



Ministry
of Justice

Disclosure Team
Ministry of Justice
102 Petty France
London
SW1H 9AJ

data.access@justice.gov.uk

5th October 2021

Dear [REDACTED]

Freedom of Information Act (FOIA) Request – 210909042

Thank you for your request dated 9th September 2021 in which you asked for the following information from the Ministry of Justice (MoJ):

May I please ask Sir Bernard Jenkin to write to the Ministry of Justice again for the specific questions being answered, rather than providing general statements of confidence in the language services provision at HMCTS?

I understand the Ministry of Justice's (MoJ) language service contract for spoken word interpreting has a clearly defined list of tiers which define the nature of the work needed to be fulfilled. These are defined as 'Complex-Written', 'Complex' and 'Standard', where 'Standard' refers to bail hearings, first hearings and case management sessions amongst other tasks, and 'Complex-Written' refers to what are typically Crown Court engagements for spoken language interpreting.

To be more specific, all the details of the types of roles are outlined on pages 90 to 98 of the 'Agreement relating to the Provision of Language Services – Spoken Languages (Lot 1 Redacted 2011116 V2)'.

I am aware that language speakers with low level or no public service interpreting qualifications (those who are allowed on to the 'Standard' qualification tier to handle 'Standard' tasks and those allowed on to the 'Complex' qualification tier to handle 'Complex' tasks) are used by the MoJ for certain types of assignment.

I would, therefore be grateful if you could confirm in the interests of clarity and transparency the number of engagements by each of these three tiers ('Complex-Written' / 'Complex' / 'Standard') for which Her Majesty's Courts and Tribunals Service (HMCTS) has engaged individuals to conduct spoken word interpreting tasks for the calendar years of 2017, 2018 and 2019, and if possible, for 2020.

This will enable a thorough and transparent review of the nature of work conducted by spoken word interpreters on behalf of HMCTS.

Your request has been handled under the FOIA.

I can confirm that the MoJ holds the information that you have requested and I have provided it below.

HMCTS - Volume By Complexity & Calendar Year		
Year	Complexity	Volume
2017	Standard	25,899
2017	Complex	104,382
2017	Complex Written	3,766
2018	Standard	26,230
2018	Complex	101,539
2018	Complex Written	4,125
2019	Standard	27,520
2019	Complex	100,720
2019	Complex Written	5,687
2020	Standard	27,113
2020	Complex	69,058
2020	Complex Written	4,046

Please note this data includes fulfilled Face to Face bookings only due to the enquiry referring to instances where HMCTS has 'engaged individuals'.

Appeal Rights

If you are not satisfied with this response you have the right to request an internal review by responding in writing to one of the addresses below within two months of the date of this response.

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Disclosure Team, Ministry of Justice

You do have the right to ask the Information Commissioner's Office (ICO) to investigate any aspect of your complaint. However, please note that the ICO is likely to expect internal complaints procedures to have been exhausted before beginning their investigation.

Yours sincerely

Lesley Oliver
Contracted Services Division