



Ministry
of Justice

Statistics on the use of language Interpreter and Translation services in courts and tribunals

Statistical bulletin, 1 January 2013 to
31 December 2014

Ministry of Justice

Published 16 April 2015

Contents

| | |
|---|----|
| Contents..... | 1 |
| Introduction..... | 2 |
| Key findings | 4 |
| 1. Number of completed services requests for language interpreter and translation services..... | 6 |
| 2: 'Success rate' of completed requests for language interpreter and translation services..... | 10 |
| 3: Number of complaints made relating to completed service requests..... | 14 |
| 4: Number of 'off contract' requests for language interpreter and translation services..... | 18 |
| Annex A: Explanatory Notes, Data sources and Data Quality..... | 20 |
| Annex B: The Language Services Framework Agreement..... | 23 |
| Annex C: Revisions Policy..... | 25 |
| Annex D - Glossary of Terms Used..... | 26 |
| Annex E – List of Languages..... | 28 |
| Annex F: List of Accompanying Tables..... | 29 |
| Contacts..... | 30 |

Introduction

The data presented in this bulletin are statistics for face-to-face language interpreter and translation services provided to HM Courts & Tribunals Service (HMCTS) and the National Offender Management Service (NOMS). These services are supplied under a contract with Capita Translation and Interpreting (TI); formerly known as Applied Language Solutions (ALS). More information on the Language Services Framework Agreement can be found within the 'Explanatory notes' section.

The information presented in this publication covers completed requests for standard, languages, rare languages, and special services between 1st January 2013 and 31st December 2014. It also covers 'proved' complaints in relation to the services requested and completed 'off-contract' services requests.

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

The statistics in this publication focus on four main areas:

- Completed language interpreter and translation services requests, broken down by requester type (criminal court, tribunal and civil & family court); language groups (standard, rare and special languages), regions and tiers of language interpreter and translators used;
- 'Success rate' of completed requests (which is calculated as the number of completed requests which are either fulfilled, or the customer does not attend, as a proportion of all completed requests, excluding those cancelled by the customer);
- Number of complaints made (and complaint rate) relating to language Interpreter and translation services requests, broken down by nature of complaints and by requester type (criminal court, tribunal and civil & family court) language groups (standard, rare and special languages), regions and tiers of language Interpreter and translators used;
- Number of completed "off contract" services requests, broken down by requester type (criminal court, tribunal and civil & family court), language groups (standard, rare and special languages), and regions.

Data for completed requests and complaints relating to language interpreter and translation services are taken from the language service booking portal, managed by Capita TI. Information on the Language Services Framework Agreement can be found within '**Annex B**'. Data are not centrally held for the number of completed services, requests and complaints under the previous contracts (before 30th January 2012). It is therefore not possible to say whether performance levels have changed pre and post 30th January 2012.

When a request cannot be supplied under the contract, it is provided 'off contract'. 'Off contract' requests are made directly by the courts and tribunals – that is, not through the language service booking portal. 'Off contract' request data is collated by the Commercial and Contract Management Directorate within Ministry of Justice (MoJ). Information on completed 'off contract' service requests has been collected since April 2013

The next publication of statistics on the use of language interpreter and translation services in courts and tribunals (which will cover the first quarter of 2015) is scheduled to be published on the **16th July 2015**. The publication will provide summary analysis, including completed language and translation services requests, 'Success rate' of completed services requests, 'proven complaints related to completed requests and completed 'off contract' requests.

Users of the Statistics

The primary users of these statistics are Ministers and officials in central government. Other users include judges, lawyers, other government departments and non-government bodies, as well as a number of voluntary organisations and stakeholders with an interest in this area.

The structure and content of this publication are continually being reviewed to reflect user requirements.

If you have any feedback, questions or requests for further information about this statistical bulletin, please direct them to the appropriate contact given at the end of this report.

Key Findings

Completed language Interpreter and Translation services requests

(Completed services requests made under the contract through the web-based request system.)

The total number of completed requests for language Interpreter and translation services requests in 2014 decreased by 1,700 from 162,300 services requests in 2013 to 160,600 in 2014, a decrease of 1%. The main driver for the decrease is due to fewer requests from Social Security and Child Support (SSCS) tribunal since Q2 2014

'Success rate' of completed requests for services

(The 'success rate' is the number of completed requests which are either fulfilled or the customer does not attend, as a proportion of all completed requests excluding those cancelled by the customer.)

The overall 'success rate' for completed requests for language interpreter and translation services requests increased by 4.5 percentage points, from 90.1% in 2013 to 94.6% in 2014. The 'success rate' has increased since the settlement of mileage rate dispute with interpreters in May 2013.

In 2014, 16 languages achieved a 'success rate' of 94.7% and above, compared with 8 languages in 2013.

Number of complaints made relating to completed service requests

(Complaints related to request made under the contract through the web-based request system.)

The total number of 'proven' complaints made relating to completed service requests in 2014 decreased by 55.3% (from 6,600 in 2013 to 2,900 in 2014); the complaint rate also decreased to 1.8% in 2014 from 4.1% in 2013.

The most common cause of complaint was 'no interpreter available' in 2013, which decreased by 62.2% in 2014 (from 3,600 complaints in 2013 to 1,300 in 2014).

In 2014, there were 142 'proven' complaints on 'interpreter quality'. This was a decrease of 20.2% when compared with 2013, when there were 178 complaints. The majority of the complaints were made by tribunal courts.

Number of completed "off contract" requests for services

(When a request can't be supplied under the contract, it is provided 'off contract'. 'Off contract' service requests are made directly by courts and tribunals. 'Off contract' requests for language services have been collected since April 2013.)

In 2014, there were 2,400 completed 'off-contract' service requests, compared with 5,100 requests in the last nine months of 2013, a decrease of 53.6% . In 2014 'off

contract' service requests accounted for 1.5% of all completed service requests (completed requests made under the contract and completed requests made 'off-contract'), compared to 3.1% of all completed service requests in 2013 – a 1.6 percentage point decrease.

The steady decrease in the number of completed 'off contract' service requests have coincided with the steady increase in success rate for completed requests under the contract and steady decrease in number of complaints.

1. Number of completed services requests for language interpreter and translation services

This section presents statistics on the number of completed service requests made under the contract with Capita TI.

In 2014, there was a total of 160,600 completed requests for language Interpreter and translation services - a decrease of 1,700 when compared with 2013.

The main driver for the decrease was due to fewer service requests from tribunal courts – specifically from Social Security and Child Support (SSCS).

The decrease in service requests at tribunals¹ was consistent with a decrease in the number of tribunal cases. HM Courts and Tribunals Services (HMCTS) recorded 344,237 receipts in 2014, which was 60% lower than the same period in 2013. This has been driven by fewer appeals against decisions made by the Department for Work and Pensions (DWP) being received by tribunals in 2014. The decrease in appeals could be due to a number of reasons including the introduction of mandatory reconsideration across DWP benefits - where a DWP decision-maker looks again at individual cases before it goes to a tribunal.

Completed services request by requester type

In 2014, the criminal courts made the greatest use of face-to-face language interpreter and translation services. 55.2% of all completed service requests were for criminal cases (including criminal cases in the Crown Court and magistrates' courts), 35.7% were for tribunal cases, and 9.1% were for civil and family court cases.

These proportions in part reflect the numbers of people dealt with by the different courts and tribunals, with volumes of proceedings at magistrates' courts and the Crown Court² higher than the number of cases heard in civil³ and family courts⁴ and tribunal receipts.

In 2014, there was an increase in the number of service requests cancelled by customer action (this category includes cancelled by customer and customer did not attend). In 2014, 24,600 (15.3%) of all completed services requests were cancelled as a result of customer action – an increase of 19.0 percentage points compared with 2013.

- Criminal courts cancelled 14.9% (13,234) of services requests in 2014 compared with 12.2% in 2013, this represents an increase of 2.7 percentage points;
- Tribunals cancelled 15.6% (8,937) of service requests compared with 13.2% in 2013, an increase of 2.3 percentage points;
- Civil & Family cancelled 16.7% (2,400) of services requests in 2014 compared with 13.4% in 2013, an increase of 3.4 percentage points.

¹ <https://www.gov.uk/government/statistics/tribunal-and-gender-recognition-statistics-quarterly-october-to-december-2014>

² <https://www.gov.uk/government/statistics/criminal-court-statistics-quarterly-october-to-december-2014>

³ <https://www.gov.uk/government/statistics/civil-justice-statistics-quarterly-october-to-december-2014>

⁴ <https://www.gov.uk/government/statistics/family-court-statistics-quarterly-october-to-december-2014>

In 2014, there was a decrease in the number of services requests not fulfilled by the suppliers action (includes categories not fulfilled by the supplier and supplier did not attend) compared with 2013. Of the total completed services requests in 2014, 4.6% (7,400) were not fulfilled by the contractor – this represents a 4.1 percentage point decrease compared with 2013.

Completed services request by language group:

In 2014, 89.9% of all completed services requests were from standard language group, 7.9% were from rare language group and 2.2% were from special services group.

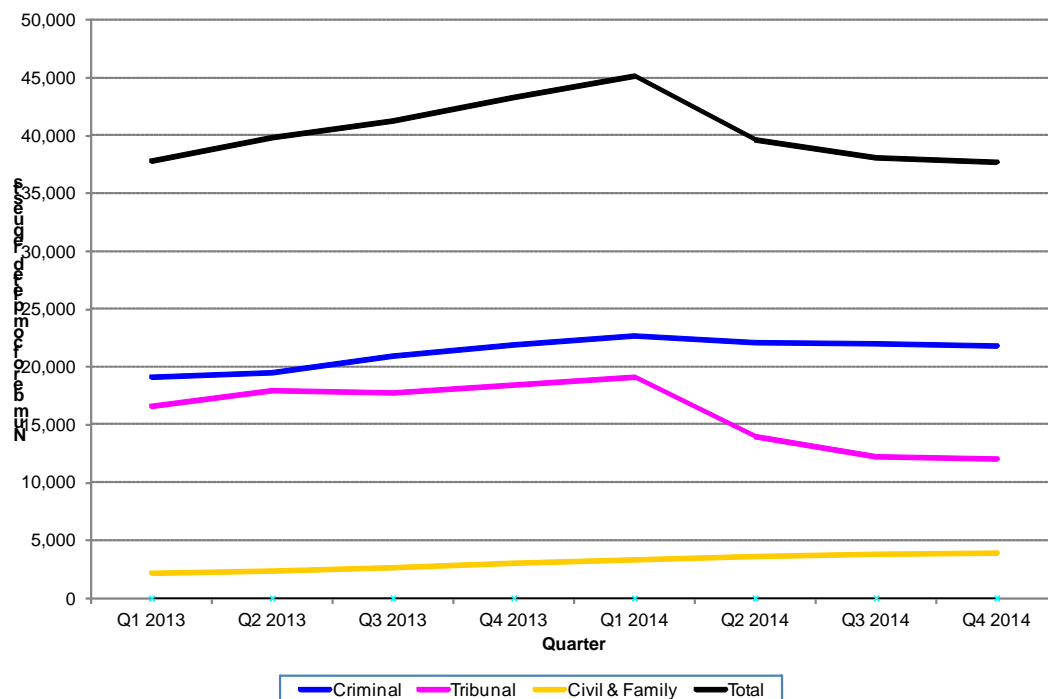
In 2014, there were increases in service requests cancelled by customer action (as, 'customer did not attend' and 'cancelled by customer', in all the language groups:

- 15.0% services requests for standard languages in 2014 were cancelled as a result of customer action. This represents an increase of 2.4 percentage points when compared with 2013;
- For the rare languages, 16.9% of all completed service requests were cancelled, as a result of customer action an increase of 3.1 percentage points when compared with 2013;
- More service requests were cancelled by customer action for special services, 24.5% of requests, an increase of 6.5 percentage points when compared with 2013.

In 2014, there were decreases in service requests that were not fulfilled by the supplier action (, 'supplier did not attend' and 'not fulfilled by supplier')in the standard and rare languages, but increases in the special services:

- 4.0% of completed service requests for standard languages were not fulfilled by supplier action in 2014 compared with 7.8% in 2013, a decrease of 3.8 percentage points,
- 10.7% of completed service requests for rare languages were not fulfilled due to supplier action compared with 19.9% in 2013, a decrease of 9.2 percentage points,
- For the special services, 6.2% requests were not fulfilled as a result of supplier action compared with 5.1% in 2013, an increase of 1.1 percentage points.

Figure 1: Number of completed language Interpreter and translation service requests, by requester type, 2013 to 2014



Completed services requests by region

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

In 2014, volumes of completed services requests varied across regions:

In London, there were 43,800 completed services requests, a decrease of 4.2% compared with 2013;

In the North East region, completed service requests decreased by 5.7% from 17,400 in 2013 to 16,400 in 2014. Other regions with decreases in completed services requests were North West and Scotland.

In the South East, there were 43,500 completed service requests in 2014, an increase of 4.6% compared with 2013. Regions with increases in 2014 were South West, Wales, Northern Ireland and Midlands.

Table 1 - Completed language service requests, by region, 2013 and 2014

| Region | 2013 | Region | 2014 | Change (+/-) |
|------------------|----------------|------------------|----------------|---------------|
| Total | 162,266 | Total | 160,602 | -1,664 |
| London | 45,733 | London | 43,792 | -1,941 |
| Midlands | 28,245 | Midlands | 28,294 | 49 |
| North East | 17,356 | North East | 16,364 | -992 |
| Northern Ireland | 165 | Northern Ireland | 307 | 142 |
| North West | 15,199 | North West | 14,506 | -693 |
| Scotland | 2,688 | Scotland | 2,146 | -542 |
| South East | 41,613 | South East | 43,524 | 1,911 |
| South West | 6,465 | South West | 6,638 | 173 |
| Wales | 4,802 | Wales | 5,031 | 229 |

Completed services requests by language

In 2014, language interpreter and translation services requests were made covering 226 different languages (the full list is presented in **Annex B**). They are broken down into three groups – standard language, rare language and special services.

- There were 41 standard languages which accounted for almost 90% of completed service requests in 2014.
- There were more rare language requested in 2014, 176 individual languages which accounted for just under 8% of completed services requests in 2014.
- There were 5 special service areas which accounted for just over 2% of completed services requests in 2014.

In 2014, completed language service requests by requester type showed that:

- In Criminal cases, services requests made by the Crown Court and magistrates' courts, the most requested language interpreters were Polish (18,600), an increase of 1,600 compared with 2013; Romanian (11,800), an increase of 800 compared with 2013; and Lithuanian (8,200), an increase of 600 compared with 2013;
- In Tribunals, the most requested language interpreters were Urdu (6,500), a decrease of 1,600 compared with 2013, Punjabi (all variants) (4,400), a decrease of 1,300 and Arabic (all variants) (4,000), a decrease of 1,300 compared with 2013. There was an increase in tribunal in 2014 for Deaf/Blind services – from 11 in 2013 to 150 in 2014;
- In Civil & Family courts, the most requested language interpreters were Polish (2,800). This represented an increase of 800 compared with 2013. The next most requested language interpreters were Urdu (1,700), an increase of 642 compared with 2013.

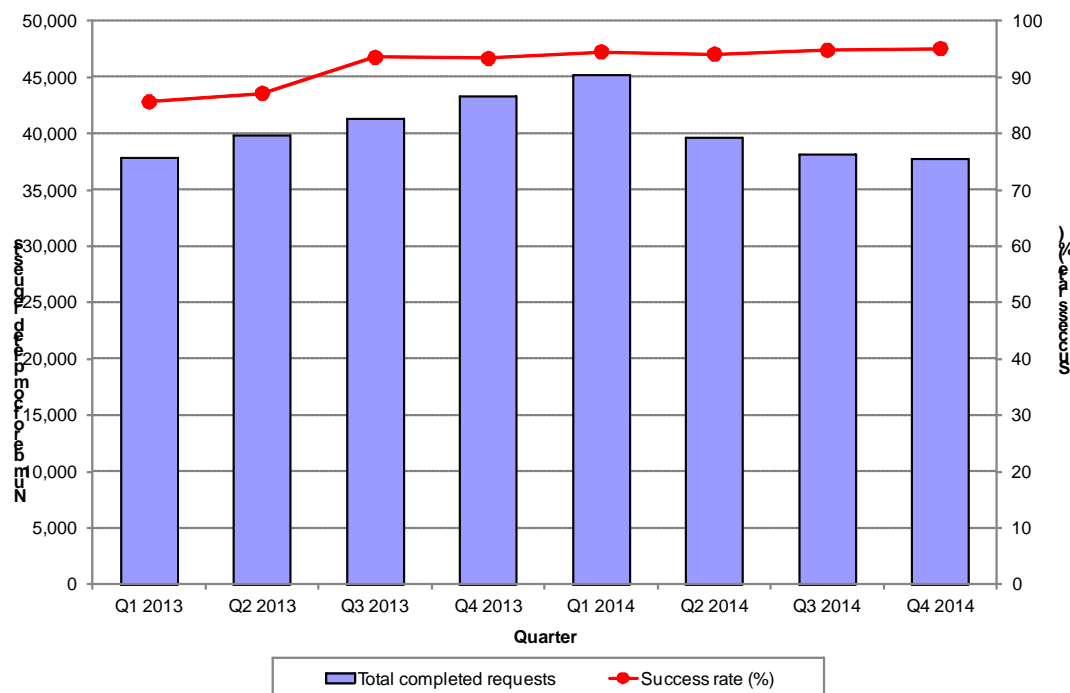
2: 'Success rate' of completed requests for language interpreter and translation services

This section presents statistics on the 'success rate' of completed services requests for language interpreter and translations

The 'success rate' provides a measure of the successful completion of legitimate requests – it is calculated as the number of completed requests which are either fulfilled or the customer does not attend, as a proportion of all completed requests excluding those cancelled by the customer.

'Success rate' increased to 94.6% in 2014 from 90.1% in 2013 – an increase of 4.5 percentage points compared with 2013.

Figure 2: Number of completed language service requests and overall success rate, 2013 to 2014



‘Success rate’ trend since 2013

In the first quarter of 2013, the success rate decreased to 85.6% – the fall coinciding with the contractor reducing the mileage rate paid to interpreters – and stood at 87.2% of completed services requests in the second quarter of 2013. In the third quarter of 2013 however, the success rate increased to 93.6% – the increase coincided with the settlement of mileage rate dispute in May 2013. In the fourth quarter of 2013, the success rate was 93.4%, similar but slightly lower than the previous quarter. Since the first quarter of 2014, the ‘success rate’ has increased and is currently at 94.6%.

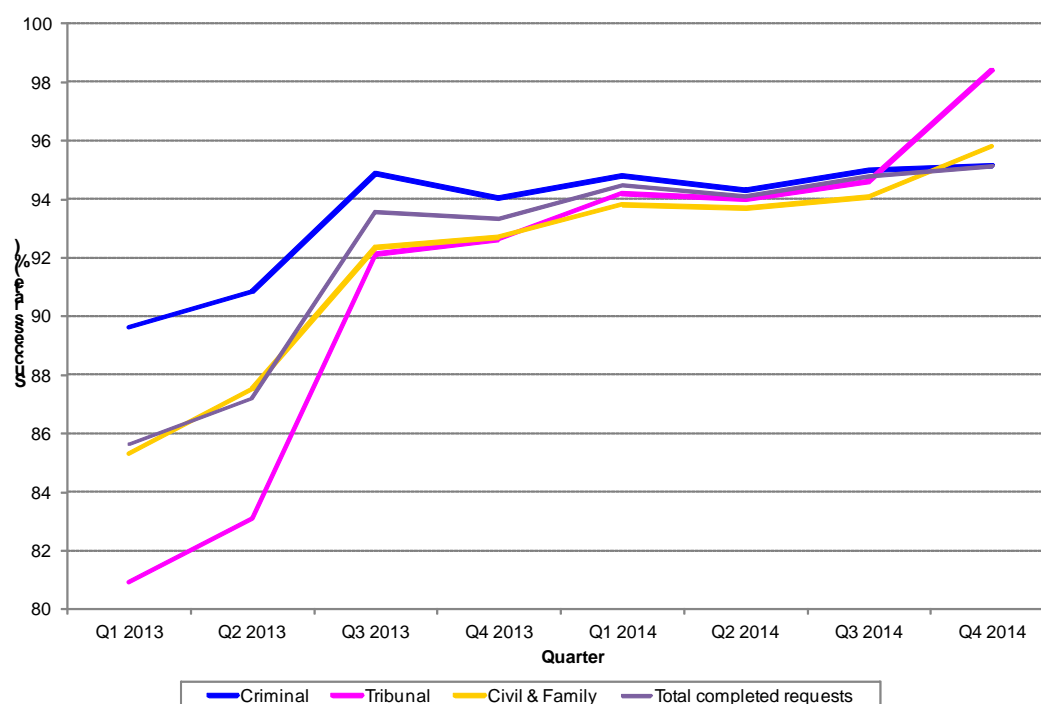
‘Success rate’ by requester type

Success rates have varied across the different requester types:

- In 2014, criminal courts had a ‘success rate’ of 94.8%. This was an increase of 2.4 percentage points when compared with 2013;
- Tribunal had a ‘success rate’ of 94.4% in 2014, an increase of 7.0 percentage points when compared with 2013;
- Civil & Family had a ‘success rate’ of 94.4% in 2014, an increase of 4.6 percentage points when compared with 2013.

The increase in the ‘success rate’ for all requester types coincided with the decreases in ‘requests not fulfilled by the contractor and increase in customers’ cancellation of service requests.

Figure 3: Success rate (%) by requester type, Q1 2013 to Q4 2014



Success rate (%) by region

In 2014, London had the highest 'success rate' at 96.7%; this represented a 4.0 percentage point increase compared with 2013. The Midlands had the next highest success rate of 96.3%, an increase of 4.2 percentage points when compared with 2013.

Wales had the second lowest success rate in 2014 at 85.5%. The success rate was an improvement when compared with 2013 when the success rate was 77.6%, an increase of 8.2 percentage points.

Northern Ireland had the lowest success rate in 2014 at 69.2% but the success rate in Northern Ireland is based on less than 200 requests and requests are for tribunal only. The 'success rates' for Northern Ireland was better when compared with 2013.

Table 2 – Success rate (%) by region, 2013 and 2014

| Region | 2013 | Region | 2014 | Change (+/-) |
|-------------------------|-------------|-------------------------|-------------|--------------|
| Total | 90.1 | Total | 94.6 | 4.5 |
| London | 92.7 | London | 96.7 | 4.0 |
| Midlands | 92.1 | Midlands | 96.3 | 4.2 |
| North East | 88.5 | North East | 93.6 | 5.1 |
| Northern Ireland | 55.6 | Northern Ireland | 69.2 | 13.6 |
| North West | 92.5 | North West | 96.3 | 3.8 |
| Scotland | 92.3 | Scotland | 94.4 | 2.1 |
| South East | 88.1 | South East | 93.5 | 5.4 |
| South West | 81.2 | South West | 87.0 | 5.8 |
| Wales | 77.6 | Wales | 85.8 | 8.2 |

Language with over 95% Success rate

In 2014, 16 standard languages achieved at least a 95% success rate. In 2013 8 standard languages achieved at least a 95% success rate.

In 2014, 5 languages Russian, Farsi, Dari (all variant), Polish, and Urdu, achieved at least a 98% 'success rate'. In 2013 only one language, Russian, achieved 98% or above

None of the languages in the rare group and special service groups achieved 95% success in 2013 and 2014.

Table 3 – Language with 95% and over ‘Success rate’, 2013 and 2014

| 2013 | Success rate % | 2014 | Success rate % |
|-----------------------|-----------------------|------------------------|-----------------------|
| Russian | 98.3 | Russian | 98.5 |
| Farsi | 96.9 | Farsi | 98.2 |
| Polish | 96.7 | Dari (all variant) | 98.0 |
| Arabic (all variants) | 95.7 | Polish | 98.0 |
| French (all variants) | 95.6 | Urdu | 97.9 |
| Spanish | 95.4 | Arabic (all variants) | 97.3 |
| Romanian | 95.1 | Punjabi (all variants) | 96.9 |
| | | Romanian | 96.4 |
| | | French (all variants) | 96.3 |
| | | Mandarin | 96.2 |
| | | Pashto (all variants) | 96.0 |
| | | Bulgarian | 95.8 |
| | | Bengali | 95.2 |

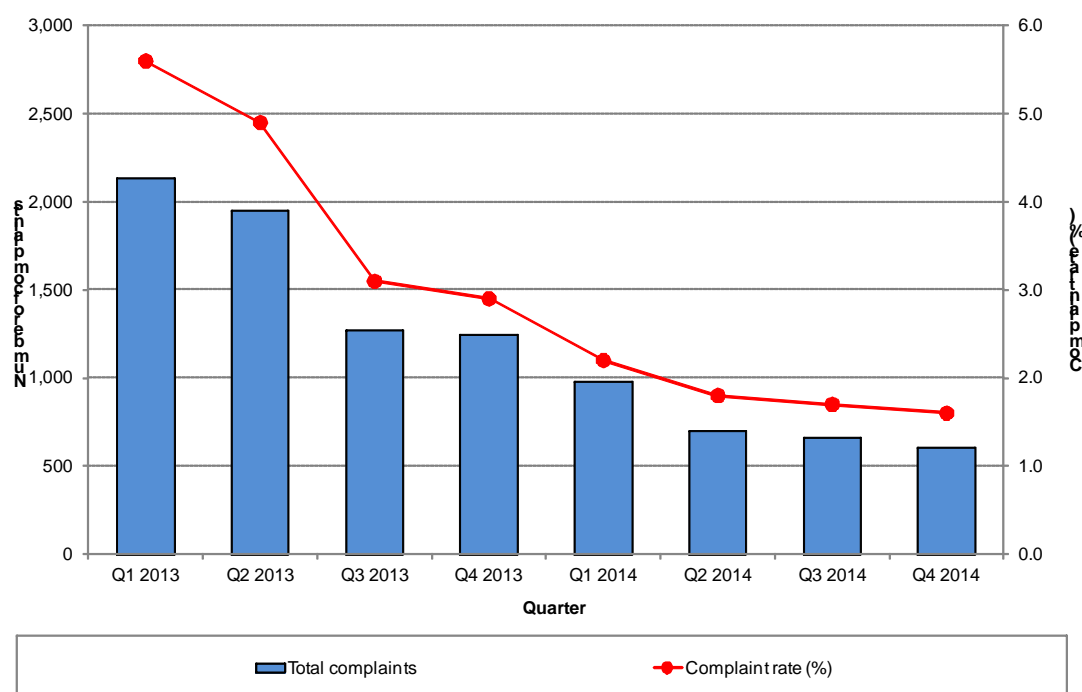
3: Number of complaints made relating to completed service requests

This section presents statistics on the number of complaints for services provided by the Capita TI and the complaint rate.

The complaint rate is calculated as the number of complaints lodged relating to the requests completed in a given period, which enables complaint volumes to be considered in the context of changing volumes of requests.

In 2014, there were 2,900 complaints relating to completed services requests – a decrease of 55.3% when compared with 2013 (6,600 complaints). The complaint rate decreased from 4.1% in 2013 to 1.8% in 2014

Figure 5: Number of complaints made and rate, 2013 to 2014



The most common cause of complaint is 'no interpreter availability'. In 2014, it accounted for 45.7% (1,300) of all complaints made compared with 54.0% (3,600) in 2013 - This was a decrease of 8.3 percentage points when compared with 2013.

The numbers of 'cracked' or 'ineffective' trials, with a breakdown of key reasons for ineffective trials, are published in *Criminal court Statistics Quarterly* on the department's web site⁵. An ineffective trial does not commence on the due date and requires re-listing. An ineffective trial is usually the result of action or inaction by one or more of the prosecution, the defence or the court. In contrast, a cracked trial does not commence on the day and the trial is not re-listed, as the case has reached a conclusion. Cracked trials are usually the result of an acceptable plea being entered

⁵ <https://www.gov.uk/government/statistics/criminal-court-statistics-quarterly-october-to-december-2014>

by the defendant on the day, or where the prosecution offers no evidence against the defendant.

The table below provides provisional figures on the effectiveness of magistrates' court and Crown Court trial hearings, including numbers of 'ineffective' trials due to the unavailability of interpreters.

Table 4 - Effectiveness of magistrates' courts' trial hearings in England and Wales, 2014

| | Effective trials | | Cracked trials | | Ineffective trials | | of which: key reason for ineffective trial | |
|----------------|------------------|----------------------------|----------------|----------------------------|--------------------|----------------------------|--|----------------------------|
| | Number | Percentage of total trials | Number | Percentage of total trials | Number | Percentage of total trials | Interpreter availability | Percentage of total trials |
| Total | | | | | | | | |
| 158,984 | 71,969 | 45% | 58,923 | 37% | 28,092 | 18% | 524 | 0.33% |

Effectiveness of Crown Court trial hearings in England and Wales, 2014

| | Effective trials | | Cracked trials | | Ineffective trials | | ineffective trial | |
|---------------|------------------|----------------------------|----------------|----------------------------|--------------------|----------------------------|--------------------------|----------------------------|
| | Number | Percentage of total trials | Number | Percentage of total trials | Number | Percentage of total trials | Interpreter availability | Percentage of total trials |
| Total | | | | | | | | |
| 35,974 | 17,932 | 50% | 12,598 | 35% | 5,444 | 15% | 26 | 0.07% |

Note: All figures are provisional

Source: [Criminal court Statistics Quarterly, October to December 2014](#)

Data sources: Cracked and ineffective trial monitoring form, HM Courts and Tribunals Service's Performance Database, HM Courts and Tribunals Service CREST system.

Complaint rate trend since 2013

The complaint rate rose to 5.6% in the first quarter of 2013 and has subsequently declined steadily quarter on quarter throughout the year to 2.9% in the fourth quarter 2013.

The increase in the first quarter of 2013 coincided with the contractor reducing the mileage rate paid to interpreters.

The decreases in the complaint rate in second and third quarters of 2013 coincided with the settlement of the mileage rate paid to interpreters on the 23 May 2013.

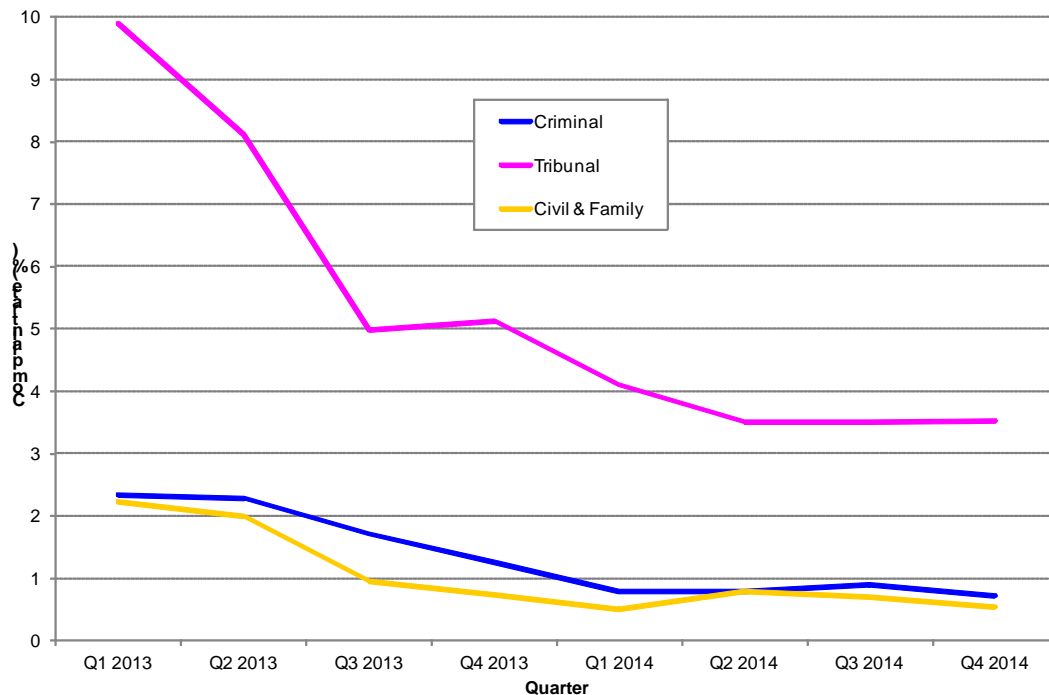
In the first two quarters of 2013, 59.8% of complaints made related to a lack of interpreter availability. Throughout 2014, the complaint rate has maintained steady quarter on quarter decline to 1.4% in the fourth quarter 2014 (the lowest complaint rate since the contract began).

Complaints by requester type

In 2014, the majority of complaints came from tribunals (2,100); which accounted for 72.0% of all complaints made in the year. There has been decrease in number of services requests by tribunals in 2014, and this is reflected in the complaint rate. In 2014, tribunals' complaint rate was 3.7% - a decrease of 3.3 percentage points compared with 2013. The most common complaint at tribunals is that 'no interpreter was available' (950 in 2014).

Criminal Court complaint rate was 0.8% in 2014 down by 1.0 percentage points compared with 2013; Civil and family court complaint rate was 0.6% in 2014 down by 0.8 percentage points compared with 2013.

Figure 6: Complaint rate by requester type, 2013 to 2014



Number of complaint and rate by region

In 2014, the South East has the highest number of complaints (850), 28.8% of all complaints reported. However, the South East had the second highest reduced complaint rate from 5.7% in 2013 to 2.0% in 2014, a 3.7 percentage point decrease.

Northern Ireland had the highest complaint rate of 20.2% in 2014; it also recorded the highest reduced complaint rate from 25.5% in 2013 to 20.2% in 2014. It is worth noting that the complaint rate in Northern Ireland is based on 62 complaints and that all complaints are for tribunal only.

London had the lowest complaint rate of 1.0% in 2014. [Remove colour]

Table 5 – Number and rate of complaints by region, 2013 and 2014

| | 2013 | | | 2014 | |
|------------------|-----------------|-------------------|--|-----------------|-------------------|
| Region | Total complaint | Complaint rate(%) | | Total complaint | Complaint rate(%) |
| All Region | 6,592 | 4.1 | | 2,947 | 1.8 |
| London | 1,110 | 2.4 | | 451 | 1.0 |
| Midlands | 1,101 | 3.9 | | 399 | 1.4 |
| North East | 922 | 5.3 | | 416 | 2.5 |
| Northern Ireland | 42 | 25.5 | | 62 | 20.2 |
| North West | 442 | 2.9 | | 276 | 1.9 |
| Scotland | 145 | 5.4 | | 107 | 5.7 |
| South East | 2,359 | 5.7 | | 850 | 2 |
| South West | 247 | 3.8 | | 139 | 2.1 |
| Wales | 224 | 4.7 | | 247 | 4.9 |

Complaint by language group

In 2014, the language group with the highest of complaints was rare languages with a 4.5% complaint rate – this was well above the 1.8% UK average.

4: Number of ‘off contract’ requests for language interpreter and translation services

This section presents statistics on completed ‘off-contract’ language interpreter and translation services requests.

“Off contract” bookings are requests for translation and interpretation services made outside the Capita TI contract. Bookings for the service are made directly by the courts and tribunals – that is, not through the language service booking portal.

Data for completed ‘off contract’ service requests in 2013 covers the 9 months from April to December

In 2014, 2,400 completed ‘off-contract’ services requests were made by all courts and tribunals compared with 5,100 services requests in the nine months of 2013.

In 2014, completed ‘off-contract’ services requests accounted for 1.5% of all completed services requests.

The observed decrease in the number of off contract bookings made in 2014 coincides with the decrease in complaints (interpreter not available and interpreter did not attend) and increase in the ‘success rate’ for completed services requests.

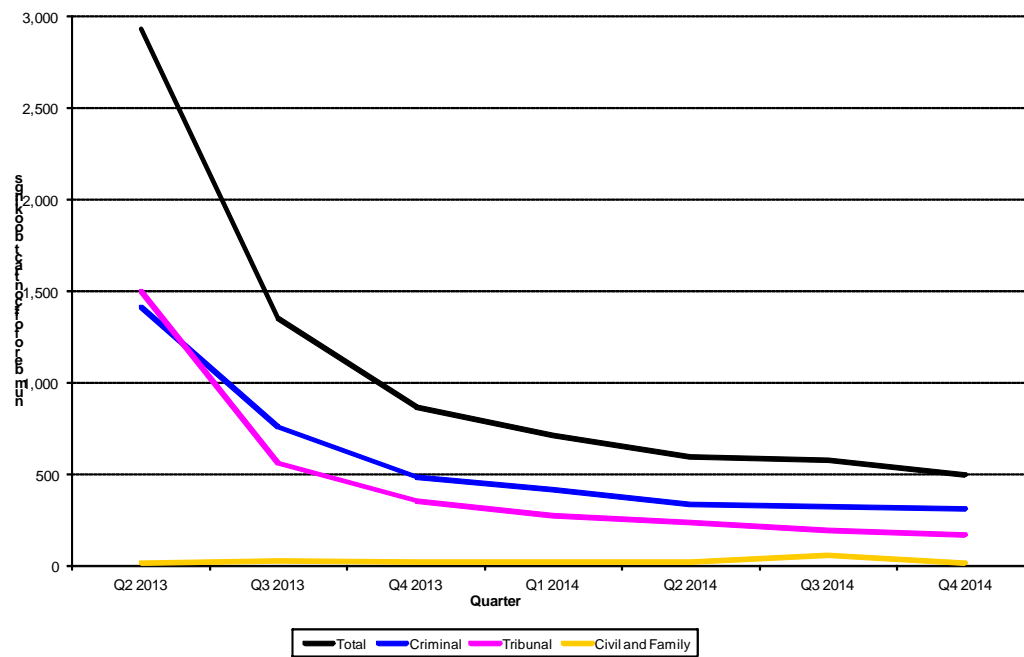
Completed ‘off-contract’ services requests by requester type

In 2014, criminal courts accounted for 58.3% of all completed services requests tribunals accounting for 36.8% and civil and family courts accounting for 4.9%.

In 2014, the South West region accounted for 30.9% of ‘off-contract’ services requests made, London accounted for 26.8% of ‘off-contract’ services requests. Together the two regions accounted for more than half of ‘off-contract requests’. In 2014:

- Standard languages accounted for 75.3% of all ‘off-contract’ services requests;
- The rare languages accounted for 24.2% of all off-contract requests,
- And special services accounted for 0.5% of all ‘off-contract’ services requests

Figure 7: Number of completed 'off-contract' services requests by requester type, 2013 to 2014



Annex A: Explanatory Notes, Data sources and Data Quality

The statistics presented in this bulletin covers face-to-face language services provided to HM Courts & Tribunals Service (HMCTS) and the National Offender Management Service (NOMS).

Symbols and conventions

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

All numbers shown in the commentary (language service requests, complaints and off booking requests) for this publication are rounded to nearest 100. Success rate and complaint rate percentages are given to 1 decimal point.

'-' = Nil or a complaint rate based on no language service requests (in a limited number of instances in the 'Other' requester type category a small number of complaints are recorded despite there being no language service requests).

() =Signifies a percentage based on less than 100 'total completed language service requests'

Data sources and data quality

Data for completed requests and complaints relating to face-to-face services provided to HM Courts & Tribunals Service (HMCTS) and the National Offender Management Service (NOMS) are taken from the language service booking portal managed by Capita TI.

All requests for translation services are booked by HMCTS staff. Requests are made in advance via the web-based portal, by email or by telephone. There is no minimum period of notice, and some requests are made less than an hour before they are needed. The supplier will attempt to assign a translator for the requested service, and once the service has been provided, or the date for the requested service has passed, the request may be closed by the requesting court or tribunal. HMCTS staff are also responsible for closing completed requests within 48 hours of the booking being concluded. If it goes beyond 48 hours, the interpreter is permitted to close down the booking, as this is the mechanism by which they are paid.

These statistics are generated from datasets provided by the contractor from their web-based portal of the numbers of completed requests and details of complaints associated with each request. This bulletin uses raw data from the portal covering the period 30 January 2012 to 31 December 2013.

A review of requester type classification in 2012 led to a number of bookings being reclassified from 'Other' to 'Criminal' in this publication compared to previously published data.

Data suppliers were unable to supply 2012 compliant data for region and language therefore only 2013 information is contained in this publication.

Two different schemes for categorising complaints have been used since the use of the language service booking portal commenced. Under the earlier classification scheme, complaints were simply described as ‘closed’ once they were dealt with. A more advanced scheme has been introduced that can classify complaints as founded, unfounded or duplicates (complaints submitted twice in error), and only founded complaints are counted by the Ministry of Justice.

The time that the language service is provided is taken to be the starting time for the request, even if the request extended over several days. If the service extends over the end of a month, it will be classed as happening in the month when it started.

The classifications used in this bulletin, such as ‘complete’ and ‘fulfilled’, are taken directly from the management information system, and are decided according to the rules laid down by the contractor. A glossary list of terms used in this bulletin can be found in Annex A.

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

All data is subject to quality assurance. Officials in the Ministry of Justice routinely check the data to ensure that no cases are removed and that data received matches with information already held. HM Courts & Tribunal Service staff can see this information and, if they do not agree, it is reported through the complaints process. Staff at Capita TI carry out monthly verifications of data, for example every month they spot check five per cent of cancelled jobs entered as Customer cancelled. This is to determine if they have been closed correctly.

As part of final checks, Ministry of Justice officials and Capita TI staff work together to identify and correct wrongly allocated bookings. For example, bookings made via telephone on behalf of the requesters can on occasions be allocated to the court making the request instead of to the location that requires the interpreter.

Further to recommendations made by the Justice Select Committee⁶, a method has been developed to collect statistical information on “off contract” bookings (i.e. all translation and interpretation services provided to courts and prisons outside the Capita TI contract), which commenced for all courts in April 2013.

The number of off contract bookings made by magistrates’ courts, civil and family courts and Crown Courts are collated using manual data returns from each court. Each court is required to complete a monthly count of bookings and return to their Regional Support Unit, who collate the information and forward it to Ministry of Justice officials for quality assurance and review. Due to the manual method of data collection, care should be taken to ensure data collection processes and their inevitable limitations are taken into account when those data are used.

For tribunals, off contract bookings data has been collected and collated since the commencement of the contract on 30 January 2012, by the Loughborough Interpreter Booking Team (LIBT), who were responsible for making all “off contract” bookings for Immigration and Asylum (IAC) Tribunals, Asylum Support Tribunals (AST) and Mental Health Tribunals (MHT).

⁶ <http://www.publications.parliament.uk/pa/cm201213/cmselect/cmjust/645/645.pdf>

The LIBT are able to separately identify on their computer systems the bookings which have been made off contract from those made under the contract, and by which type of tribunal. Due to the automatic capture of administrative data on off contract bookings, data for tribunals is deemed to be robust, accurate and complete.

Annex B: The Language Services Framework Agreement

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

The framework agreement creates an overarching relationship between the service provider Capita TI and collaborative partners in the Criminal Justice System through which the language services required can be satisfied.

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

Services provided under the framework

Capita TI provides interpretation, translation, sign and other non-defined language support services to MoJ, HM Courts & Tribunals Service and NOMS prisons.

- Face-to-face interpretation that can be divided into three tier-based needs:

Tier One: Interpreters asked to attend evidential face-to-face Assignments in a legal setting, where there may also be a written element. The interpreter is able to both speak fluently in the language required and is able to provide a written translation. This can include both rare and standard languages.

The interpreter must have one or more of the following qualifications:

- Chartered Institute of Linguists Diploma in Public Service Interpreting (DPSI) (English Law Option);
- Chartered Institute of Linguists Certificate in Community Interpreting, CCI (the forerunner to the DPSI);
- Metropolitan Police Test (post 1997) together with either a DPSI (Health or Local Government Option) or an Honours Degree or higher in Interpreting

Or

- Registration with the National Register of Public Service Interpreters (full or interim status);
- Membership of Association of Police and Court Interpreters;
- Membership of the Institute of Translation and Interpreting (Police Court Interpreter level).

Together with (in all cases):

- At least 100 hours public sector interpreting experience;
- References; and
- A pass at the assessment centre to the tier one standard.

Tier Two: the interpreter asked to attend face-to-face Assignments in a legal setting. The interpreter can provide fluent spoken interpreting services, but will not be able to provide a written translation that would suffice for justice sector needs.

The interpreter must have one or more of the following:

- 'Partial DPSI' (English Law option) i.e. the interpreter must have passed all modules with the exception of component 3b (written translation from English);
- A degree in linguistics, English philology, Modern Languages or MA in Teaching of English, or other language related diplomas where English figures as part of the course completed.

Together with (in all cases):

- Previous or current employment in criminal justice services in their countries of origin, legal training in the UK or abroad, or other exposure to criminal justice work through other channels is also acceptable (volunteer and/or paid work in the community for police services or work for Victim Support, for example);
- University level education (any degree);
- At least 100 hours public sector interpreting experience;
- References; and
- A pass at the assessment centre to the tier two standards.

Tier Three: The interpreter can provide a community-based face-to-face interpreting. This may not be to the standard that would be required for court, tribunal or other evidential requirement.

The interpreter must have one or more of the following:

- Demonstrable experience in the public sector with appropriate linguistic background;
- Formalised basic interpreter training including one of the following: the WEA programmes, Bi-Lingual Skills Certificates, Community Level Interpreting Degrees under the NVQ certification system.

Together with

- References; and
- A pass at the assessment centre to the tier three standard

It is also desirable for tier three interpreters to have at least 100 hours public sector interpreting experience.

Rare languages: Interpreters who offer a language where a formal qualification may not be available and where the language is listed on our Rare Tier List.

In the case of rare languages where the DPSI or equivalent qualification is not available, the interpreter must have the Cambridge Proficiency in English Certificate, or NRPSI registration (rare language category) 100 hours of public sector interpreting experience, evidence of continuous professional development, references and a pass at the assessment centre.

- Telephone interpreting;
- Translation services – written (including Braille and Easy-read) and recorded (including transcription);
- Services for the deaf and deaf blind (including, but not limited to, British Sign Language, Sign Supported English, Note Taking, Finger Spelling and Lip Speaking); and,
- Other non-defined language support services as and when they arise.

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

Annex C: Revisions Policy

In accordance with Principle 2 of the Code of Practice for Office Statistics, the Ministry of Justice is required to publish transparent guidance on its policy for revisions. A copy of this statement can be found at:

<http://www.justice.gov.uk/downloads/statistics/mojstats/statistics-revisions-policy.pdf>

The Ministry of Justice aims to avoid the need for revisions to publications unless they are absolutely necessary and put systems and processes in place to minimise the number of revisions.

Within the Ministry of Justice's statistical publications there can be three main reasons for statistics to be revised:

- Changes in how either source administrative systems collect information or a change in statistical methodology to improve accuracy and measurement.
- Receipt of subsequent information which alters our understanding of previous periods (for example – late recording on one of the administrative IT systems used operationally).
- Errors in our statistical systems and processes.

Our policy in handling revisions is to be transparent with users about:

- The need for revisions.
- How and when to expect revisions as part of our standard processes.
- The processes by which other revisions will be communicated and published.

To meet these commitments, all of our statistical publications will:

- Ensure that the need for major revisions for any series are pre-announced on the Ministry of Justice website.
- Include a detailed revisions policy within every release.
- Detail how users will be informed of the need for revisions.
- Give detailed and full explanations as to why the revisions were necessary.

In addition, the annual report from the Head of Profession to the National Statistician will:

- Provide information on how many revisions were required to our publications and the reasons for these.
- Publish a time-series of revisions due to errors in our statistical processes and procedures so we can monitor the quality of our outputs.

Annex D - Glossary of Terms Used

Descriptions of outcomes of requests dealt with

Fulfilled

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

Not fulfilled by supplier

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

Cancelled by customer

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

Customer did not attend

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

Supplier did not attend

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

Success rate

This is calculated as the number of completed requests that count as successful supply of the service:

i.e. 'Fulfilled' plus 'Customer did not attend', divided by the total relevant completed language service requests excluding those requests cancelled by the customer.

Categories of requester

Criminal

Comprises requests relating to criminal cases in magistrates' courts and Crown Courts, the Central Criminal Court, criminal appeals at the Royal Courts of Justice, North Liverpool Community Justice Centre, Warwickshire Justice Centre and HMCTS London Collection & Compliance Centre.

Tribunals

Comprises requests made by all Employment tribunals, Immigration & Asylum tribunals, Social Security and Child Support tribunals and Special tribunals.

Civil & Family

Comprises requests made by all civil, family and county courts, Civil & Family Justice Centres, Civil & Family Hearing Centres, Huntingdon Law Courts, the Administrative Court at the Royal Courts of Justice, civil appeals at the Royal Courts of Justice, the Court of Protection, and the Administrative Court for Wales.

Other

Comprises requests made by prisons, MoJ Shared Services and policy teams within MoJ and NOMS HQ.

Categories of complaints

Interpreter did not attend

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

Interpreter quality

The quality of the interpreting skills is being questioned.

Interpreter was late

The assigned interpreter was late getting to the assignment.

No interpreter available

The supplier was unable to provide an interpreter.

Operational issue

Operation issues include: incorrect tier assigned (the customer has requested a specific tier of assignment and an incorrectly tiered interpreter was assigned), issues with the web-based request portal, occasions when the customer has not been able to request one of the services that the supplier supplies and other occasions when the supplier has not supplied the service that is expected.

Other Interpreter issue

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

Time sheet error

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

Order

This includes complaints where no category was recorded in the data.

Annex E – List of Languages

Two hundred and twenty six separate languages and special services were requested in the 12 months ending December 2014

Standard List Languages (41)

Albanian (all variants), Arabic (all variants), Armenian, Bengali, Bulgarian, Cantonese, Croatian, Czech, Dari (all variant), Dutch, Estonian, Farsi, French (all variants), German (all variants), Greek, Gujarati, Hindi, Hungarian, Italian, Japanese, Kurdish (Sorani), Latvian, Lithuanian, Mandarin, Pashto (all variants), Polish, Portuguese, Punjabi (all variants), Romanian, Russian, Serbian, Slovak, Slovene, Somali, Spanish, Tamil, Thai, Turkish, Ukrainian, Urdu and Vietnamese

Special Services (5)

British sign language, Lipspeak (English), Sign supported (English), Deafblind Hands on/Hands under, and Palantypists

Rare Languages (176)

Acholi, Afghan Punjabi, Afrikaans, Akan, Algerian, Amharic, Aramaic, Ashanti, Azerbaijani (North), Azerbaijani (Southern), Azeri, Bagang, Bahasa Indonesian, Bahasa Malaysian, Bajuni, Bako, Balinese, Baluchi, Bamanankan, Bambara, Banjuni, Belarusian, Bemba Zambia, Bilen, Bosnian, Brahui, Bravanese, Burmese, Cameroonian, Catalan, Cebuano, Chaldean - Neo Aramaic, Chechen, Chichewa, Chittagonian, Creole, Dafur, Dagbani, Dakota, Danish, Dazaga, Dholuo, Dinka - Southern Central, Dioula, Edo, Efik, Emeric (Nigerian), English (Pidgin), Ewe, Fataluku, Fijian, Filipino, Finnish, Flemish, Fula, Fur, Ga, Georgian, Gherghel, Gorani, Guyenese, Hagan, Haitian, Hakka, Hausa, Hazara, Hebrew, Hindko, Hokkien, Ibibio, Icelandic, Idoma, Igbo, Ika Agbor, Ilocano, Indonesian, Ishan, Ishan (Nigeria), Jamaican Patois, Javanese, Jula, Kachi, Kambaata, Karen (Thailand), Kashmiri, Katchi (Maman), Kazakh, Khmer, Kibajuni, Kikongo, Kikuyu, Kinyamulenge, Kinyarwanda, Kirundi, Kiswahili, Konkani, Korean, Krio, Kurdish (Bahdini), Kutchi, Kyrgyz, Liberian, Lingala, Luganda, Luo, Macedonian, Malawian, Malawian Chichewa, Malay, Malayalam, Maldivian, Maltese, Mandingo, Mandinka, Maninka, Mauritian Creole, Mende, Mirpuri, Mongolian, Nambian, Ndebele - Northern, Ndebele - Southern, Nepalese, Nigerian Pidgin, Norwegian, Oromo (Central), Oshiwambo, Other, Pahari, Patois, Persian, Potwari, Rohingya, Rohingyan, Roma, Romany, Runyankole, Rutoro, Serb Croatian, Shona, Sindhi, Sinhala, Somalia Banadir, Sondi, Soninke, Susu, Swahili, Swazi, Swedish, Sylheti, Tagalog, Taishan, Taiwanese, Tajiki, Tama, Telugu, Temne, Tetum, Tibetan, Tigre, Tigrinya, Timorise, Turkmen, Twi, Uighur, Urhobo, Urohobo, Uzbek (Northern), Welsh, Wolof, Yiddish, Yoruba, Zaghawan, Zazaki, Zezuru, Zulu.

Annex F: List of Accompanying Tables

Accompanying this publication are the following tables:

Table 1: Breakdown of requested language interpreters by outcome, split by language Group, success rate, 2013 to 2014.

Table 2: Breakdown of number and rate of complaints by language group, split by category of complaint, 2013 to 2014.

Table 3: Number and rate of completed language service requests by outcome, split by requester type, 2013 to 2014.

Table 4: Number and rate of completed language service requests by outcome, split by requester type, region, 2013 to 2014.

Table 5: Number and rate of completed language service requests by outcome, split by requester type, language, 2013.

Table 6: Number and rate of completed language service requests by outcome, split by requester type, language, 2014.

Table 7: Total number and rate of complaints by category of complaint, split by requester type, 2013 to 2014.

Table 8: Number and rate of complaints by category of complaint, split by region and requester type, yearly, 2013 & 2014.

Table 9: Number and rate of complaints by category of complaint, split by requester type, language, 2013.

Table 10: Number and rate of complaints by category of complaint, split by requester type, language, 2014.

Table 11: Number and rate of "Off - contract" completed requests by region, split by requester type, 2013 to 2014.

Table 12: Total number and rate of "Off - Contract" completed requests, split by, language, requester type, 2013 & 2014.

Contacts

Press enquiries on the contents of the bulletin should be directed to the Ministry of Justice press office:

Andrew Chiles

Tel: 020 33343573

Email: andrew.chiles@justice.gsi.gov.uk

Sally Catmull

Tel: 020 33343539

Email: sally.catmull@justice.gsi.gov.uk

Other enquiries about these statistics should be directed to the Justice Statistics Analytical Services division of the Ministry of Justice:

Vincent Okeleke-Nezianya

Ministry of Justice

7th Floor

102 Petty France

London

SW1H 9AJ

Tel: 020 33345054

Email: statistics.enquiries@justice.gsi.gov.uk

General enquiries about the statistical work of the Ministry of Justice can be e-mailed to: statistics.enquiries@justice.gsi.gov.uk

General information about the official statistics system of the UK is available from: www.statistics.gov.uk

© Crown copyright 2015

Produced by the Ministry of Justice

Alternative format versions of this report are available on request from statistics.enquiries@justice.gsi.gov.uk

© Crown copyright 2014
Produced by the Ministry of Justice

Alternative format versions of this report are available on request from
statistics.enquiries@justice.gsi.gov.uk.