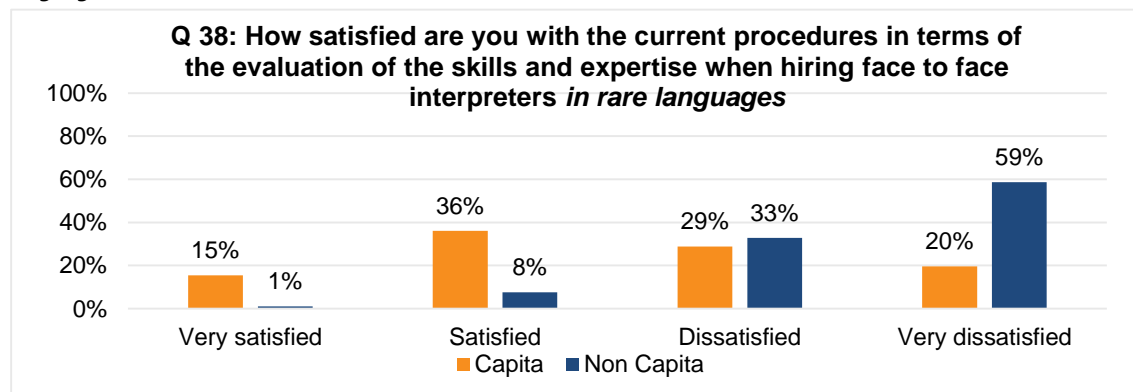


51% of the interpreters and translators working for Capita TI are ‘satisfied’ to ‘very satisfied’ with the hiring procedures and the evaluation of the skills and experience of face to face interpreters in standard languages.

Overall the respondents not working for Capita TI are more negative: more than half of them are ‘very dissatisfied’ and a third is ‘dissatisfied’ with the current procedures.

- **Face to face interpreters of rare languages**

**Figure 36: Respondents’ satisfaction of evaluation procedures in hiring of face to face interpretation in rare languages (N=283)<sup>6</sup>**



<sup>5</sup> Excluding respondents stating “I don’t know”

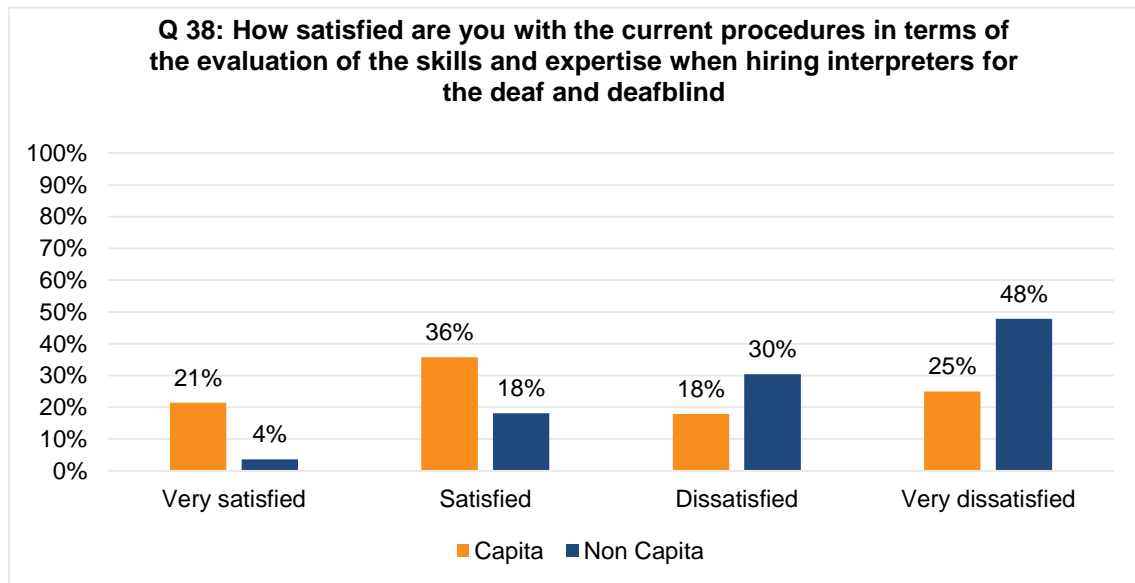
<sup>6</sup> Excluding respondents stating “I don’t know”

Again, 51% of the interpreters and translators working for Capita TI are 'satisfied' to 'very satisfied' with the hiring procedures and the evaluation of the skills and experience of face to face interpreters in rare languages.

Moreover, again the respondents not working for Capita TI are more negative: over 90% of the respondents are 'very dissatisfied' to 'dissatisfied' with the current procedures.

- **Interpreters for deaf and deaf blind**

**Figure 37: Respondents' satisfaction of evaluation procedures in hiring of interpreters for deaf and deaf blind (N=166)<sup>7</sup>**



With regard to interpreters for the deaf and deaf blind, 57% of the interpreters and translators working for Capita TI are 'satisfied' to 'very satisfied' with the hiring procedures and the evaluation of the skills and experience of these interpreters.

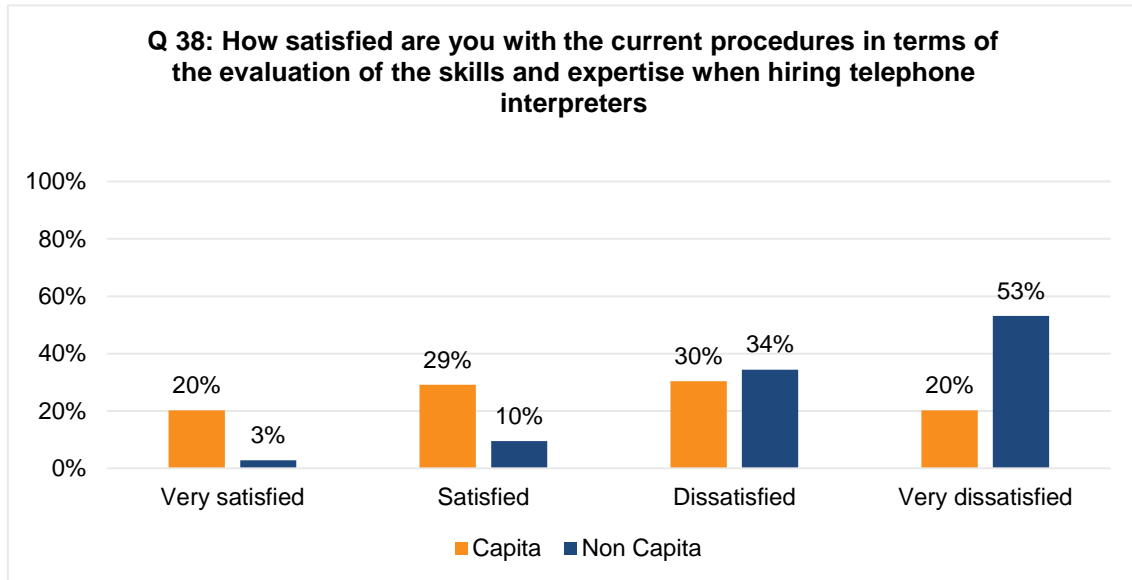
Again, the respondents not working for Capita TI are more negative: over 78% of the respondents are 'very dissatisfied' to 'dissatisfied' with the current evaluation procedures with regard to the hiring of interpreters for the deaf and deaf blind.

<sup>7</sup> Excluding respondents stating "I don't know"



- Telephone interpreters

Figure 38: Respondents' satisfaction of evaluation procedures in hiring of telephone interpreters (N=288)<sup>8</sup>



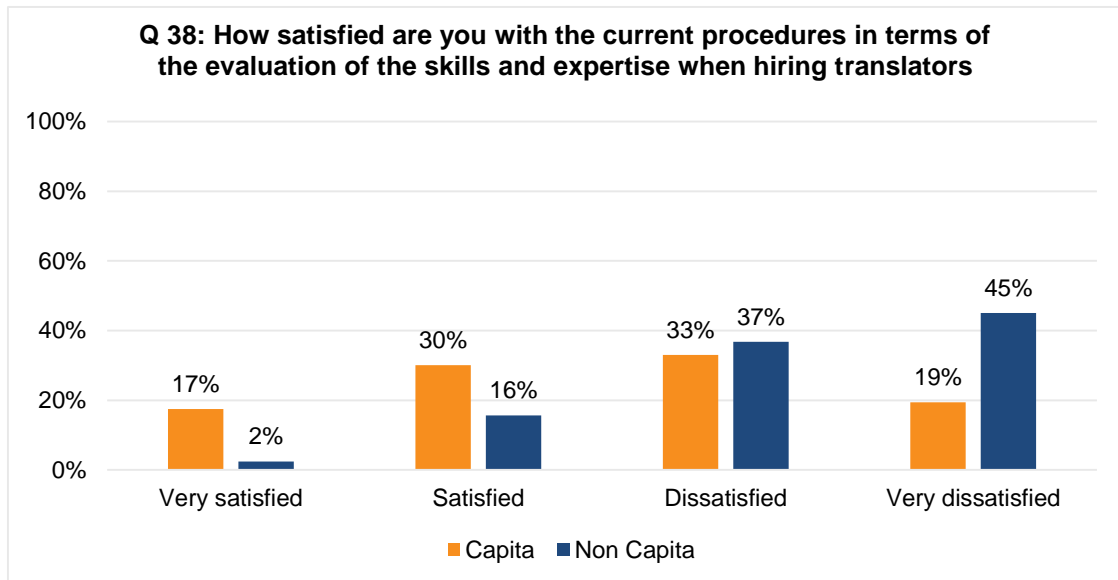
With regard to telephone interpreters, 49% of the interpreters and translators working for Capita TI are 'satisfied' to 'very satisfied' with the hiring procedures and the evaluation of the skills and experience of face to face interpreters in rare languages.

Moreover, again the respondents not working for Capita TI are more negative: over 87% of the respondents are 'very dissatisfied' to 'dissatisfied' with the current evaluation procedures with regard to the hiring of telephone interpreters.

<sup>8</sup> Excluding respondents stating "I don't know"

- **Translators**

**Figure 39: Respondents’ satisfaction of evaluation procedures in hiring of translators (N=307)<sup>9</sup>**



With regard to translators, 47% of the interpreters and translators working for Capita TI are ‘satisfied’ to ‘very satisfied’ with the hiring procedures and the evaluation of the skills and experience of translators.

Again, the respondents not working for Capita TI are more negative: over 82% of the respondents are ‘very dissatisfied’ to ‘dissatisfied’ with the current evaluation procedures with regard to the hiring of translators.

Thus, overall the interpreters and translators working for Capita TI are split with regard to the hiring procedures and the evaluation of the skills and experience of language professionals. Around 50% are ‘satisfied’ to ‘very satisfied’, while the other 50% are ‘dissatisfied’ to ‘very dissatisfied’.

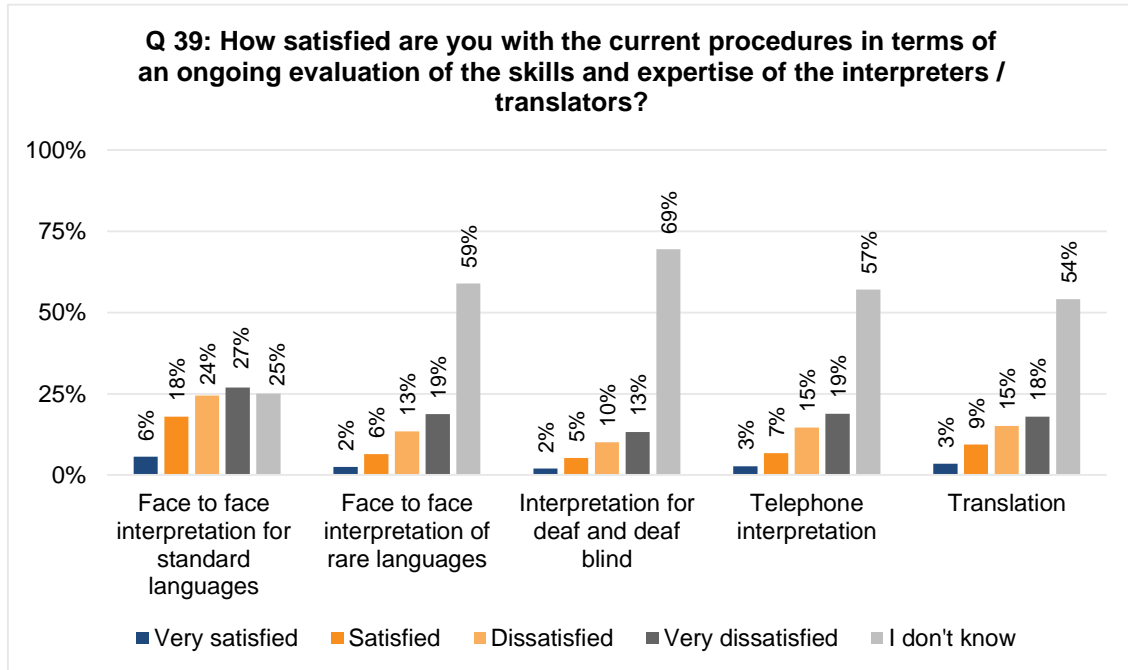
Overall, on average, respondents not working for Capita TI are far more negative: only around 15% are ‘satisfied’ to ‘very satisfied’, while around 85% are ‘dissatisfied’ to ‘very dissatisfied’. The satisfaction thus does not differ across the different types of language professionals.

<sup>9</sup> Excluding respondents stating “I don’t know”

### Ongoing evaluation of the skills and experience of the interpreters / translators

Respondents were asked about their level of satisfaction on the of ongoing evaluation procedures currently in place at Capita TI.

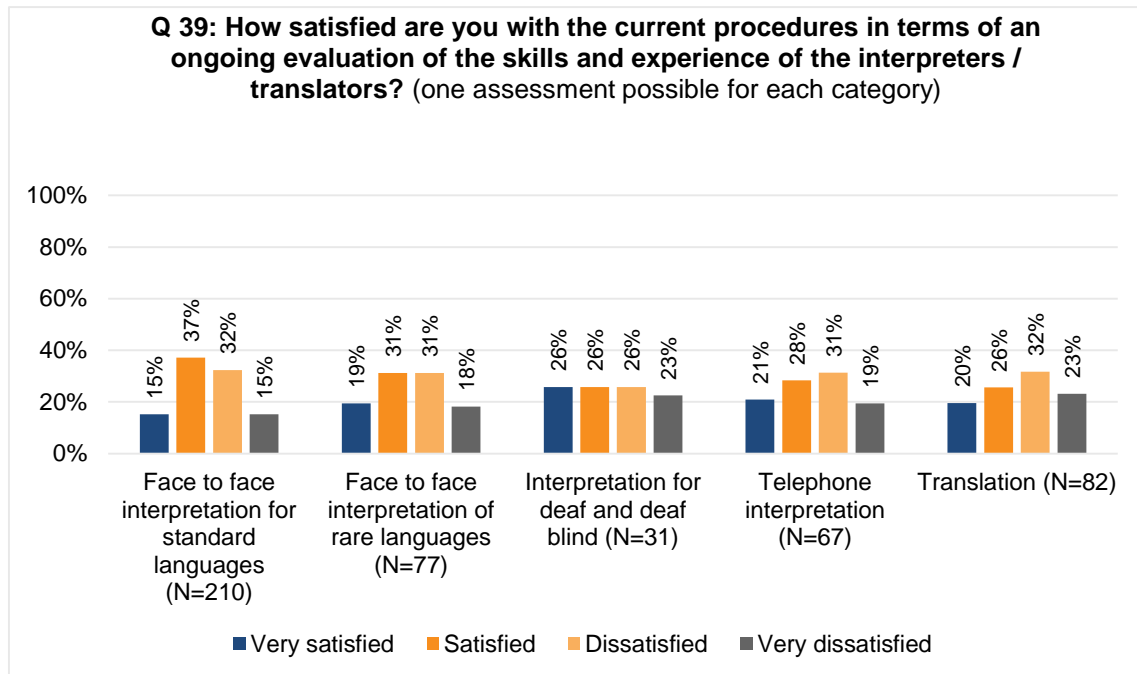
Figure 40: Respondents' satisfaction of ongoing evaluation procedures (N=684)



Regarding the ongoing evaluation of skills and expertise of interpreters and translators, again across all categories of language services there is a higher proportion of respondents that are dissatisfied. Especially for face to face interpretation in standard languages, 27% of respondents indicate they are 'very dissatisfied' with the ongoing evaluation procedures, compared to only 6% that are 'very satisfied'. However, these respondents include respondents that do not work for Capita TI.

The below figure shows only the responses of the respondents working for Capita TI, and excludes the response "I don't know".

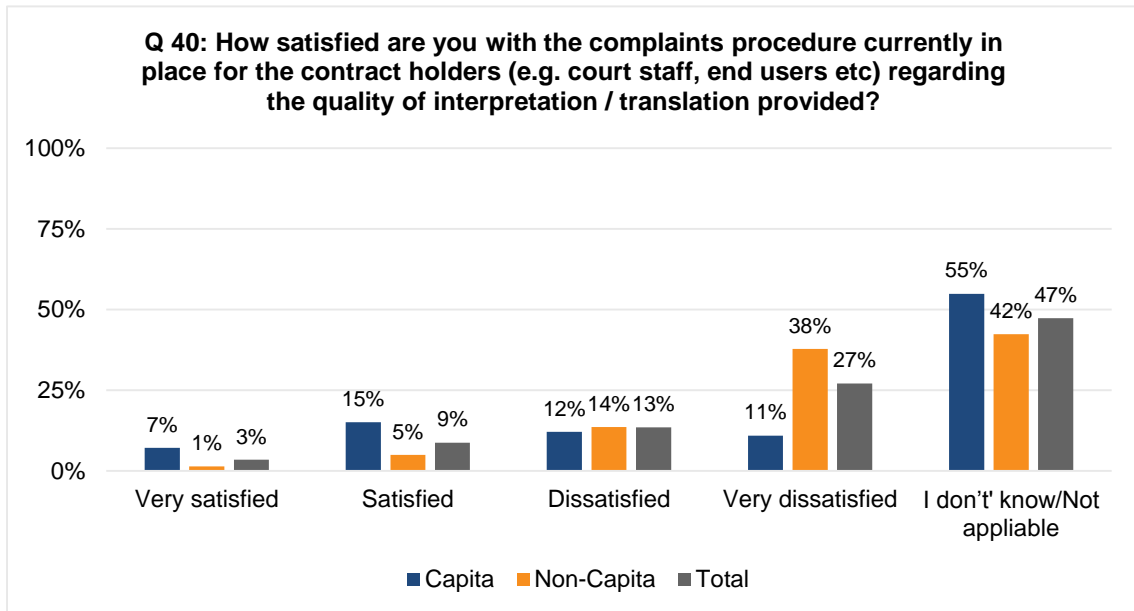
**Figure 41: Respondents' satisfaction of ongoing evaluation procedures (N=467)**



### Complaints procedure currently in place for the contract holders

Respondents were asked how satisfied they are with the complaints procedure currently in place for the contract holders (such as court staff and end users) regarding the quality of interpretation / translation provided. Although the respondents not working for Capita TI might not experience these monitoring procedures in place under the Framework Agreement themselves, their opinion might still be valuable for this study, as they have the advantage of being able to compare these procedures with other agencies/clients they work for.

**Figure 42: Respondent satisfaction of complaints procedure (N=735)**



The above figure illustrates the percentage per respondent group (Total, respondents working for Capita TI and respondents not working for Capita TI) for each satisfaction rating.

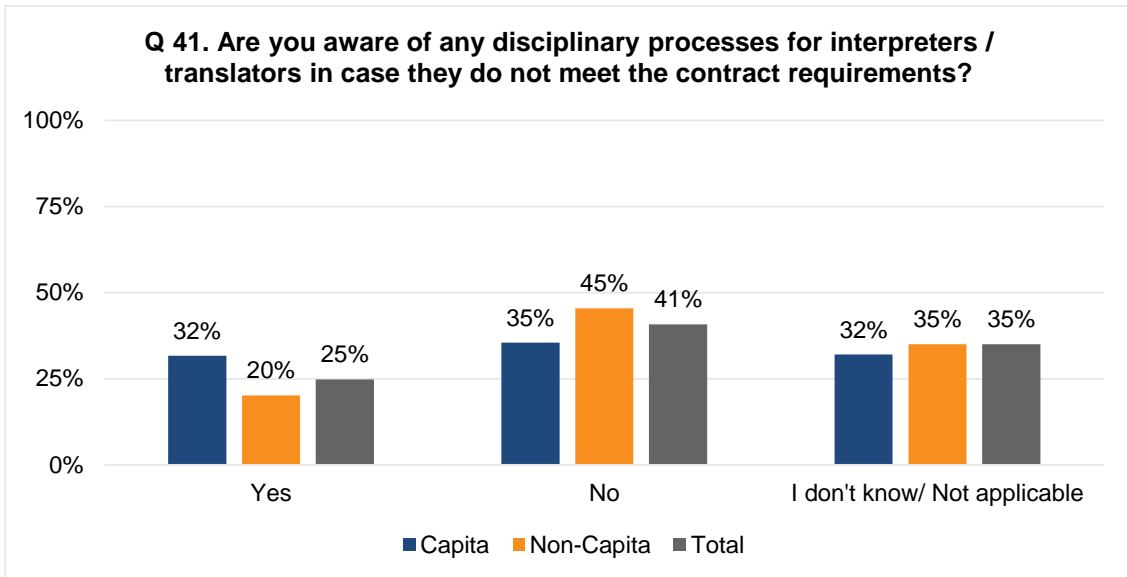
In total, 40% of the respondents are 'dissatisfied' to 'very dissatisfied', while 12% are 'satisfied' to 'very satisfied'. Thus, the majority of respondents is unhappy with the current complaints procedures in place.

Again, respondents working for Capita TI are more satisfied with the complaints procedure than those respondents not working for Capita TI. 22% of the respondents working for Capita TI are 'satisfied' to 'very satisfied' with the complaints procedures. This opinion is only shared by 6% of the respondents not working for Capita TI. Moreover, 11% of the respondents working for Capita TI are 'very dissatisfied' with the complaints procedures, compared to 38% of the respondents working for Capita TI.

### Disciplinary procedures

Respondents were asked whether they are aware of any disciplinary procedures in place for interpreters / translators not meeting the contract requirements, for example when arriving late, not abiding to the code of conduct etc.

**Figure 43: Respondent awareness of disciplinary procedures in place (N=743)**

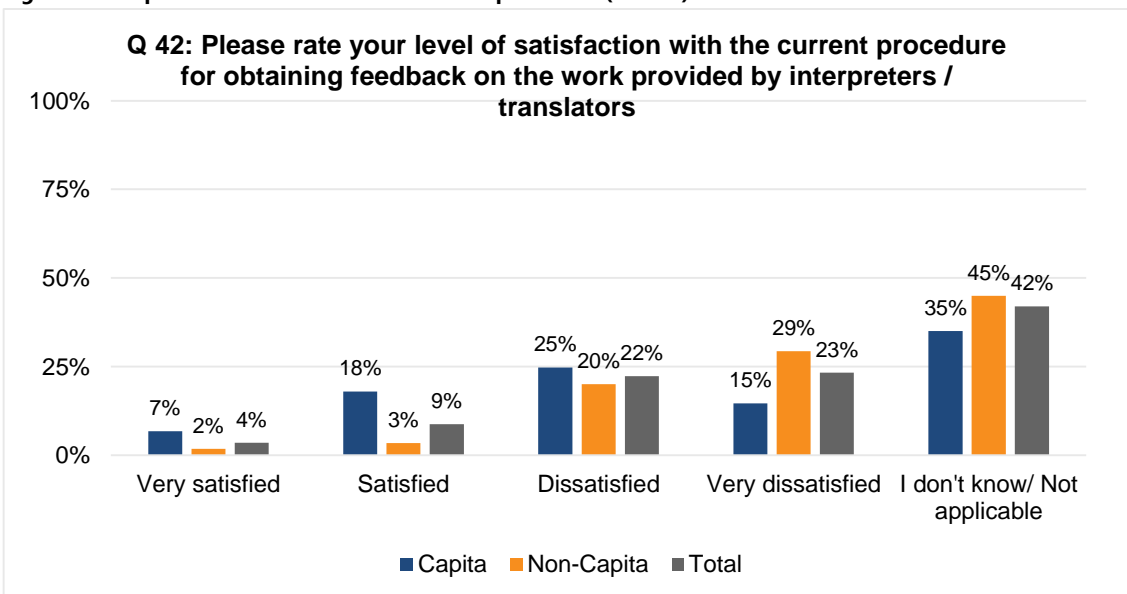


Overall a slightly larger proportion of the respondents are not aware of such disciplinary procedures. However, this could be related to the fact that these respondents have never undergone the disciplinary procedure themselves. Some respondents also mentioned the fact that nothing on these procedures or its outcomes are published. Some respondents mentioned that IoL, NRPSI, NRCPD and ITI have such processes in place and use them towards their members.

**Procedure for obtaining feedback**

Respondents were asked to rate their level of satisfaction with the current procedure for obtaining feedback on the work provided by interpreters / translators.

**Figure 44: Respondents' satisfaction of feedback procedure (N=734)**



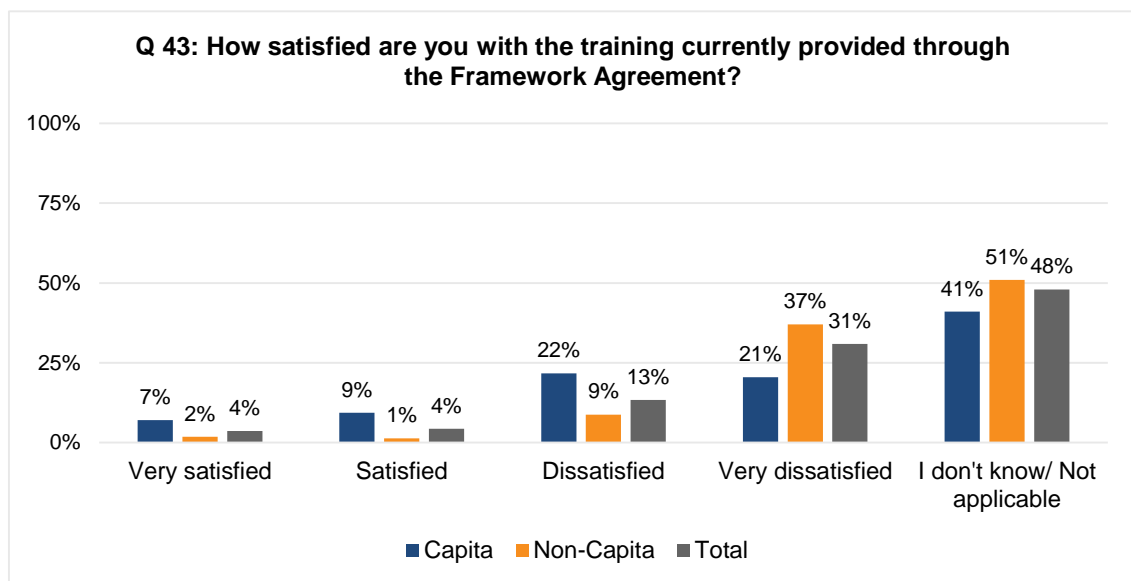
The figure above shows that overall, a larger proportion of all respondents (working for Capita TI and not working for Capita TI) are 'dissatisfied' or 'very dissatisfied' with the current feedback procedure.

However, respondents working for Capita TI are slightly more positive about the feedback procedures: 25% of them are 'satisfied' to 'very satisfied' with the feedback procedures, compared to 5% of respondent not working for Capita TI. Still, many of the respondents working for Capita TI are 'dissatisfied' to 'very dissatisfied' (40%) with the feedback procedures.

### Training and Continuous Professional Development

Respondents were asked about their satisfaction with the training currently provided through the Framework Agreement.

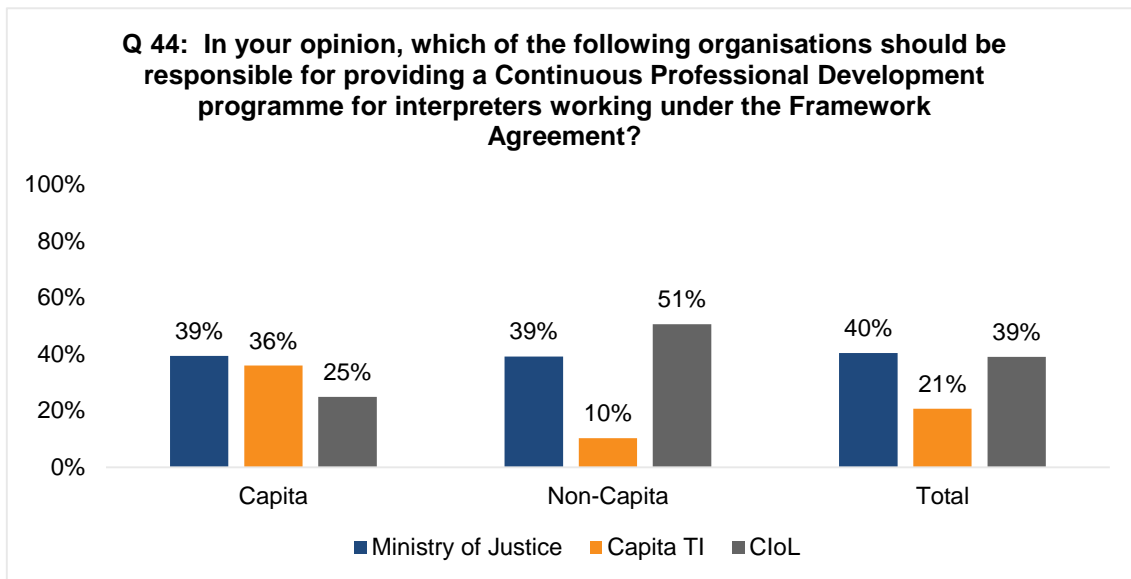
Figure 45: Respondents' satisfaction of training provided under the Framework Agreement (N=742)



Almost half of the respondents working for Capita TI are 'dissatisfied' or 'very dissatisfied' with the current training provided under the Framework Agreement. The open ended responses to this question suggest that Capita TI does not provide any training to its interpreters working under the Framework Agreement.

Moreover, respondents were asked about their opinion on which organisation should be responsible for providing a Continuous Professional Development (CPD) programme for interpreters working under the Framework Agreement. They were given three options: the Ministry of Justice, Capita TI or the Charter Institute of Languages (CIoL).

**Figure 46: Organisations which should be responsible for providing a CPD, according to respondents (N=629)**



As is shown in the figure above, respondents working for Capita TI and those not working for Capita TI have quite a different opinion as to who should be responsible for providing CPD.

Almost 40% of the respondents working for Capita TI believe that the company should be the responsible organisation for CPD. The respondents not working for Capita TI are more sceptical towards a role for the company in organising a CPD for interpreters working under the Framework Agreement; only 10% of the respondents not working for Capita TI believe such a role could be played by Capita TI.

Only a quarter of the respondents working for Capita TI think that the CioL is the most appropriate organisation for such a programme, while 51% of the respondents not working for Capita TI on the other hand do believe this responsibility should lie with the CioL.

40% of the respondents from both groups believe the MoJ should be responsible for organising a CPD programme.

Moreover, the open-ended responses showed that many respondents thought the NRPSI could assist in/organise a CPD programme for interpreters working in the justice system. Other organisations mentioned in this regard, but to a lesser extent than NRPSI, were the ITI and APCI. For a CPD programme for deaf and deaf blind interpreters, the NRCPD (and to a lesser extent ASLI and VLP) was mentioned in this regard.

Respondents working for Capita TI are quite mixed with regard to who they believe should be responsible for providing a CPD programme for interpreters working under the Framework Agreement, while respondents not working for Capita TI have a clear preference for the CioL.



Overall, most respondents believe either the MoJ or the CIOI should bear the responsibility of providing for a CPD programme for interpreters.

## 3.0 Respondents' Recommendations

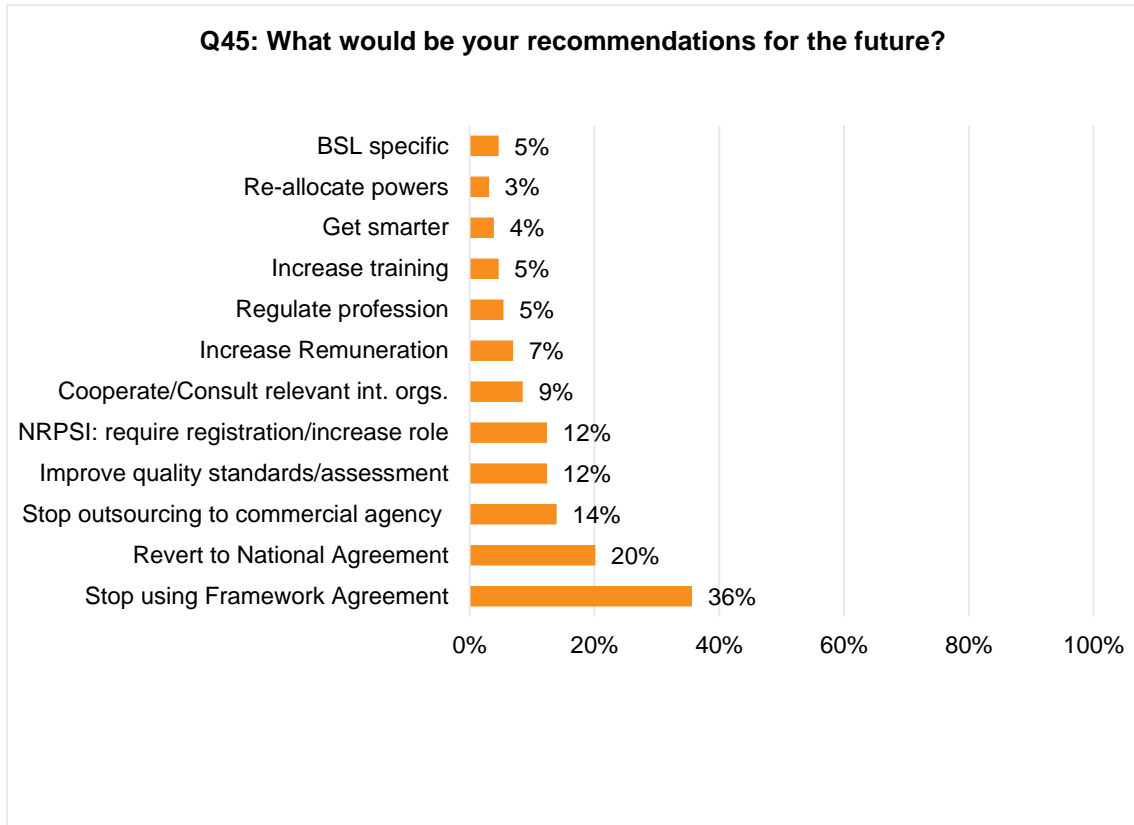
Survey respondents were asked to make recommendations for the future regarding the provision of language services in the justice system.

The recommendations made most frequently by survey respondents are the following (and in order of frequency of being mentioned):

1. The MoJ should stop using the services of Capita TI and discard the Framework Agreement;
2. The National Agreement should be put back in place;
3. Language services should not be outsourced to for-profit agencies, rather the justice bodies/the MoJ should book language services directly with interpreters/translators;
4. The quality standards should be set higher and these requirement should be assessed more thoroughly, so that only qualified interpreters work in the justice system;
5. NRPSI registration should be the quality standard and the NRPSI should have a bigger role (potentially as a regulator);
6. Relevant interpreter bodies and associations (such as the NRPSI, CioL and ITI) should be consulted and cooperated with;
7. Remuneration for interpreters and translators should be increased in order to attract qualified interpreters;
8. The interpreter profession should be regulated; there is a need for an independent body to set professional standards and to monitor quality;
9. Training for both interpreters (including CPD) and end-users should be provided;
10. Increase efficiency through smarter booking (assigning of jobs);
11. Re-allocate powers: separating quality setting, service provision and monitoring (incl receiving complaints).

The figure below shows the percentages for the most frequently mentioned respondents' recommendations for the future:

**Figure 47: Recommendations of Interpreters (N= 129)**



As can be seen in the figure above, over a third of the respondents believe the MoJ should stop using the services of Capita TI and discard the Framework Agreement. Moreover, one fifth feels the National Agreement should be put back in place, which would also mean the Framework Agreement would stop to be used.