Ministry of Justice

Statistics on the use of language services in courts and tribunals

Statistical bulletin, 30 January 2012 to 31 December 2013

Ministry of Justice

Contents

Introduction

The data presented in this bulletin are for face-to-face language 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 published covers requests for services made and completed between the start of the national language services framework on 30 January 2012 and 31 December 2013, with accompanying commentary and analysis. The bulletin covers courts in England and Wales, all UK tribunals not transferred to devolved governments, NOMS, MoJ and NOMS HQ.

Data are not centrally held for the number of completed language requests under previous contracts and therefore it is not possible to say whether performance levels since 30 January 2012 are higher, lower or similar to those under the previous arrangements.

This bulletin is the first annual publication in this series. Initial publications were released on an ad-hoc basis, presenting monthly figures on completed requests and complaints raised. This ad hoc approach to publication enabled us to gain a detailed understanding of the data generated from new management information reports, work through a number of initial reporting issues (for example, ensuring allocations of requests to the correct requester accounts and capturing of multiple complaints against single requests) and assess the needs of users of these statistics. We subsequently decided it is appropriate to publish the bulletin on a quarterly and annual basis, thus bringing it in line with other MoJ statistical publications. Within year quarterly releases will provide a snapshot of completed requests and complaints raised, with the final calendar year publication providing more detailed breakdowns – for example, by languages requested and regions.

Also for the third time, in this publication we are presenting data on the number of bookings made "off contract", covering the period between 1 April 2013 and 31 December 2013. Data are not centrally held for "off contract" bookings made prior to this period. With improvement in the ways that 'off-contract' data are collected, we hope to include languages breakdowns in the future tables on 'off-contract' bookings.

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.

Executive Summary

The statistics in this publication focus on four main areas:

- The number of completed language services requests, broken down by requester type (criminal court, tribunal, civil and family), language and region;

- The '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)* ;

- The number of complaints made (and complaint rate) relating to languages services requests broken down by courts and tribunals; language and region

- The number of "off contract" bookings made broken down by requester type.

Key Findings

- Overall completed requests for language services increased by 43,500 from 118,800 requests in 2012 to 162,300 requests in 2013.

- The success rate for 2013 decreased slightly by 0.5 percentage points, from 90.6% in 2012 to 90.1% in 2013.

- Q4 2013 success rate was 93.4% - well above annual 2013 rate (90.1%), but slightly below Q3 2013 rate (93.6%).

- During 2013, only 4.1% of completed requests had a complaint against them, an improvement on 2012 when the complaint rate was 4.8%.

- The Q4 2013 complaint rate was 2.9% - the lowest for any quarter in the two year period.

- Total 'off-contract' bookings continued to decline quarter on quarter. In Q4 2013, 900 'off-contract' bookings were made by all courts and tribunals compared with 1,300 bookings in Q3 2013 and 2,900 in Q2 2013.

## Number of completed requests for language services

This section refers to the volume of completed requests for language services made under the contract through the web-based request system.

In 2013, there were a total of 162,300 completed requests for languages services, an increase of 43,500 when compared with 2012[1].

The number of completed requests made in 2013 increased each quarter. In the most recent quarter (Q4 2013), 24% more completed requests were made when compared with the same quarter a year ago – from 34,900 in Q4 2012 compared with 43,400 in Q4 2013.

The criminal courts make the greatest use of face-to-face language translation services. In 2013, 50% of all completed requests were for criminal cases (including criminal cases in the Crown and magistrates' courts), 44% were for tribunal cases, and 6% were for civil and family court cases.

Figure 1: Number of completed language service requests, by requester type, Q1 2012 to Q4 2013
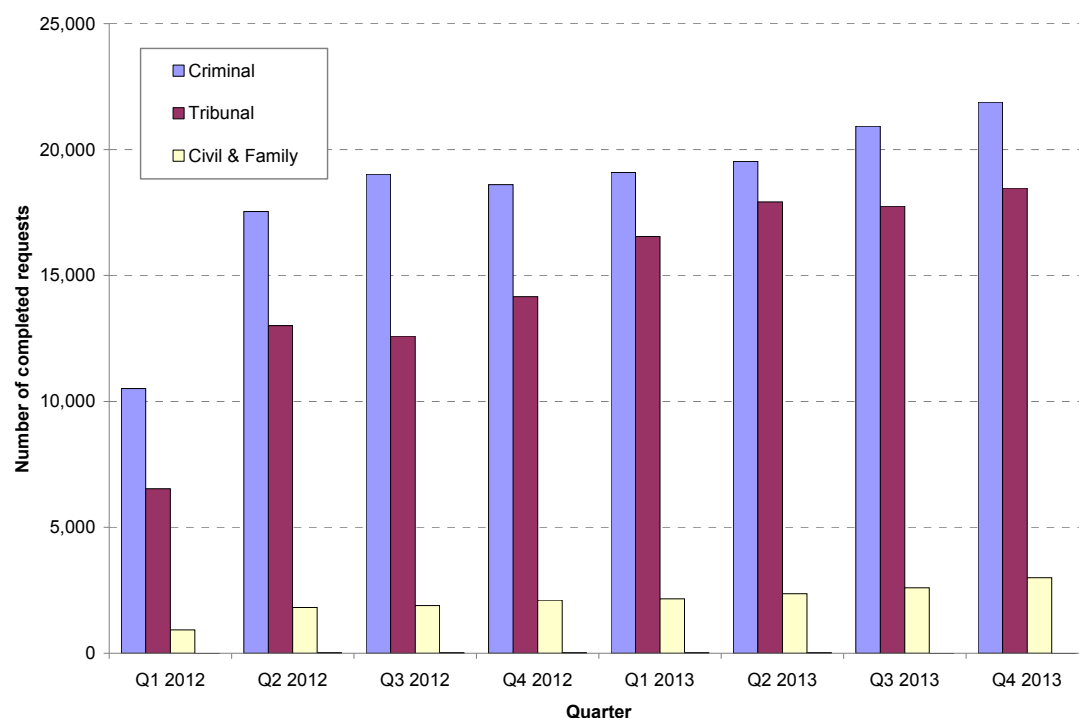
These proportions in part reflect the numbers of people dealt with by the different courts and tribunals, with volumes of criminal proceedings at magistrates' courts and criminal cases heard at the Crown Court higher than the number of civil and family cases heard in court and tribunal receipts[2].

---

[1] 2012 data includes only the period 30 January 2012 (which was when the national language services framework was rolled out nationally) to 31 December 2012.
[2] Caseload statistics for criminal, civil and family courts and tribunals can be accessed in the *Court Statistics Quarterly* and *Quarterly Tribunal Statistics* bulletins, both published on the Ministry of Justice website.

'Success rate' of completed requests

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

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.

Presenting a single annual success rate does not provide the whole picture on the changes in the operation of the contract since commencement. Providing a quarterly breakdown of success enables the user to more fully understand the improvements made or where issues have arisen.

The success rate for 2013 decreased slightly by 0.5 percentage points, from 90.6% in 2012 to 90.1% in 2013.

Q4 2013 success rate was 93.4% - well above annual 2013 rate (90.1%), but slightly below Q3 2013 rate (93.6%).

Figure 2: Number of completed language service requests and overall success rate, Q1 2012 to Q4 2013
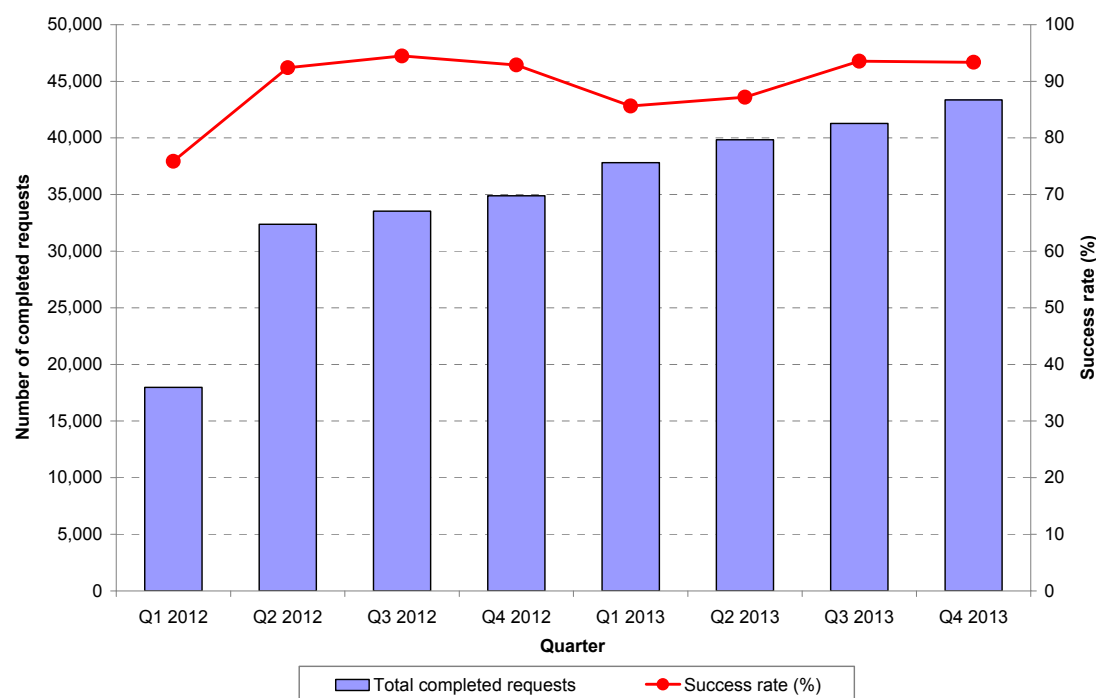

Over the first two months of the contract ("including Q1 2012", which covered the period of 30 January to 31 March), the contractor was able to fulfil the request or the requesting customer failed to attend for 75.9% of non-cancelled requests. In Q2 2012, this success rate increased to 92.4% and remained relatively flat for the

remainder of 2012. However, in Q1 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 requests in Q2 2013. In Q3 2013 however, the success rate increased to 93.6% of non-cancelled requests – the increase coincided with the settlement of mileage rate dispute in May 2013. In Q4 2013, the success rate was 93.4%, similar but slightly lower than the Q3 rate.

Success rates have varied across the different requester types. Criminal had a success rate of 92.4% in 2013, an increase of 1.8 percentage points when compared with 2012. Tribunal had a success rate of 87.3% in 2013, a decrease of 3.1 percentage points when compared with 2012. There have however been large increases in success rate in tribunals in Q3 and Q4 2014. At Q4 2013 success rate was 92.6% compared with just over 80% Q1 2014. Civil & family had a success rate of 89.8% in 2013, a decrease of 2.0 percentage points when compared with 2012. The decline in success rate in 2013 compared with 2012 for tribunal and civil & family are driven by the increase in 'requests not fulfilled by the supplier' (for tribunal 5.5% in 2012 to 9.5% in 2013, and for civil & family 5.9% in 2012 to 7.9% in 2013).

Of the total completed requests made in 2013, 19,700 (12.1%) were cancelled by the requesting customer, a 0.8 percentage point increase compared with 2012.

Figure 3: Success rate (%) by requester type, Q1 2012 to Q3 2013
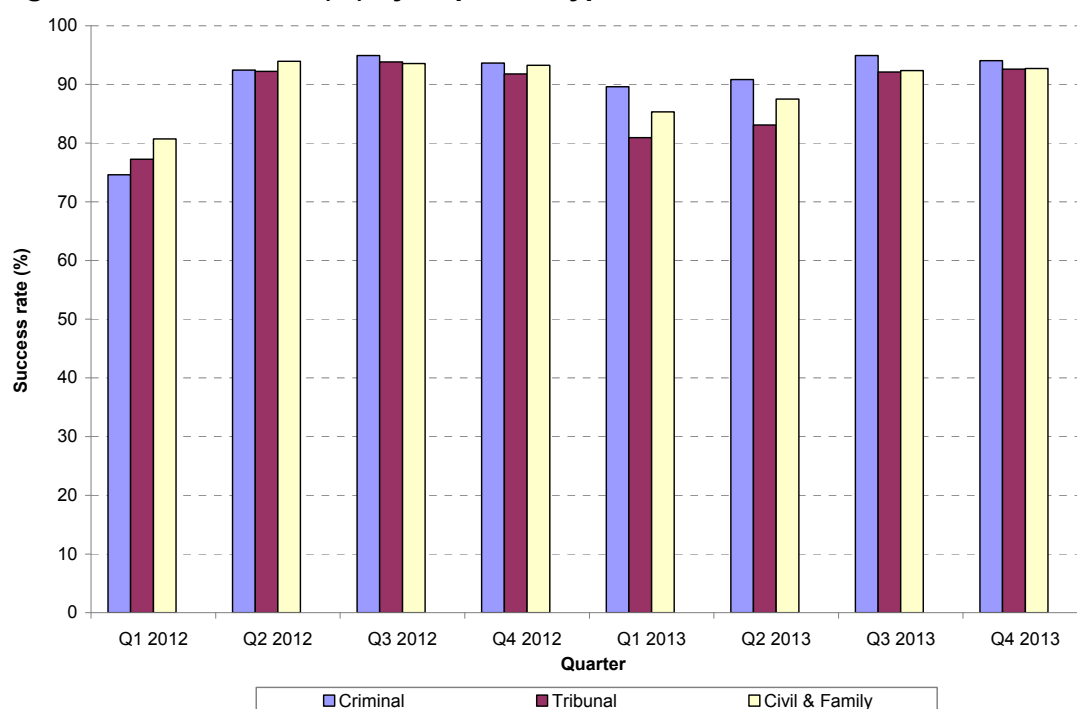
'Region' in this publication means the region of the court requesting the service. Occasionally, courts will allow a service to take place at a secondary venue. It is assumed that this is the same region as the requesting court, but there may be a small number of occasions where this is not true.

In 2013 as in 2012 the majority of requests for language services were in London and the South East - 53.8% of all requests in 2013.

Table 1 - Completed language service requests, by region, 2012 and 2013

Region	2012	Region	2013
Total	**118,758**	**Total**	**162,267**
London	31,795	London	45,733
Midlands	20,487	Midlands	28,245
North East	13,388	North East	17,356
Northern Ireland	168	Northern Ireland	165
North West	11,706	North West	15,199
Scotland	1,908	Scotland	2,689
South East	30,532	South East	41,613
South West	5,393	South West	6,465
Wales	3,381	Wales	4,802

London and the North West had the highest success rates in 2013 (92.7% London and 92.5% North West). Northern Ireland and Wales had the lowest success rate in 2013 (55.6% Northern Ireland and 77.6% Wales). These success rates have dropped from 2012 (65.5% Northern Ireland and 85.8% Wales). It is however worth noting that the success rate in Northern Ireland is based on less than 200 requests and requests are for tribunal only.

Figure 4 – Success rate (%) by region, 2012 and 2013
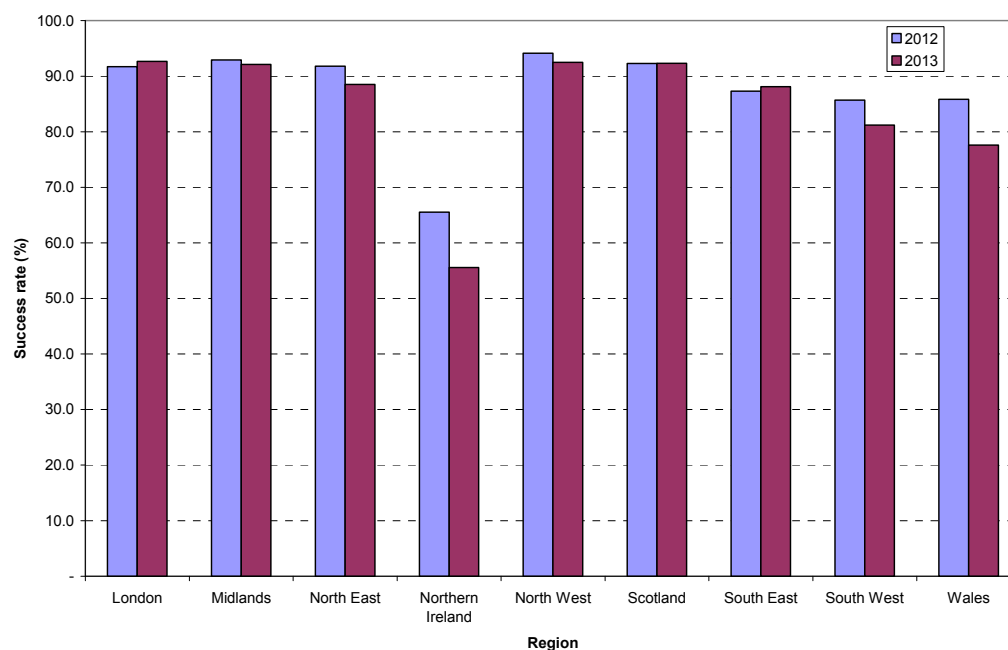
In 2013 language service requests were made covering 249 different languages (the full list of languages is presented in Annex B). Thirty one languages account for 90% of all language requests, with 4 languages - Polish, Romanian, Urdu and Lithuanian - accounting for more than a third of all languages requests received. The same four languages also accounted for highest number of language requests in 2012.

- In Criminal cases (requests made by the Crown Court and magistrates' courts), the most requested language was Polish (17,000) – an increase of 4,000 compared with 2012 when 13,000 requests were made.

- Similarly, Polish was the most frequently requested language at civil & family courts (2,000 requests), an increase of 800 compared with 2012.

- The most frequently requested language at the tribunals was Urdu (8,100 requests) – an increase of 3,100 compared with 2012.

Of the 10 most requested languages in 2013, the language with the highest success rate was Russian (98.3%) – an increase of 3.1 percentage points compared with 2012. Polish, Romanian and Urdu (frequently requested languages) had high success rates (of 96.7%, 95.1% and 94.7% respectively) well above the 90.1% average.

Of the 10 most requested languages in 2013, the language with the lowest success rate was Somali (86.3%) – a decrease of 3.8 percentage points compared with 2012. Lithuanian (4th most frequently requested language) had a success rate of 90.1% - an increase of 10.8 percentage points compared with 2012.

Languages outside the top 10 most frequently requested (which accounted for 43.5% of all requests in 2013) had a lower success rate than the average (85.4% compared to 90.1%). The reason for the percentage success for these languages being well below the average success rate is likely to be due to interpreters for less requested languages being less attainable. There were 180 languages with fewer than 100 requests, with success ranging from 100% to 0%. However, even for languages like Tamil and Slovak which had 4,300 and 3,500 requests respectively the success rate was 71.0% and 77.7%; this is reflected in the complaint rate which is amongst the highest of all language requests. There was a 3.0 percentage point decrease in success rate for languages outside top 10 most frequently requested compared with 2012 from 88.4% to 85.4%.

Table 2 - Success rate by top 10 languages, 2012 and 2013

2012	Success rate (%)	2013	Success rate (%)
Total	*90.6*	**Total**	*90.1*
Polish	*94.7*	Polish	*96.7*
Romanian	*88.6*	Urdu	*94.7*
Urdu	*96.4*	Romanian	*95.1*
Lithuanian	*79.3*	Lithuanian	*90.1*
Arabic	*96.5*	Punjabi, Eastern (India)	*91.5*
Russian	*95.2*	Turkish	*90.7*
Punjabi, Eastern (India)	*94.2*	Bengali	*89.6*
Farsi	*96.7*	Arabic	*96.2*
Turkish	*90.5*	Somali	*86.3*
Somali	*90.1*	Russian	*98.3*
Other	*88.4*	Other	*85.4*

The numbers of 'cracked' or 'ineffective' trials, with a breakdown of key reasons for ineffective trials, are published in *Court Statistics Quarterly* on the department's web site[3]. 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 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 3 - Effectiveness of magistrates' courts' trial hearings in England and Wales, 2013

Total	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
155,074	69,596	45%	58,237	38%	27,241	18%	590	0.38%

Effectiveness of Crown Court trial hearings in England and Wales, 2013

Total	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
33,670	17,238	51%	11,820	35%	4,612	14%	37	0.11%

Note: All figures are provisional
Source: Court Statistics Quarterly, October to December 2013
Data sources: Cracked and ineffective trial monitoring form, HM Courts and Tribunals Service's Performance Database, HM Courts and Tribunals Service CREST system.

---

[3] www.justice.gov.uk/statistics/courts-and-sentencing/judicial-quarterly

Number of complaints made relating to languages services requests

Complaints are submitted through the web-based language service booking portal managed by Capita TI. They are categorised according to a range of possible issues identified by the complaint, ranging from aspects of service provision – such as issues around interpreter quality, lack of interpreter availability, the non-attendance of a booked interpreter – to administrative concerns, e.g. interpreter time sheet errors.

Complaints are reported according to the quarter during which the related language service request was completed. Complaints lodged through the web-based request system relating to requests completed in 2012 are recorded based on a categorisation created by Capita TI. The range of complaint categories available on the web-based request system at the time of lodging a complaint were expanded during 2012. Complaints made relating to requests completed in 2013 are categorised using the category of complaint entered on the web-based request system by the requester at the time the complaint was lodged. Complaints reported in this publication are based on the category of complaint entered on the web-based system by the requester in 2013.

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.

During 2013 there were 6,600 complaints recorded relating to completed requests made – an increase of 15% when compared with 2012[4] (5,700 complaints).

Although, the overall volume of complaints increased in 2013, the complaint rate decreased by 0.7 percentage points – from 4.8% in 2012 to 4.1% in 2013.

Figure 5: Number of complaints made, by category of complaint, with complaint rate, Q1 2012 to Q4 2013


---
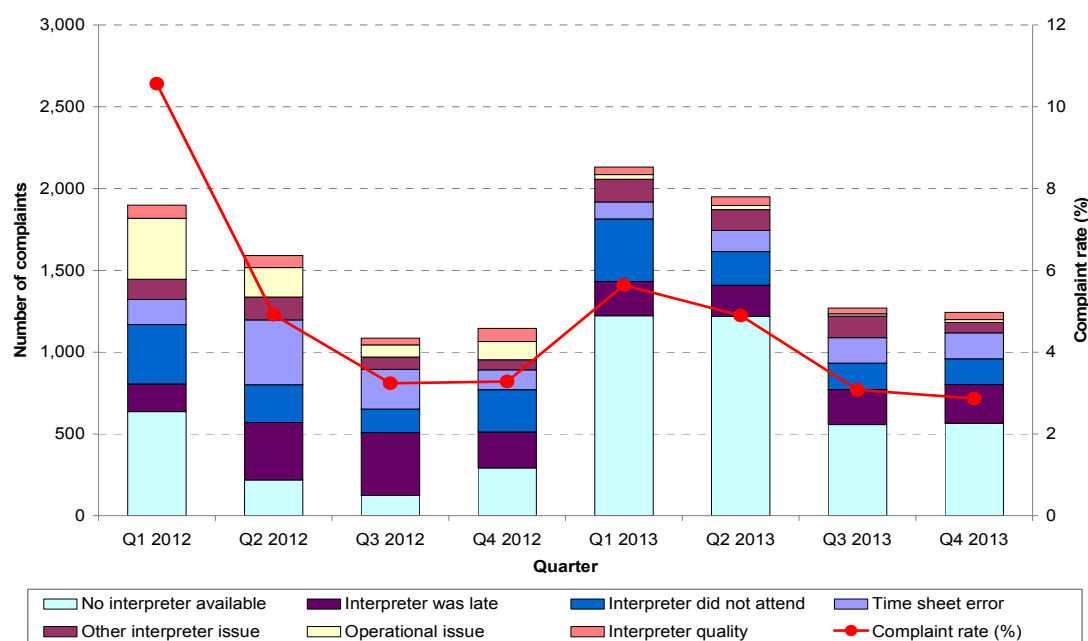
[4] 2012 data includes only the period 30 January 2012 (which was when the national language services framework was rolled out nationally) to 31 December 2012.

Complaint rate fell throughout 2012 from 10.6% in Q1 2012 to 3.3% in Q4 2012. Complaint rate then rose to 5.6% in Q1 2013 and has subsequently declined steadily quarter on quarter throughout the year to 2.9% in Q4 2013 (the lowest complaint rate for any quarter in the two year period). The increase in Q1 2013 coincided with the contractor reducing the mileage rate paid to interpreters. The decrease in the complaint rate in Q2 and Q3 2013 again coincided with the settlement of the mileage rate paid to interpreters on the 1st of May 2013 (there was also an increase in success rate in Q2 and Q3 2013). In the first two quarters of 2013, 59.8% of complaints made related to a lack of interpreter availability, in 2012, this category accounted for 22.2% of complaints. In Q4 2013, the category accounted for 45.5% of complaints lodged.

The majority of complaints in 2013 came from tribunals (4,900); with the most common reason for complaint at tribunals being that 'no interpreter was available' (2,700). Tribunal complaint rate however, decreased by 0.6 percentage points in 2013 (from 7.6% in 2012 down to 7.0% in 2013). Criminal Court complaint rate was 1.9% in 2013 down from 3.1% in 2012 (Q4 2013 complaint rate 1.3%). Civil and family court complaint rate was 1.4% in 2013 down form 2.1% in 2012 (Q4 2013 complaint rate 0.7%).

Figure 6: Complaint rate by requester type, Q1 2012 to Q4 2013
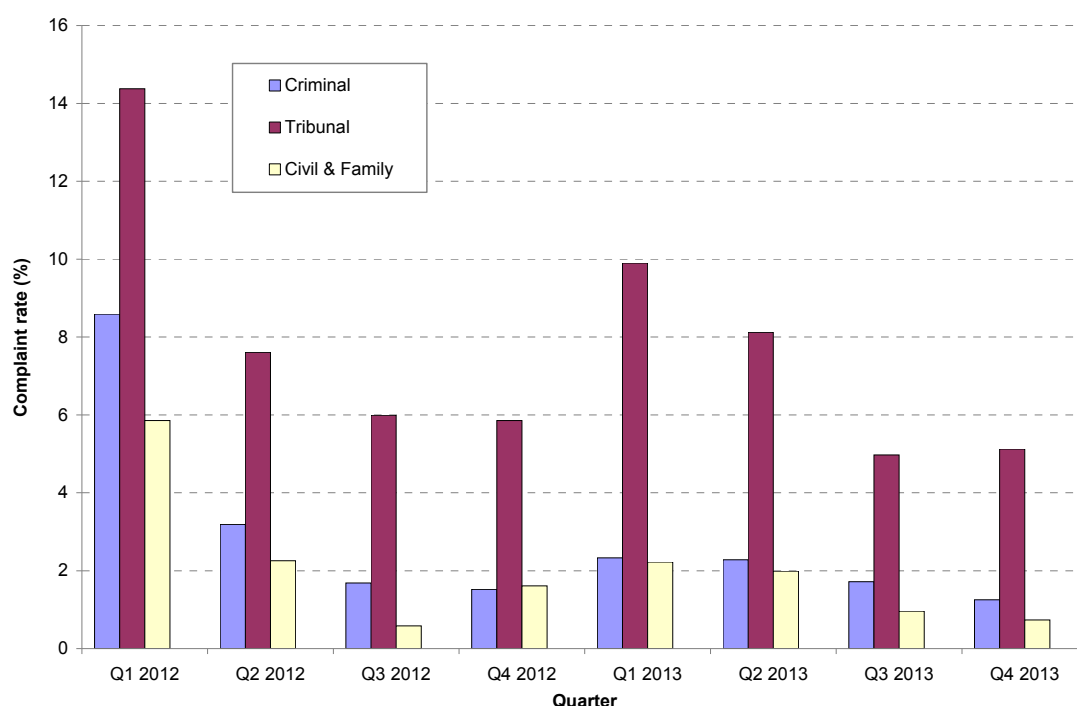
In 2013, most complaints were in the South East (2,400) – 35.8% of all complaints reported. The South East had a relatively high complaint rate of 5.7%, well above the 4.1% UK average. Northern Ireland had an extremely high complaint rate of 25.5% in 2013. It is however worth noting that the complaint rate in Northern Ireland is based on less than 50 complaints from under 200 language service requests and that all complaints / requests are for tribunal only.

London, which receives the highest volume of language services requests, had the lowest complaint rate of 2.4% in 2013. This was well below the 4.1% UK average.

In 2013, the languages with the highest volume of complaints were Somali and Urdu (both slightly in excess of 400). 64.0% of all complaints on Somali language were the non availability of interpreter.

At criminal courts, tribunals and civil and family courts, the languages with the most complaints were Romanian (criminal), Somali (tribunal), and Polish (civil and family).

Of the 10 languages with most complaints in 2013, the language with the highest complaint rate was Slovak (8.7%). The majority of Slovak complaints came from tribunals where there was a 23.6% complaint rate. Somali and Tamil also had high complaint rates of 8.4% and 6.8% respectively.

Complaint rates in 2013 were relatively low for three of the four languages with most language service requests. The complaint rates for Polish was 1.6%, Romanian was 1.8% and Lithuanian 2.7%.

Number of "off contract" bookings made

"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.

Total 'off-contract' bookings continued to decline quarter on quarter. In Q4 2013, 900 'off-contract' bookings were made by all courts and tribunals compared with 1,300 bookings in Q3 2013 and 2,900 in Q2 2013.

In the 9 months ending 31 December 2013 (the 9 month period for which the data has been collected) criminal courts have accounted for 51.5% of all off contract bookings, tribunals 46.9% and civil and family courts 1.3%.

Off contract bookings accounted for 2.0% of all bookings made for language services in Q4 2013. By comparison, off contract bookings accounted for 3.2% of all bookings made for languages services in Q3 2013 and 6.9% of all bookings made in Q1 2013.

The observed decrease in the number of off contract bookings made in Q3 and Q4 2013 coincides with an increase in the success rate for completed requests.

Explanatory Notes

The statistics presented in this bulletin regard 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 staffs 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 complaint 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 Committee[5], 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).

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.

---

[5] www.publications.parliament.uk/pa/cm201213/cmselect/cmjust/645/645.pdf

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. The service is not available for use by Probation Trusts but the framework agreement is available.

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

  - Tier One: the interpreter is able to both speak fluently in the language required and is also able to provide a written translation to a pre-determined standard.

  - Tier Two: the interpreter can provide fluent spoken interpreting services, but will not be able to provide a written translation that would suffice for justice sector needs.

  - Tier Three: the interpreter can provide an interpreting service, but not to the standard that would be required for court, tribunal or other evidential requirements; this may be used, for example, in community-based settings.

- Telephone interpreting;

- Translation services – written (including Braille and Easy-read) and recorded (including transcription);

- Services for the deaf and deaf blind (including, but not limited to, British Sign Language, Sign Supported English, Note Taking, Finger Spelling and Lip Speaking); and,

- Other non-defined language support services as and when they arise.

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

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:

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 A - 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 B – List of Languages

Two hundred and forty nine separate languages were requested in the 12 months ending December 2013

Acholi, Afrikaans, Akan, Albanian, Albanian (Kosovo), Algerian, Amharic, Arabic, Arabic (Classical/North African), Arabic (Modern Standard), Arabic (North African), Aramaic, Armenian, Ashanti, Assyrian, Azerbaijani (North), Azerbaijani (Southern), Azeri, Bahasa Indonesian, Bahasa Malaysian, Balochi - Eastern, Balochi - Southern, Balochi - Western, Bamanankan, Bambara, Basque, Belarusian, BembaDRC, BembaZambia, Bengali, Berber, Bharuchi, Bilen, Bisaya, Bosnian, Braille, Bravanese, British Sign, Bulgarian, Burmese, Cambodian, Cantonese, Catalan, Chaldean - Neo Aramaic, Chechen, Chichewa, Chitmbuka, Chittagoian, Creole, Creole - English, Creole - French, Creole - Jamaican, Creole - Portuguese, Creole Mauritian, Croatian, Czech, Dagomba, Danish, Dari (Afghan), Dari (Iranian), Deafblind (BSL Hands on/hand-under-ha, Deafblind (BSL Visual Frame), Deafblind (Large Print communicator), Deafblind Manual, Dholuo, Dinka - North Eastern, Dinka – South Eastern, Dutch, Edo, English(Pidgin), Estonian, Ewe, Fanti, Faroese, Farsi, Fijian, Filipino, Finnish, Flemish, French, French (Algerian), French (Belgium), French (Canada), French (Congolese), Fula, Fur, Fuzhou, Ga, Gaelic (Scottish), Georgian, German, German (Austrian), German (Swiss), Ghana Tre, Ghanian Ashanti, Gorani, Greek, Gujarati, Gurung, Haitian, Hakka, Hausa, Hazarigi, Hebrew, Herero, Hindi, Hindko, Howri, Hungarian, Icelandic, Idoma, Igbo, Ilocano, Indonesian, Ishan, Italian, Jamaican, Jamaican Patois, Japanese, Jola-Felupe, Jola-Kasa, Kalabari, Kannada, Karen (Thailand), Kashmiri, Kazakh, Khmer, Kibajuni, Kikongo, Kikuyu, Kinyamulenge, Kinyarwanda, Kirundi, Kisakata, Kiswahili, Konkani, Konkani, Korean, Krio, Kru, Kurdish (Bahdini), Kurdish (Kurmanji), Kurdish (Kurmanji/Bahdini), Kurdish (Sorani), Kyrghiz, Lao, Latvian, Laur, Lingala, Lipspeak(English), Lithuanian, Luganda, Macedonian, MacedonianGorani, MalawianChichewa, Malay, Malayalam, Maldivian, Malinke, Maltese, Mandarin, Mandinka, Maori, Marathi, Mauritian, Mauritian Creole, Mauritian National, Maurtian, Mende, Meru, Mirpuri, Moldovan, Mongolian, Morrocan, Ndebele - Northern, Ndebele -Southern, Nepalese, Norwegian, Nubian, Oromo(Central), Pahari, PahariKullu, PahariMashu, Pahariinterpreterrequired, PahariMirpuri, Palantypists, Pashto(Afghanistan), Pashto(Pakistan), Patois, Polish, Portuguese, Potwari, Pular, Punjabi, Eastern(India), Punjabi, Western(Pakistan), Rahanweyn, Rohingyan, Romanian, Runyankole, Runyoro, Russian, Serbian, SerboCroatian, Shan, Shona, SignSupportedEnglish, Sindhi, Sinhala, Slovak, Slovene, Slovenian, Somali, NSongo, Soninki, Spanish, Srilankan, SudaneseTama, Susu, Swahili, Swahili(Coastal), Swahili(Congo), Swedish, Sylheti, TagalogTajiki, Tamil, Telugu, Tetum, Thai, Tibetan, Tigre, Tigrinya, Tshiluba, Tswana, Turkish, Turkmen, Twi, Ukrainian, Urdu, Urhobo, Uzbek (Northern), Vietnamese, Welsh, Wolof, Yiddish, Yoruba, Zaghawa, Zulu,

Contacts

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

Tel: 020 3334 3536
Email: newsdesk@justice.gsi.gov.uk

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

Mike Elkins
Chief Statistician
Ministry of Justice
7th Floor
102 Petty France
London
SW1H 9AJ
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

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