



Focus groups on video interpreting

The Language Shop (TLS) had a good response to its call for Registrants to provide feedback on its **video interpreting** platform. TSL is now in the process of contacting participants to arrange the focus groups that will take place over the next month.



NRPSI news

Report on NRPSI Anniversary Conference

The **NRPSI Anniversary Conference** took place at London Metropolitan University on 8 February 2019. Within hours of the seats being made available to Registrants, this free-to-attend half-day event was fully booked and had a waiting list of 150 people. Around one hundred interpreters, guests and speakers gathered on the day to hear from our four high-profile speakers from the public services and academia. Guy Tompkins, who was up first speaking about the HM Courts and Tribunal Service (HMCTS) Digital Project, took comments from the audience about the HMCTS' language services contract. Delegates' criticism centred on the low standard of interpreters used, the poor remuneration/ payment terms offered and the difficulty of making complaints to the supplier under the existing contract. Tompkins invited further feedback to be submitted via the email address **Contracts_and_Perf@Justice.gov.uk**. We have asked all the speakers if their presentations can be made available to Registrants, particularly for the benefit of those unable to attend, and will release any we have permission to share in due course. We are still receiving feedback from attendees, but the latest figures show that almost two thirds (64%) of interpreters attending thought the event good or excellent, while 97% would like NRPSI to arrange a similar event in the future.



Reducing renewal delays

The Registration Team is now sending **renewal documents** out two months before the end of the annual registration period. This provides Registrants with more time to submit the required renewal paperwork to NRPSI to process. In turn this will reduce the risk of Registrants being lapsed while their renewal is being processed. Note that you can submit your renewal at any time after you have received the Renewal Form from NRPSI.

New members of disciplinary committees sought

NRPSI is inviting applications from Registrants to join its **Professional Conduct or Disciplinary Committees** (PCC or DC). Both Committees require new members as current members reach the end of their terms of appointment. For full details visit the **NRPSI website**. Please note that applications should be emailed to **psd@nrpsi.org.uk** by 27 March 2019.



Response to Registrant CPD survey

Thank you to all NRPSI Registrants who took part in our **continuing professional development (CPD) survey**. Initial figures suggest that around 10% of those on the Register participated, helping us to better understand the issues interpreters face with regards to undertaking CPD activities to maintain their skills.

Website User survey response

The responses to the **user survey** that NRPSI carried out in November/December 2018 provide some interesting reflections on the profession from those who use your services. Analysis shows that a total of 92% of users who responded to the survey were either very or quite satisfied with the standard of interpreting services provided by Registrants they had engaged, while only 44% were very or quite satisfied with the services of those interpreters they had used who were not registered. The majority (88%) of user respondents thought that NRPSI was upholding Public Service Interpreting standards either very or quite well (up from 82% in the NRPSI 2015 user survey). Additionally, 85% of user respondents indicated their support for NRPSI's strategic objective for all public service interpreters to be regulated by law and required to be registered – an objective we will be pushing further during our twenty-fifth anniversary year.



I hope you find this issue an informative and enjoyable read. If you have a suggestion for inclusion in the newsletter, email admin@nrpsi.org.uk.

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