



# NRPSI Annual Review of Public Service Interpreting in the UK | 2014

---

## Contents

Preface Ted Sangster, Chairman	3
1. Introduction Stephen Bishop, Executive Director	4
2. Registration Statistics	
Skills the Registrants offer	6
About the interpreters	10
Attributes the Registrants hold	13
Geographical spread	17
3. Professional Standards	
Scale of complaints handled by NRPSI	20
Analysis of complaints	21
Managing the professional complaints process	24
4. About the Data	27
References	29

© 2015 National Register of Public Service Interpreters Ltd

Copying and distributing the Annual Review in its entirety is permitted with inclusion of this copyright page. Fair use of individual statistics and graphs is permitted with the following credit appearing next to the illustration:

© 2015 NRPSI Ltd. Reproduced with permission from NRPSI  
Annual Review of Public Service Interpreting in the UK 2014

With thanks to Nina Croad, Agnieszka Ghanem, Allison Harlow and Mark Terry.

All data is provided in good faith. NRPSI is not responsible for the use that is made of the data presented herein.

Have you found something you disagree with? Email [feedback@nrpsi.org.uk](mailto:feedback@nrpsi.org.uk).

Would you like to see further analysis of these statistics or more information in the next edition? Email [feedback@nrpsi.org.uk](mailto:feedback@nrpsi.org.uk).

Are you an interpreter wishing to register? Current requirements are detailed on the NRPSI website. For initial enquiries and guidance, email [admin@nrpsi.org.uk](mailto:admin@nrpsi.org.uk).

If you have a media query, email Nina Croad, Communications Consultant, Just Bee Comms: [nina@justbeecomms.com](mailto:nina@justbeecomms.com).

If you want to be kept informed of developments at NRPSI, visit the website's [News section](#) and follow the [LinkedIn NRPSI Company page](#).

[www.nrpsi.org.uk](http://www.nrpsi.org.uk)  
a not-for-profit organisation



## Preface

The National Register of Public Service Interpreters (NRPSI) was established in 1994 as a response to the Runciman Royal Commission on Criminal Justice's recommendation that a national register of qualified interpreters should be established with the aim of 'using only interpreters with proven competence and skills, who are governed by a nationally recognised code of conduct'.

The recommendation was made following a tragic death that related to inaccurate court interpreting.

While the use of interpreting services and the management of NRPSI itself has changed significantly since then – initially run by the Chartered Institute of Linguists (CIoL), it became independent on 1st April 2011 – the basic need for, and requirement of, NRPSI remains the same: to maintain professional standards and protect the public from poor practice.

Today, the justification for NRPSI is as great as it was when it was formed, with an increasingly multicultural and multilingual population in the UK, and increasing evidence of the use of unqualified interpreters in the country's courts and by other public services.

Successfully responding to challenges like this and other changes that impact the interpreting profession, such as the evolving needs of the users of interpreting services, is something we have been doing since our independence and something that will continue to be a part of our activities. In this way, we will continually reaffirm our value and significance to our Registrants and those who employ them. Key to our relevance, of course, is our Code of Professional Conduct – to which all Registrants sign up and by doing so demonstrate their commitment to professionalism – and our effective management of an impartial professional conduct complaints system.

As the regulator, our principal activities are to establish and safeguard the appropriate standards, to make available the interpreters who meet those standards, and to respond with an independent and transparent process when it is alleged that a registered interpreter has fallen below those standards.

What this Annual Review seeks to do is to share an independent analysis of the information held on the National Register to provide informed insight into the state of the interpreting profession. This second edition builds on the interesting and useful information provided last year and continues to provide essential information for the public, the interpreting profession, decision-makers in the government and public services, as well as the media.

**Ted Sangster**  
**Chairman**

## 1. Introduction

The importance of interpreting

The UK has for a long time been a welcoming home for people from other countries, including non-English speaking countries.

This is most clearly seen in London, where the Office for National Statistics (ONS) reported from the last national Census that it had the largest proportion of usual residents born outside the UK (37%) and the highest proportion of people with a main language other than English (22.1%). London is a successful 21st-century metropolis, with the population already at an all-time high and population growth projected to reach 10 million by 2030.<sup>1</sup> The population increase has, according to the government's Office for Budget Responsibility, provided a measurable boost to the economy.<sup>2</sup>

The South East of England is not the only part of the country to have a mix of cultures and languages. In Northern Ireland, 2.9% reported their main language as other than English or Irish,<sup>3</sup> while, in Scotland, 7% reported their language as other than English.<sup>4</sup> The ONS reported that the population of the UK as a whole had grown by nearly half a million to over 64,596,800 in the year to June 2014, with three net increase in immigration contributing 259,700 to this.<sup>5</sup> The 2011 Census classified 88 main languages, other than English, spoken throughout England and Wales, while 863,000 respondents described their English language skills as 'non-proficient'.<sup>6</sup>

As the ONS states, 'Language is an important defining characteristic of people's identity'.<sup>7</sup> Those who do not speak English need help in engaging with the public services. In the criminal justice system, the European Convention on Human Rights<sup>8</sup> guarantees the right for everyone who is arrested to 'be informed promptly, in a language which he understands, of the reasons for his arrest and of any charge against him' (Article 5, Section 2), and specifies the right of persons charged with a criminal offence to 'have the free assistance of an interpreter if he cannot

### 101 languages 'On Register'

Albanian	Luganda
Algerian	Macedonian (Gorani)
Amharic	Malay
Arabic	Malayalam
Armenian (Eastern)	Mandarin
Azerbaijani	Mandinka
Azeri	Mauritian Creole
Basque	Mende
Bengali	Mirpuri
Bilen	Moldovan
Bosnian	Mongolian
Bravanes	Moroccan
Bulgarian	Ndebele
Cantonese	Nepalese
Croatian	Pahari
Czech	Pangasinan
Dari	Panjabi (Indian)
Dutch	Panjabi (Pakistani)
Farsi	Pashto
Flemish (Dutch)	Pidgin English (Nigerian)
French	Pidgin English (West African)
Fullah	Polish
Georgian	Portuguese
German	Pothwari
Greek	Romani
Gujarati	Romanian
Hakka	Russian
Hebrew	Serbian
Hindi	Shona
Hindko	Sinhalese
Hungarian	Slovak
Igbo	Somali
Ilocano	Spanish
Indonesian	Swahili
Italian	Swedish
Jamaican Patois	Swiss German
Japanese	Sylheti
Kibajuni	Tagalog
Kikongo	Tamil
Kikuyu	Temne
Kinyarwanda	Thai
Kirundi	Tigrinya
Korean	Turkish
Krio	Twi
Kurdish: Bahdini	Ukrainian
Kurdish: Feyli	Urdu
Kurdish: Kurmanji	Vietnamese
Kurdish: Sorani	Wolof
Latvian	Yoruba
Lingala	Zaghawa
Lithuanian	

understand or speak the language used in court' (Article 6, Section 3).

### The need for public protection

NRPSI was set up in 1994 with help from the Home Office and the Nuffield Foundation<sup>9</sup> to ensure that those being used as interpreters were appropriately qualified. The scope for abuse of the public's trust is clear when considering that the interpreter

**101**  
different languages  
currently  
'On Register'

**37**  
are spoken by  
**10 people or more**



**64**  
are spoken by  
**9 people or fewer**



**2,244**  
language listings  
on the Register

**1,909**  
Registrants on  
the Register





Most are  
**British  
nationals**  
(63%)

**English**  
is rarely the first  
language  
(6%)



is often the only one in a public service interview situation who understands what both the other parties are saying. NRPSI's core function is to protect the public from poor practice in interpreting.

One of the ways we do this is by maintaining the National Register: around 1,900 interpreters are currently registered, having met the entry criteria. The majority are on Full status, qualified to honours degree level or above in the skills required to work in a public service setting. As such, we believe the Register contains a substantial proportion of the eligible interpreters in the UK.

### The state of the profession

This Annual Review is presented in two sections to reflect NRPSI's two main activities: Registration and Professional Standards. The first section, Registration Statistics, shows that the 1,900 Registrants offer 101 languages. Here in the Introduction, and Graphs 2.2 and 2.3, the languages available via the Register are detailed. However, with 15% of Registrants offering more than one language there are 2,244 language listings in total. Despite this, increasing demand for interpreters and different languages from the public services will need to be addressed in the near future.

The registration data also shows that interpreting expertise is concentrated in relatively few languages and in specific geographical centres. The requirement to travel extensively – frequently at unsocial hours – to carry out their professional duties is nothing new to the practising interpreter. The reasons for this are made clear in Graph 2.15, which shows the concentration of Registrants in major centres.

The second section focuses on Professional Standards, both in terms of the number of complaints we have heard (Graph 3.1) and our performance in dealing with them (Graph 3.7) for the years 2012–2014.

NRPSI is a not-for-profit organisation funded by the Registrants' annual registration fee. It speaks hugely in favour of the value that interpreters place on professional standards that so many continue to support

the Register despite challenging economic circumstances. Recognition for NRPSI's role as regulator for the profession in maintaining standards has been borne out by surveys we conducted early in 2015 with both Registrants and users of the Register. Notably, users reported a satisfaction rating twice as high with interpreters drawn from the Register compared with their satisfaction when using unregistered interpreters. A third also said they had used the Register more in 2014 than the previous year.

### Moving towards statutory regulation

The one major weakness of the current system is that the National Register is not statutory, so anyone can call themselves an 'interpreter'. However, this may change in the future. In December 2014, the 'Independent Review of Quality Arrangements under the Ministry of Justice Language Services Framework Agreement' report<sup>10</sup> was published by the Ministry of Justice (MoJ). Among the report's recommendations is the 'Review Observation' that NRPSI should be 'given a more vital role', which would 'send a positive signal that the MoJ holds the interpreting profession in high regard'. The 'Government Response' to this states that the MoJ is 'keen to engage with professional interpreter organisations and with NRPSI to see how it can use its expertise on the potential development of a regulatory framework'.

This is the second edition of our Annual Review. We have added some new categories of data, most notably greater analysis of the qualifications held by Registrants (Graphs 2.10 and 2.11). The National Register is a dynamic database, so the registration information presented is a snapshot as of 31st December 2014, but future editions will be able to show trends in registration and professional standards. We welcome comments and feedback from all interested parties. Please email [feedback@nrpsi.org.uk](mailto:feedback@nrpsi.org.uk).

**Stephen Bishop**  
Executive Director

## 2. Registration Statistics

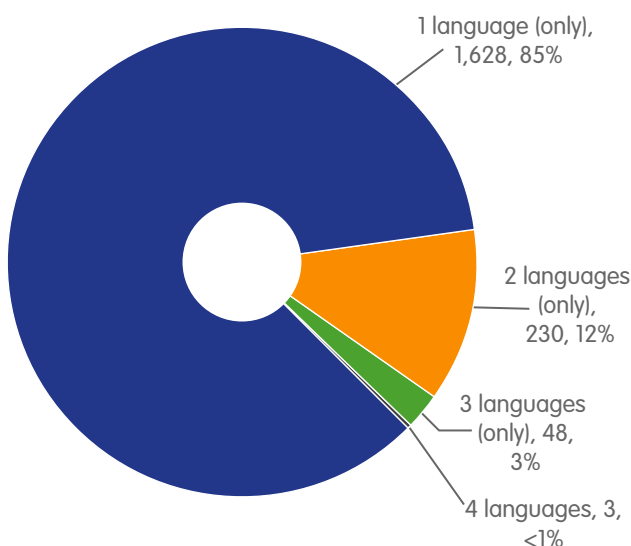
In order to be registered, interpreters need to fulfil the registration requirements at first application and at each subsequent annual renewal. The criteria that NRPSI uses are geared to the specific needs of interpreting in public service environments, with their specialised terminology, high-pressure situations and demanding requirements. Registered public service interpreters require more than just language skills. The criteria vary over time, in response to changing needs. The National Register is not simply a list, but a dynamic repository of skilled professionals and a way of helping interpreters to continuously manage their professional standards.

### Skills the Registrants offer

#### 2.1 Language expertise

If they have the appropriate expertise and qualifications, interpreters can register for more than one language. The registration criteria apply to each language registered – see Graph 2.10 for qualifications held. The majority of Registrants offer one language but, because of the 15% who offer two or more languages, there were 2,244 language listings on the Register at 31st December 2014.

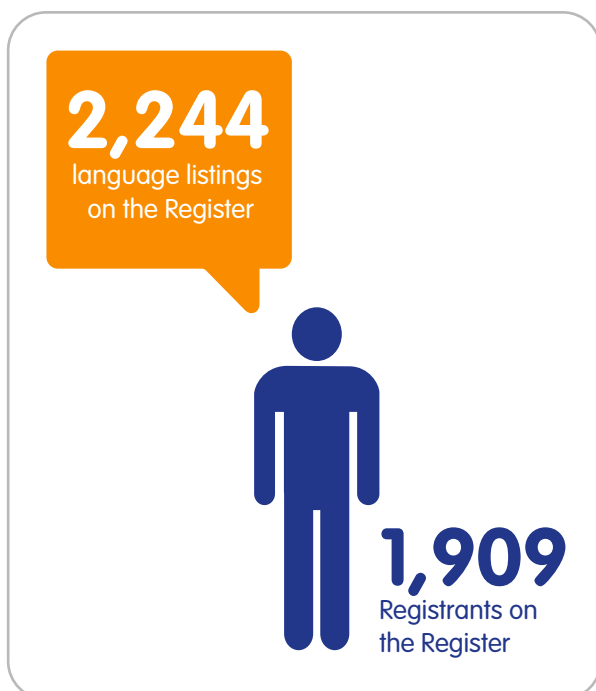
Number of languages spoken by each person:



Most are 'On Register' for one language  
**85%**

**15%**  
(281 people) offer two languages or more

**3%**  
(51) offer three languages or more

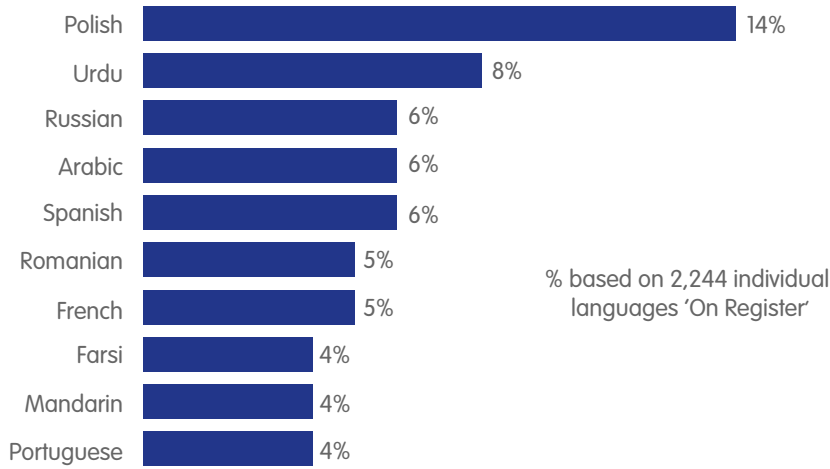


NRPSI PRIDE database, 'On Register' (1,909)

**101**  
different languages  
currently  
'On Register'

**37**  
are spoken by  
**10 people or more**

The main languages 'On Register' are:



**64**  
are spoken by  
**9 people or fewer**

NRPSI PRIDE database, 'On Register' (1,909)

## 2.2 Languages offered

The languages available are determined by the language skills of those in the UK who are interested in the profession of interpreting as a career. The most popular languages on the Register are clearly related to demand, largely driven by immigrant populations. The top 10 most represented languages account for 62% of the interpreters on the Register.

### 2.3 Rare languages

There were 51 languages recorded at Rare status. NRPSI defines a 'Rare Language' as one for which there is currently no interpreting qualification available in the UK. Examinations are run on demand, so one year there might be an examination in a particular language and the next year there might not. As a result, it is possible for a single language to be recorded at Full, Interim and Rare Language status depending on whether an examination for it was available at the time it was registered. There were nine languages that were previously available on the Register that are not currently represented.

51

Rare languages 'On Register' (in alphabetical order)				
Algerian	Hakka	Kirundi	Mende	Swedish
Armenian (Eastern)	Hebrew	Krio	Moldovan	Swiss German
Azerbaijani	Hindko	Kurdish: Bahdini	Moroccan	Temne
Azeri	Igbo	Kurdish: Feyli	Ndebele	Twi
Basque	Ilocano	Kurdish: Kurmanji	Pahari	Wolof
Bilen	Indonesian	Lingala	Pangasinan	Yoruba
Bosnian	Jamaican Patois	Luganda	Pidgin English (Nigerian)	Zaghawa
Bravanese	Kibajuni	Malay	Pidgin English (West African)	
Fullah	Kikongo	Malayalam	Pothwari	
Georgian	Kikuyu	Mandinka	Romani	
Greek	Kinyarwanda	Mauritian Creole	Sinhalese	

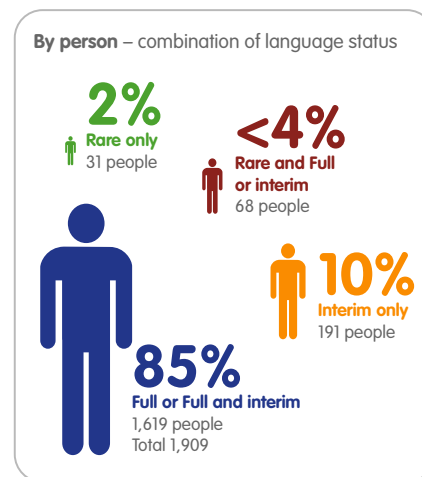
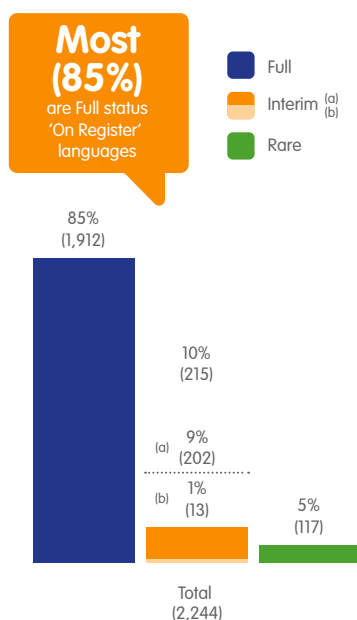
9

Languages previously, but not currently, 'On Register'
Afrikaans
Burmese
Ewe
Hindustani
Hokkien
Marathi
Mina
Turkmen
Uzbek

NRPSI PRIDE database, 'On Register' (1,909)

### 2.4 Language status

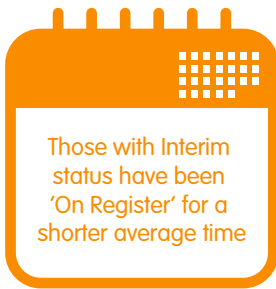
An interpreter can register their language on the National Register at one of three statuses: Full, Interim and Rare. Full status is for those who meet all the registration criteria. The Interim status is for those interpreters who have either achieved the qualification requirements of Full status but have not yet been able to provide the evidence of 400 hours' work (Interim (a) status), or those who have met some of the qualification requirements and have provided evidence of more than 400 hours of public sector interpreting work in the UK (Interim (b) status). Those on Interim status are provided with deadlines to meet the requirements for Full status in the language. The Rare Language status is defined as being for those languages for which there is no public service interpreting qualification (a certified standard of English is required). Although there are 117 Rare Language entries on the Register, only 31 Registrants have a Rare Language – and no other – registered.



Number in brackets = number of languages 'On Register' for each status % based on total languages registered (2,244)

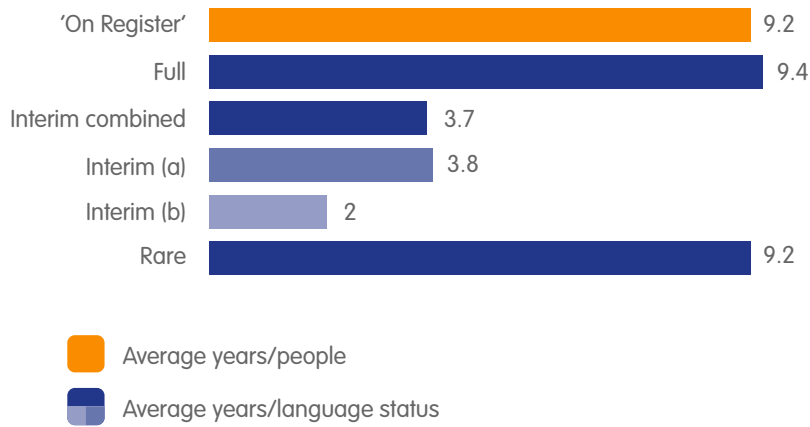
NRPSI PRIDE database, 'On Register' (1,909)





## 2.5 Average years 'On Register' and on status

The average years 'On Register' (for those on the Register at 31st December 2014) are broken down by status. Those on Interim status are expected to move to Full status and are provided with deadlines to do so, hence the shorter average period shown. The average 'On Register' applies to Registrants, while the averages for statuses is per language.

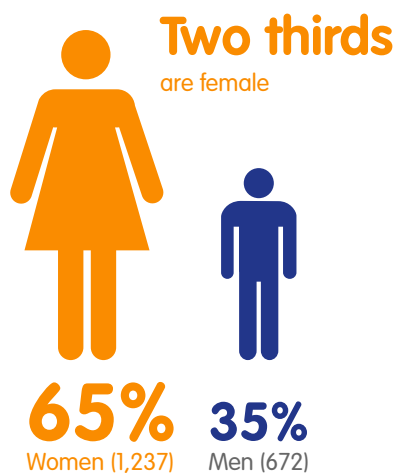


NRPSI PRIDE database, 'On Register' (1,909)

## About the interpreters

### 2.6 The sex of interpreters

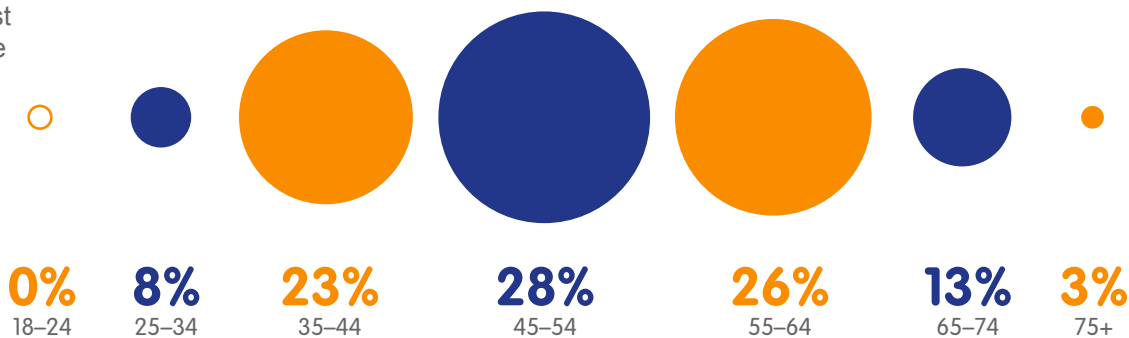
A clear majority of Registrants are women.



NRPSI PRIDE database, 'On Register' (1,909)

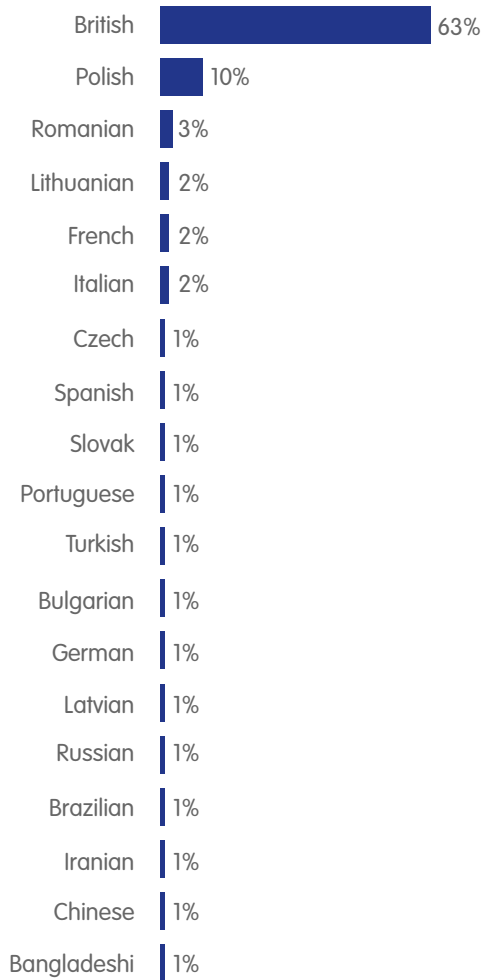
### 2.7 The age of interpreters

To be able to register, interpreters must be at least 18 years old. There is no upper age limit, but Registrants must be fit to practise. The youngest Registrant was 26, the oldest 82.



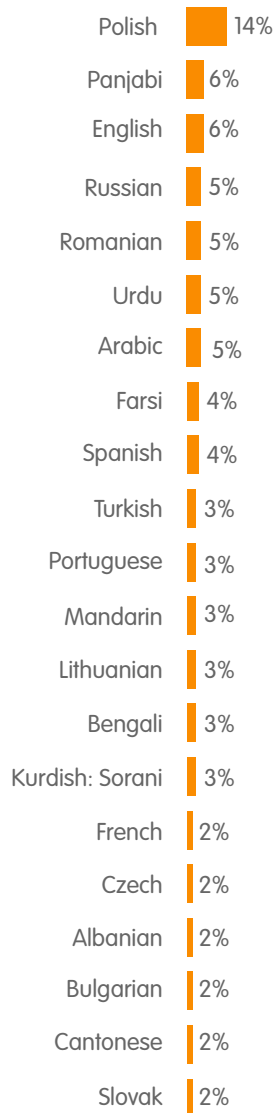
NRPSI PRIDE database, 'On Register' (855)

The main nationalities:



NRPSI PRIDE database, 'On Register' (1,909)

The main mother tongues:



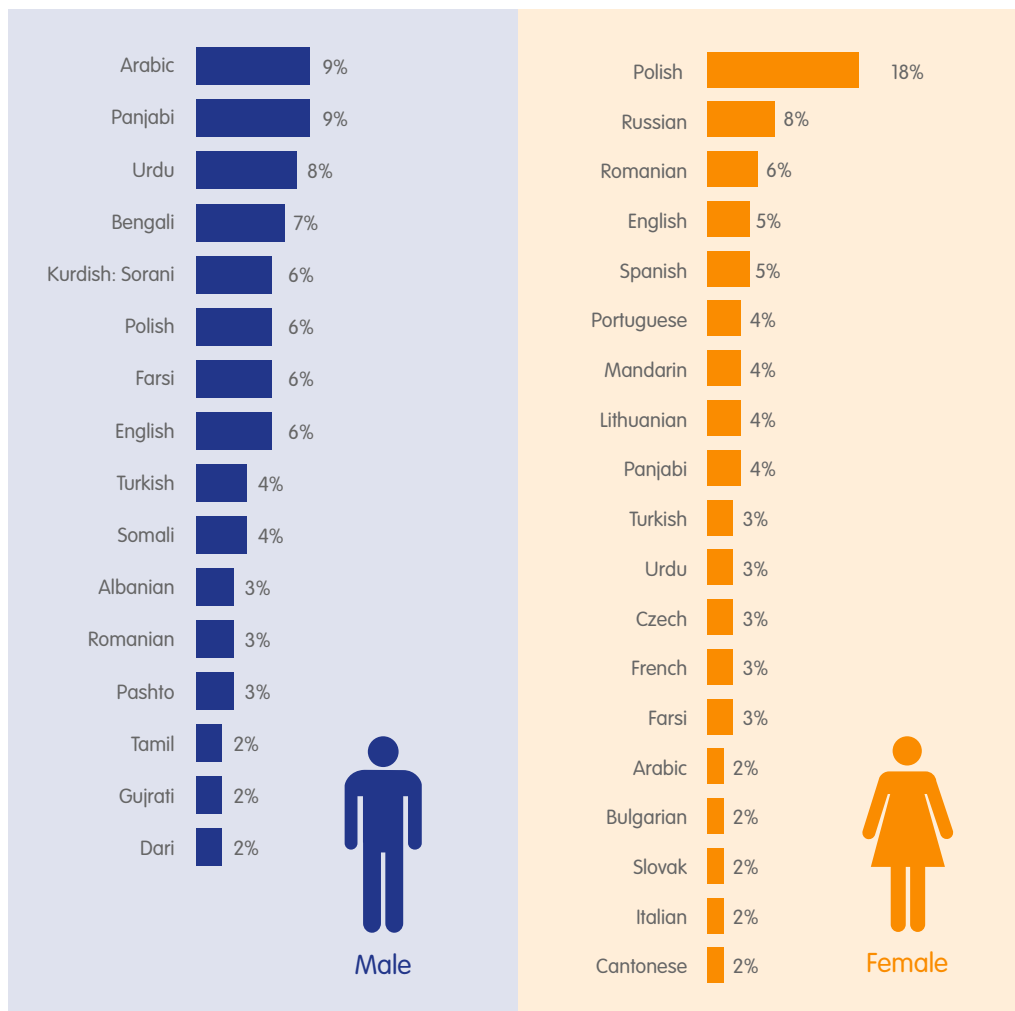
2.8 Nationalities and mother tongues

There are 69 different nationalities represented on the Register (a minority hold dual nationality) and 80 different mother tongues. Most hold British nationality (63%), although English is the mother tongue for only 6%.



### 2.9 Mother tongue differences by sex

Although Graph 2.6 shows that a significant majority of Registrants are women, this is not true of every language, where cultural influences may have a part to play. Public service users may legitimately choose the sex of the interpreter as one of the criteria when selecting which professional to engage for a specific assignment.



NRPSI PRIDE database, 'On Register' (1,909)

**12**  
of all  
have dual  
mother tongues

**7**  
men  
have dual  
mother tongues

**5**  
women  
have dual  
mother tongues

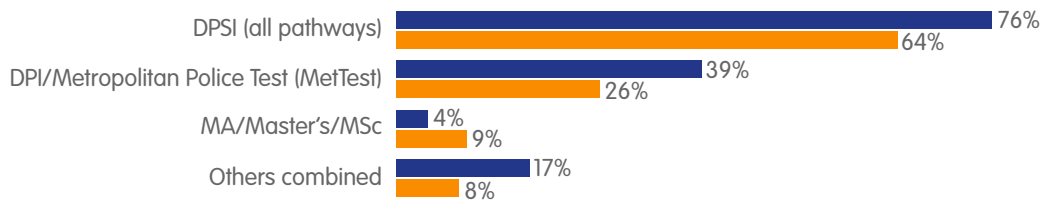
Most popular qualification is

**DPSI (76%/64%)**

for Full and Interim status languages



■ Full  
■ Interim



NRPSI PRIDE database, 'On Register' (1,878)

## Attributes the Registrants hold 2.10 Qualifications by status

The Diploma in Public Service Interpreting (DPSI), awarded by the IoL Educational Trust, was designed specifically to provide an Honours degree level qualification (level 6 on the Qualifications and Credit Framework [QCF]) for interpreting in the public services, and initiated at about the time NRPSI was originally established. Unsurprisingly, it is the most popular qualification held by Registrants, followed by its sister qualification for working with the police: the Diploma in Police Interpreting (formerly the Metropolitan Police Test, or 'MetTest'). A significant minority of Registrants hold qualifications at level 7 on the QCF, usually Masters of Arts. Many Registrants have more than one qualification, see Graph 2.11.



**65%**

**DPSI Law qualifications**  
1,238 people



**10%**

**DPSI Health qualifications**  
199 people

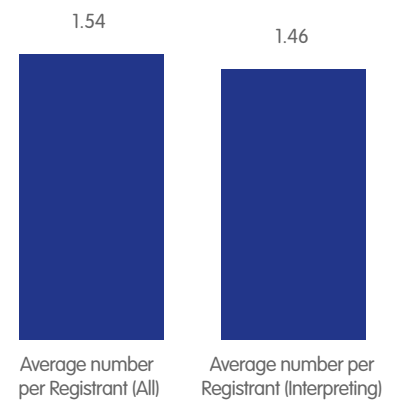
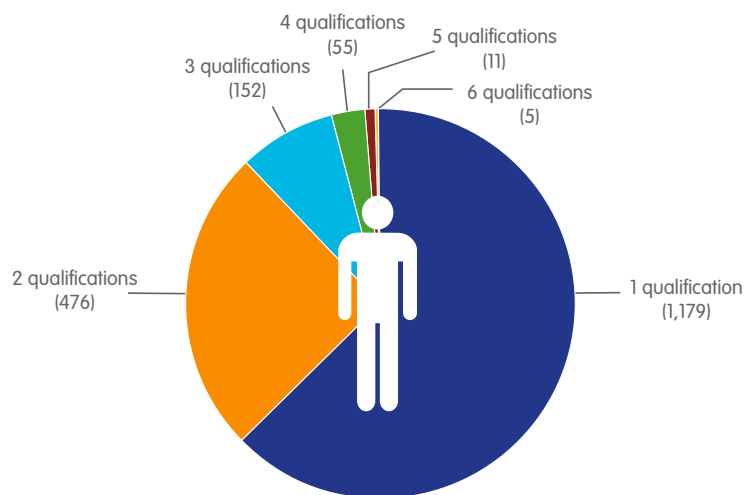
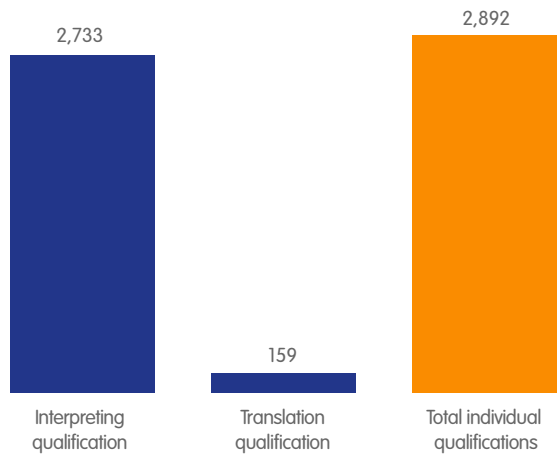


**9%**

**DPSI Local Government qualifications**  
169 people

## 2.11 Number of qualifications held

Registrants must be suitably qualified for each language on their record.



NRPSI PRIDE database, 'On Register' (1,878)



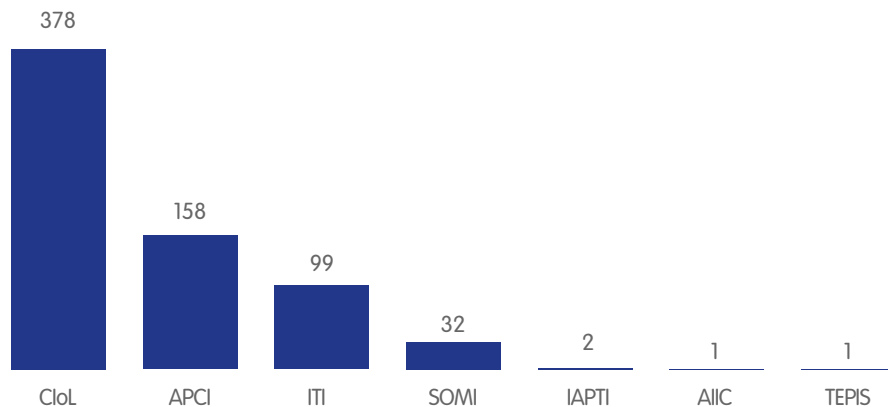
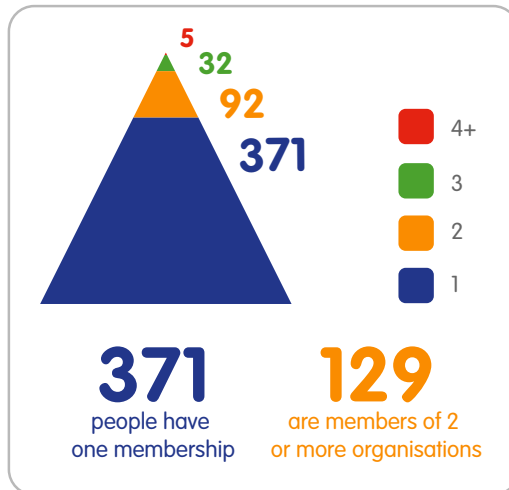
**500**  
people have  
any membership

Multiple memberships  
are held by  
**129**

**671**  
total memberships

## 2.12 Professional association memberships

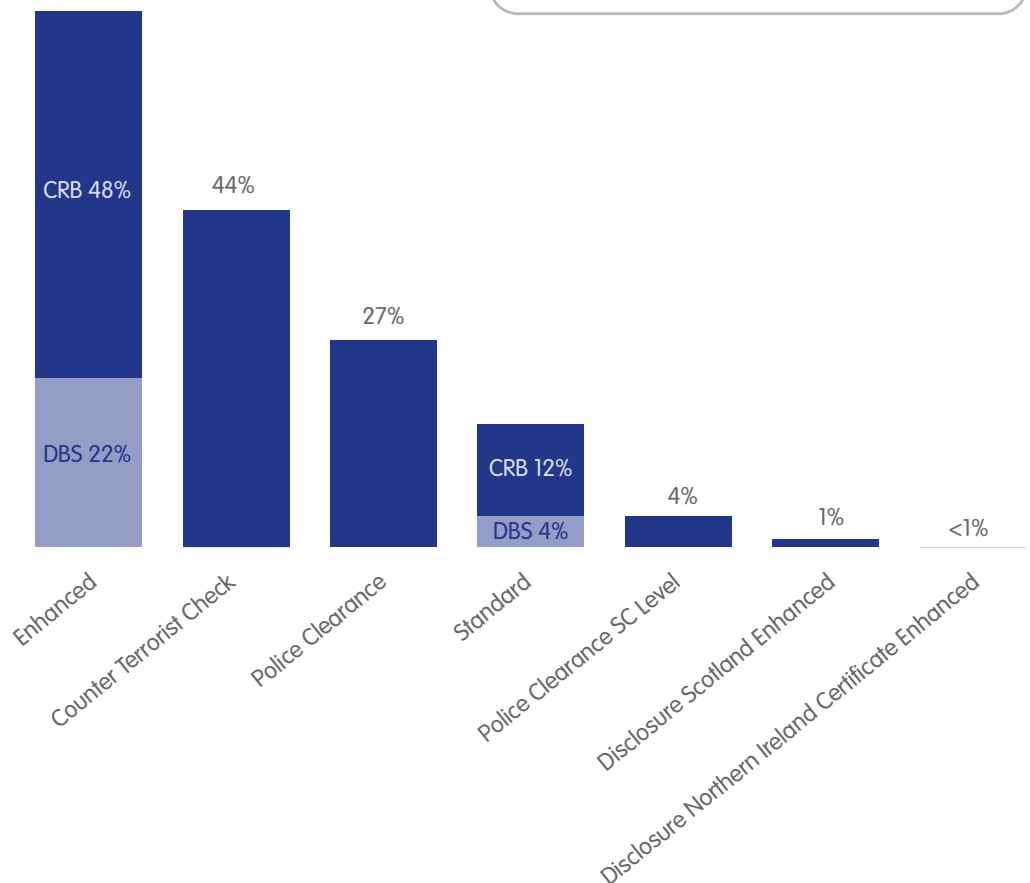
There are a number of professional membership associations that are relevant to public service interpreters. About a quarter of Registrants reported being a member of a professional association, with 129 Registrants being members of more than one of the associations.



NRPSI PRIDE database, 'On Register' (1,909)

### 2.13 Security clearances provided

Registrants need to provide evidence of at least one valid security clearance in order to register and remain on the Register. They are often working in security-sensitive environments, e.g. with the police and in courts. Different sectors of the public services require different clearances; for example, those working with vulnerable adults and children may require Enhanced Disclosures, while the police often require their own vetting for non-police personnel. Many Registrants hold more than one clearance for this reason. The Disclosure and Barring Service took over the activities of the Criminal Records Bureau in 2012 and a 'DBS' is equivalent to a 'CRB' of the same level (e.g. Standard).



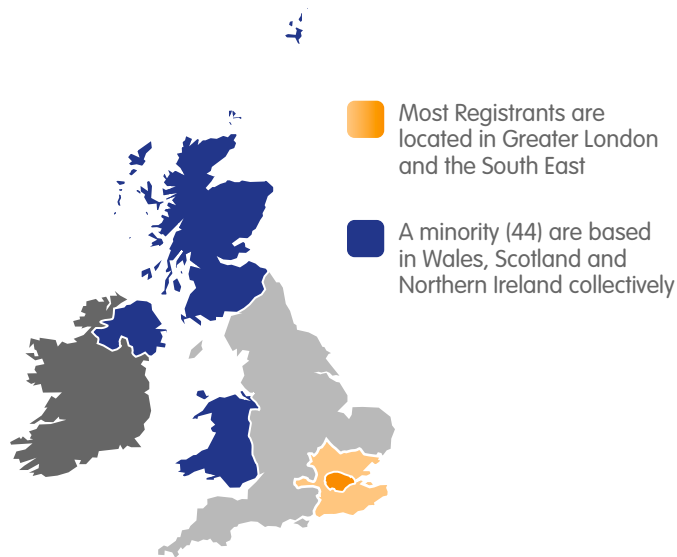
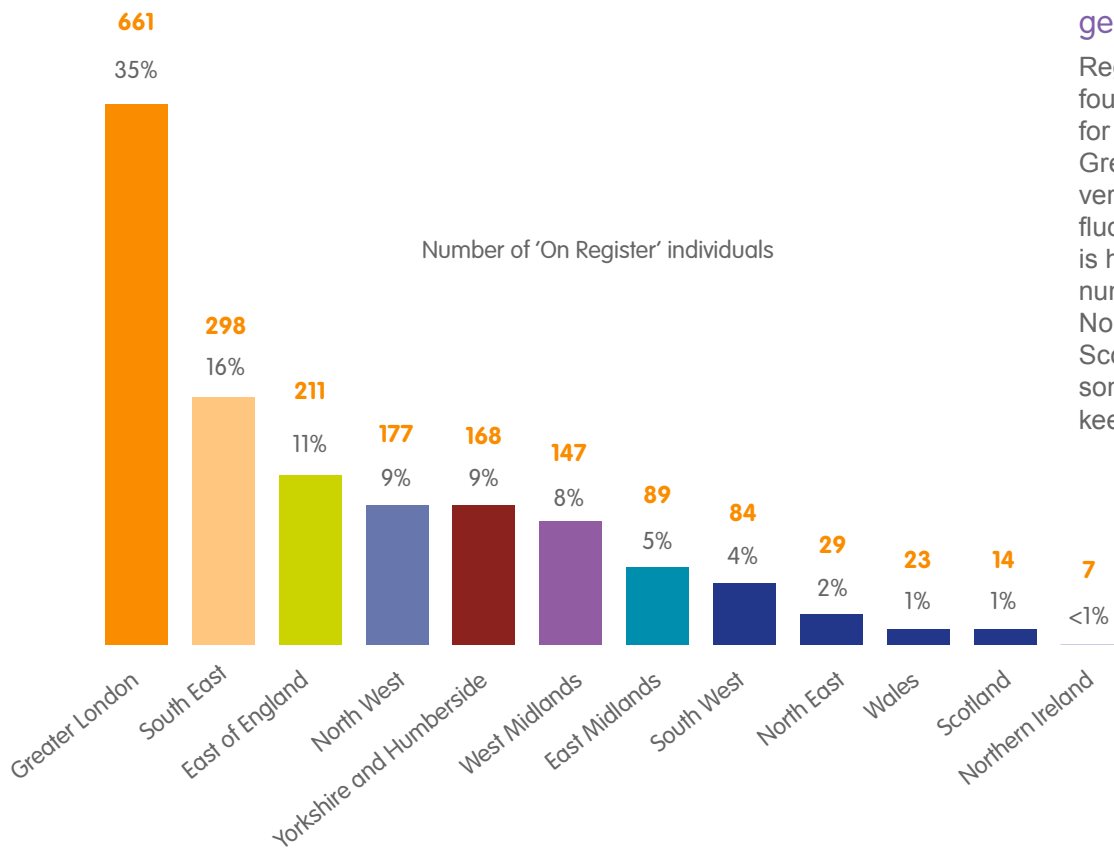
NRPSI PRIDE database, 'On Register' (1,909)



## Geographical spread

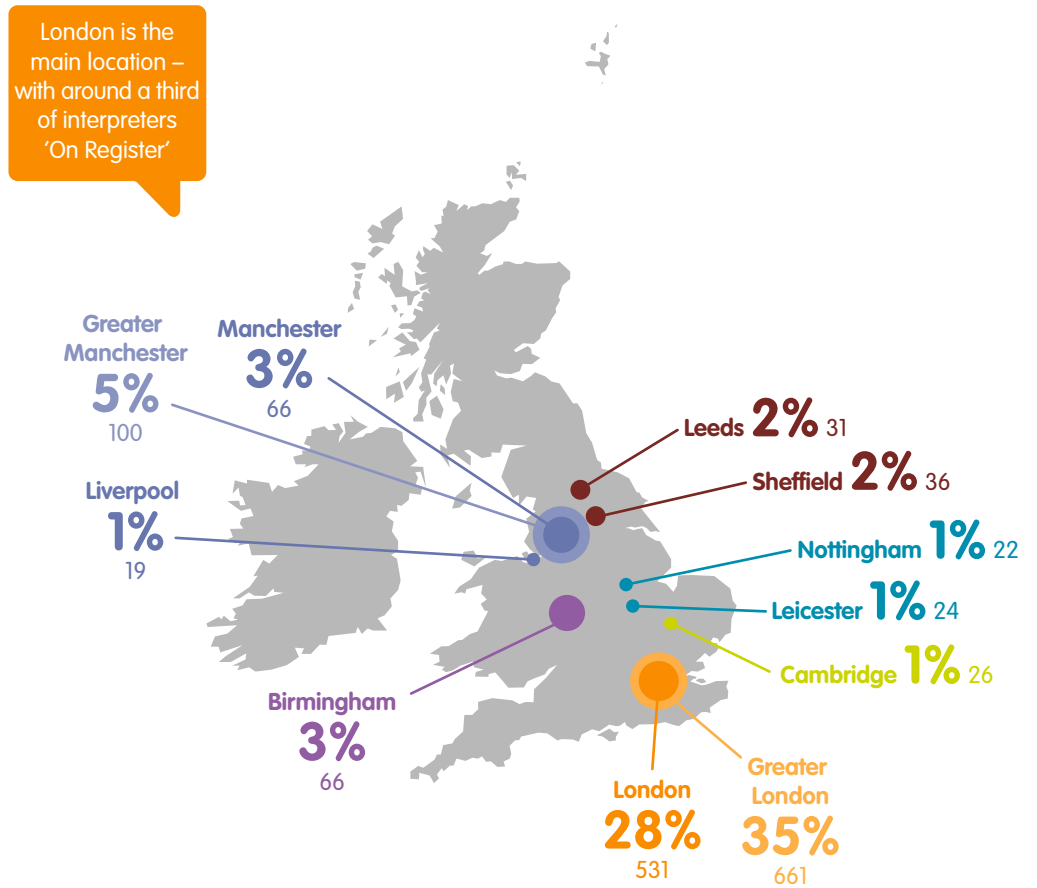
### 2.14 Distribution by geographical region

Registrants tend to be found where there is work for them to do, so naturally Greater London, with its very large, diverse and fluctuating population is home to the greatest number. Availability in Northern Ireland, Scotland and Wales is something that NRPSI is keen to improve.



### 2.15 Significant geographical concentrations of Registrants

Concentrations of Registrants in five of the eight 'core cities' and other significant centres.



NRPSI PRIDE database, 'On Register' (1,909)

London	Birmingham	Manchester	Sheffield	Leeds
Polish (65)	Urdu (15)	Urdu (12)	Polish (7)	Polish (5)
Romanian (39)	Panjabi (8) (Pakistani)	Arabic (10)	Arabic (6)	Arabic (4)
Spanish (39)	Panjabi (7) (Indian)	Polish (7)	Farsi (4)	Slovak (3)
French (31)	Arabic (6)	Romanian (5)	Slovak (4)	Urdu (3)
Turkish (31)	Mirpuri (6)	French (4)	Urdu (3)	French (3)
Arabic (29)	Polish (5)	Bengali (4)	Russian (3)	
Portuguese (29)	Farsi (5)	Spanish (4)		
Farsi (27)	Kurdish: Sorani (5)	Turkish (4)		
Russian (24)				
Mandarin (23)				

## 2.16 Most popular languages registered in major cities

The top languages registered by interpreters in the five largest centres in the UK.

NRPSI PRIDE database, 'On Register' (1,909)

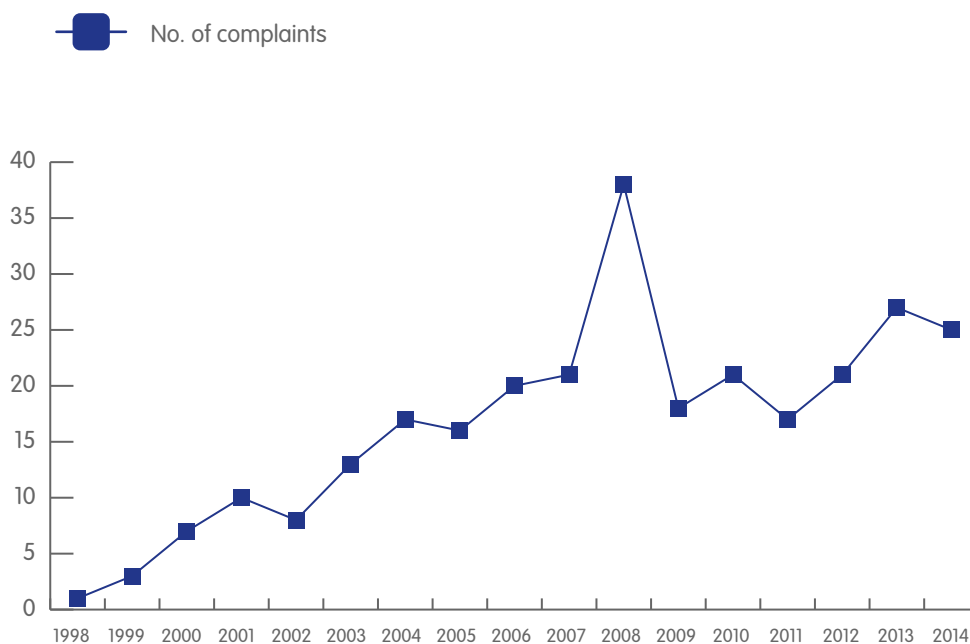
### 3. Professional Standards

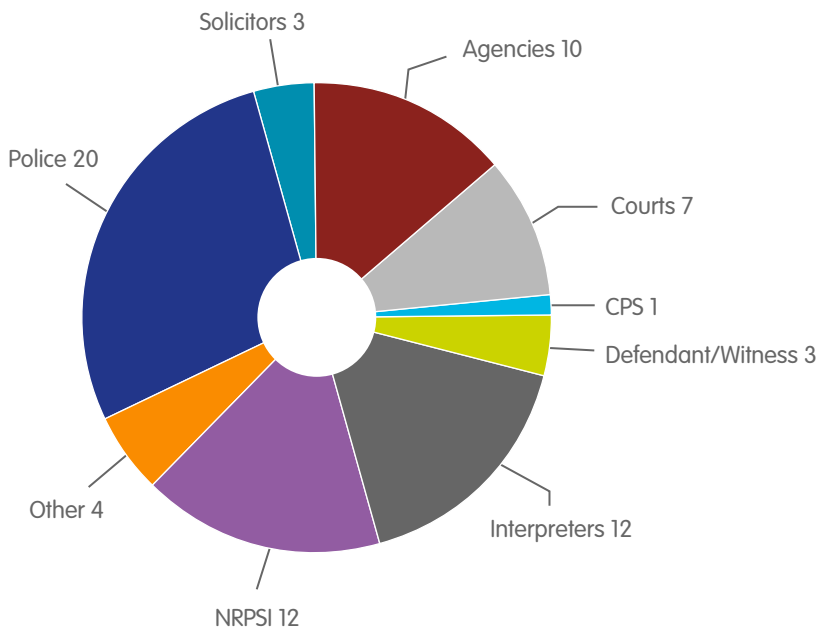
Registrants commit to follow the NRPSI Code of Conduct<sup>11</sup> as part of their obligation to professional standards. NRPSI provides a free complaints process for anyone who feels that a Registrant has not followed the NRPSI Code of Conduct. The Code, the procedures for making a complaint and the complaint form are all available on the NRPSI website. Essentially, the process comprises two stages: the first is a review of the complaint by the Professional Conduct Committee, followed, if they see fit, by a referral to the Disciplinary Committee. The following statistics describe the complaints seen by NRPSI and the time taken to deal with them. Apart from Graph 3.1, the statistics describe complaints over the most recent three calendar years.

#### Scale of complaints handled by NRPSI

##### 3.1 Complaints to NRPSI 1998–2014

While there has been a general trend for an increase in complaints, the actual numbers of complaints are quite small. The spike in 2008 was due to a number of connected complaints. NRPSI actively encourages public service users to submit complaints and it is thought that the steady increase represents increasing confidence, on the part of users, in NRPSI to manage complaints fairly and promptly.



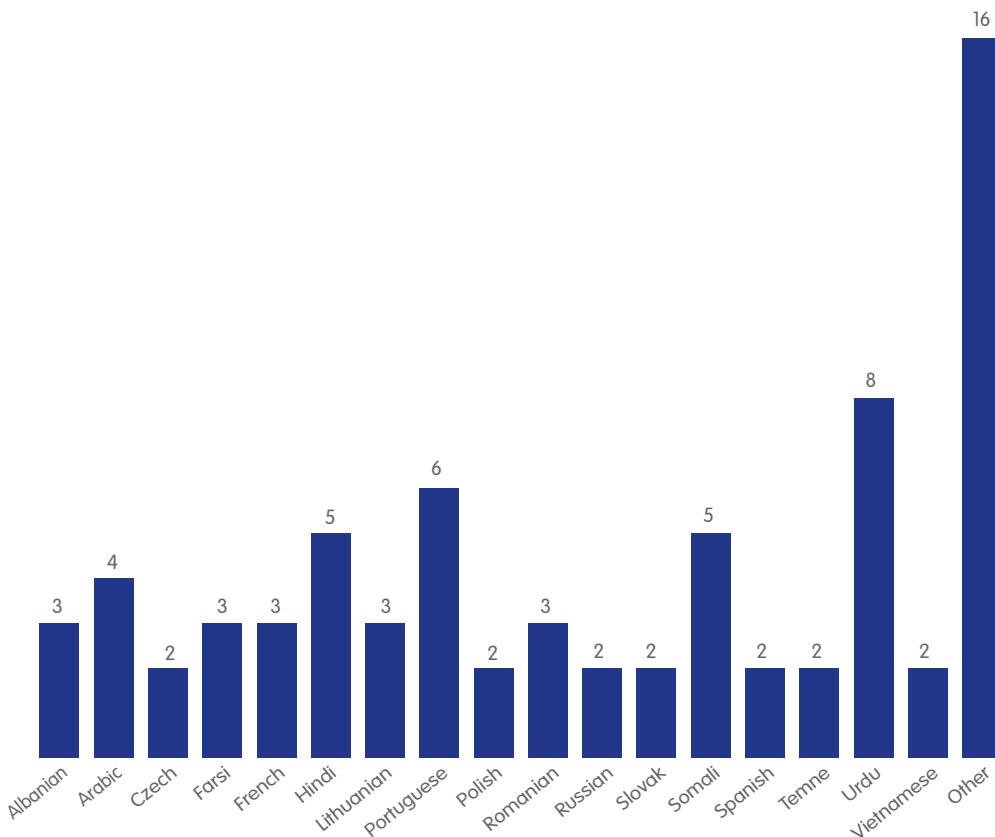


NRPSI Complaints (post 01April11) database (72)

## Analysis of complaints

### 3.2 Complaints by complainant type 2012–2014

Police are the major users of Registrants and therefore are the major source of complaints. NRPSI will sponsor some complaints itself; for example, breaches of the Code that come to light as part of the registration process.



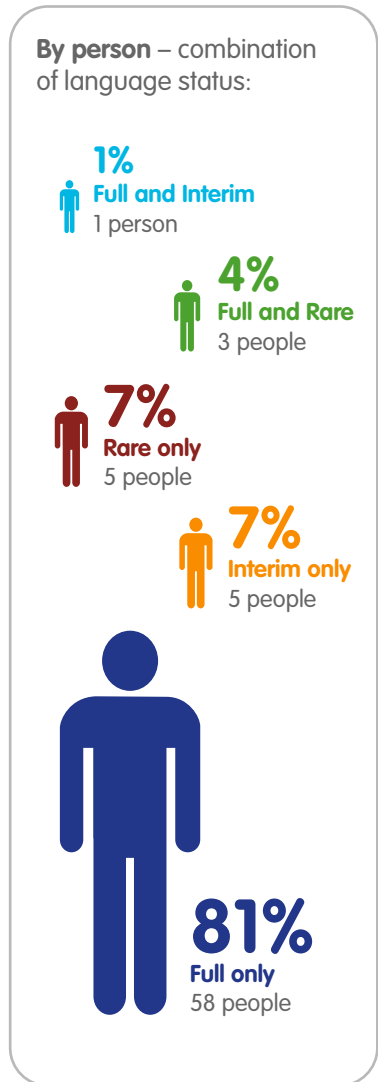
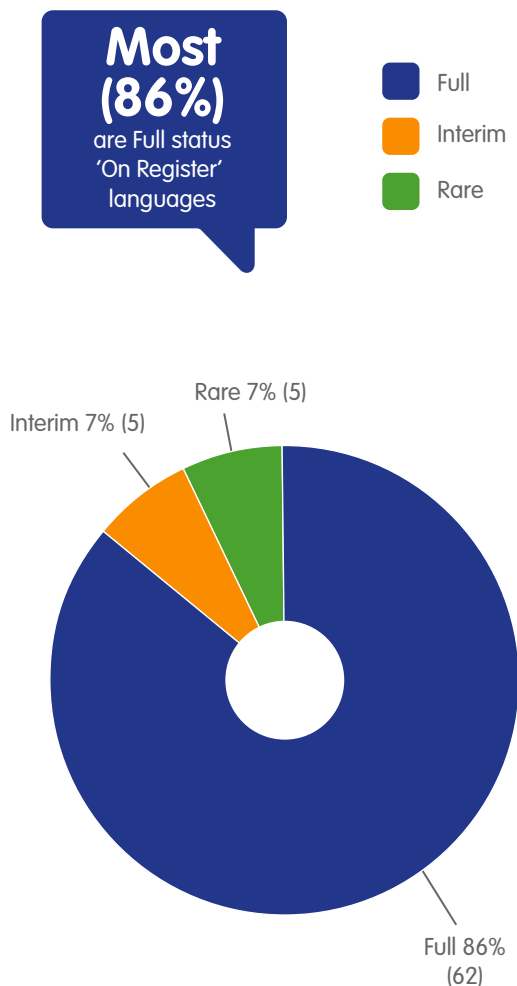
NRPSI Complaints (post 01April11) database (72)

### 3.3 Complaints by first language registered 2012–2014

Most complaints are not related to linguistic skills, which would be a breach of Code 5.1, see Graph 3.5. Ten Registrants had other languages registered in addition to their first language registered.

### 3.4 Complaints by status of first language registered 2012–2014

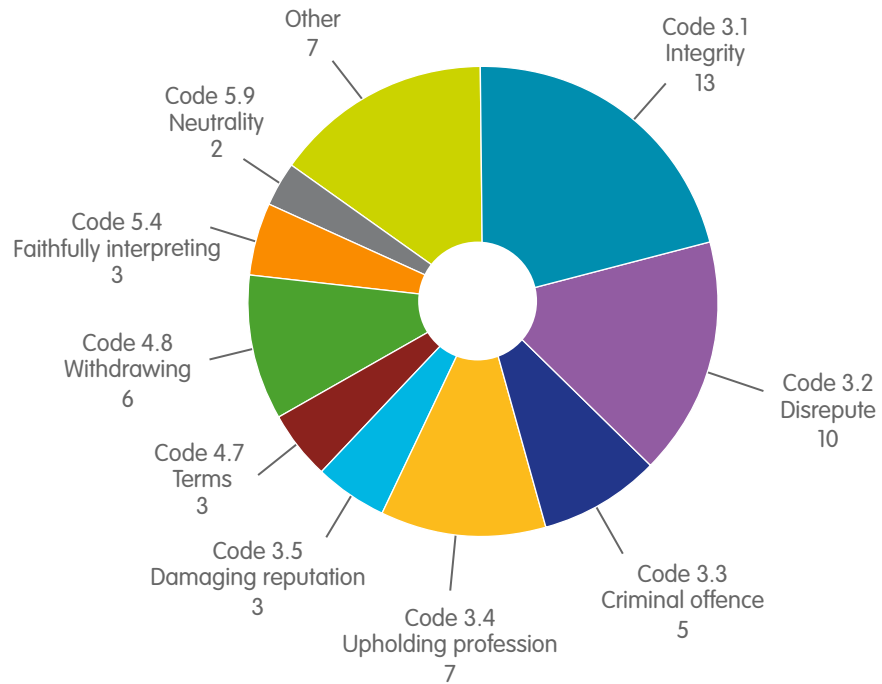
The proportion of complaints by status broadly follows the representation of the statuses on the Register, see Graph 2.4. Ten of the Registrants also had at least one other language registered (which may have been at a different status). 93% of Registrants that were complained about had a recognised interpreting qualification.



NRPSI Complaints (post 01April11) database (72)

### 3.5 Sections of NRPSI Code of Conduct breached 2012–2014

Where there was a finding against a Registrant, this shows which sections of the NRPSI Code of Conduct were breached. More than one section might be breached in a particular complaint.



NRPSI Complaints (post 01April11) database (72)

## Managing the professional complaints process

### 3.6 Prescribed maximum periods for each stage of the disciplinary process

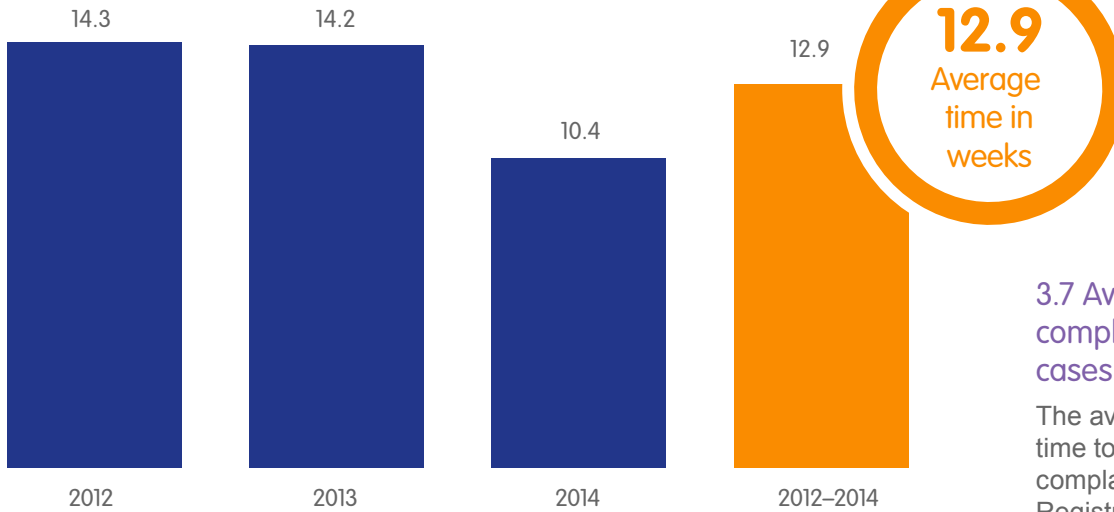
All complaints follow the NRPSI Disciplinary Framework and Procedures, available from the NRPSI website. The Procedures set maximum periods for each step of the process to be completed, as shown opposite. The period to complete a complaint is reduced if the Complainant, Respondent or NRPSI Panel take less time to respond. More time is taken if the Professional Conduct Committee (PCC) requires further evidence or clarification, if a Disciplinary Committee (DC) hearing is delayed in order to combine with another case, if holidays or sickness introduce delays, or if there is an adjournment.

No. of weeks	Stage
0	Complaint received
1	Record created (1 week)
2	Complaint forwarded to the interpreter for comments to be submitted within 20 working days (4 weeks)
3	
4	
5	
Professional Conduct Committee Meeting	
6	Complaint with the comments sent to the PCC, who decide within 30 working days (6 weeks)
7	
8	
9	
10	
11	If the PCC refer the case to the DC, the hearing must be arranged (1-2 weeks)
12	
13	
14	Interpreter must be given no less than 30 working days' notice of the date of the hearing (6 weeks)
15	
16	
17	
18	
19	
Disciplinary Committee Hearing	
20	Report to be sent within 5 working days (1 week)
21	Appeals – interpreter must inform NRPSI of his/her intention to appeal within 15 working days of the Report (3 weeks)
22	
23	
24	Appeal is sent to the Chairman who makes a decision within 15 working days (3 weeks)
25	
26	
27	If there are grounds for an appeal, the Appeals Committee should conduct the hearing within 30 working days of the Chairman's decision (6 weeks)
28	
29	
30	
31	
32	
Disciplinary Appeals Committee Hearing	
33	Report/decision of the Appeals Committee is sent to the interpreter within 10 working days (2 weeks)
34	
Case closed	

Total: 34 weeks



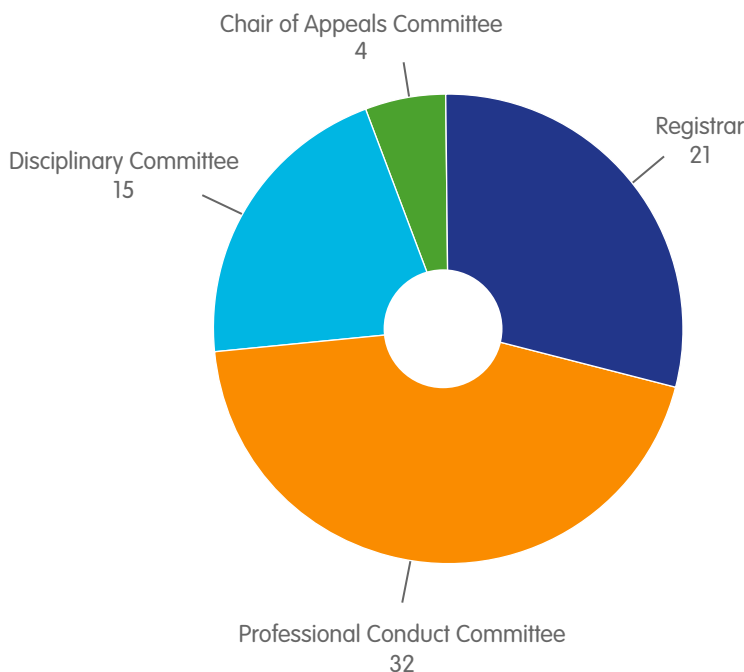
■ Average time in weeks  
■ Overall average



NRPSI Complaints (post 01April11) database (72)

### 3.7 Average time to complete disciplinary cases 2012–2014

The averages show the time to completion of all complaints, whether by Registrar, determined by the PCC, the DC, or the Chair of Appeals Committee, during the periods shown.



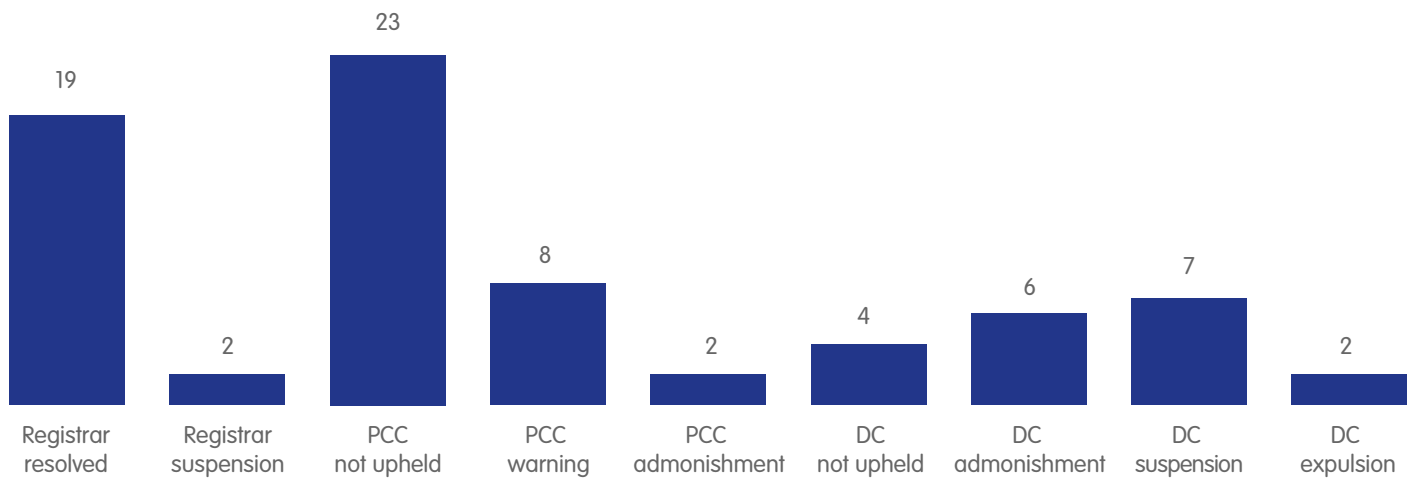
Number of cases: NRPSI Complaints (post 01April11) database (72)

### 3.8 Stages at which complaints were closed 2012–2014

Complaints will progress through the various stages as prescribed in the NRPSI Disciplinary Framework and Procedures Section E. In 71% of complaints submitted to NRPSI the PCC will review the complaint to reach a conclusion.

### 3.9 Outcomes of complaints 2012–2014

There is a range of sanctions available to the PCC and DC if they find against a Registrant. These are described in detail in the NRPSI Disciplinary Framework and Procedures.



NRPSI Complaints (post 01April11) database (72)

## 4. About the Data

In order to use statistical data sensibly, one needs to understand how they were derived. This section provides relevant background on how NRPSI carries out its regulatory role and contains important contextual information for the foregoing data. In the data presented, not all percentages will add up to exactly 100 due to rounding up or down.

### Registration

Data originate from information provided by the applicants at the first application stage, and subsequently at the annual renewal. The data are entered into a purpose-designed database by a dedicated in-house team of Registration Officers. The anonymised data from 31st December 2014 were analysed by an independent specialist in data analysis, Allison Harlow, to produce the figures published here.

‘Interpreting’ is a specific skill that requires more than simply excellent language skills. To appear on the National Register, interpreters must meet a number of criteria, most notably in qualifications, experience and security vetting. These are described in detail on the NRPSI website.<sup>12</sup> Registrants can register each of their languages under a number of statuses: Full, if they meet all the current criteria, or Interim status if they have some of the required qualifications and relevant experience, or alternatively have an acceptable qualification but do not yet have the required experience. The Rare Language status is available for those interpreters with a language for which there is not currently a recognised public service interpreting qualification. The full definitions of each status are on the NRPSI website under Criteria for Entry.<sup>12</sup> NRPSI requires registration to be renewed on an annual basis.

[In Graph 2.3](#) Rare languages, the 2013 edition of the Annual Review omitted Kibajuni from the list of Rare Languages on the Register.

[In Graph 2.5](#) Average years ‘On Register’ and on status, NRPSI used the creation date of the records for each person still on the Register as of 31st December 2014. This does not allow for those who may have not renewed for a period before returning to the Register.

[In Graph 2.7](#) The age of interpreters, NRPSI commenced collecting the dates of births of Registrants primarily to act as a security question when responding to questions by phone. This commenced with renewals in the first half of 2014, hence the data represents about half those on the Register.

[In Graph 2.8](#) Nationalities and mother tongues, applicants provided evidence to conform to the registration requirements under ‘Identity and Entitlement to Work’ criteria. NRPSI will not necessarily be informed if a Registrant has dual nationality.

[In Graph 2.10](#) Qualifications by status, note that the Metropolitan Police Test was replaced by IoLET in 2014 with the DPI which is Ofqual recognised. The DPI is recognised by NRPSI as meeting the qualification criteria. The DPSI Law figure includes English, Northern Irish and Scottish Law variants.

[In Graph 2.11](#) Number of qualifications held, for those on Rare Language status without a qualification, evidence of English to IELTS level 7.0 is required.

[In Graph 2.12](#) Professional association memberships, the provision of information on their memberships by Registrants is voluntary. If submitted, evidence of continuing membership of the relevant professional association is required. The associations are the Chartered Institute of Linguists (CIoL), the Association of Police and Court Interpreters (APCI), the Institute of Translation and Interpreting (ITI), the Society of Official Metropolitan Interpreters UK (SOMI), the International Association of Professional Translators and Interpreters (IAPTI), the International Association of Conference Interpreters (AIIC), and the Polish Society of Sworn and Specialized Translators (TEPIS).

**In Graph 2.13** Security clearances provided, the 2013 edition of the Annual Review had the percentages for CRB Standard and CRB Enhanced transposed: it should have shown 63% Registrants holding a CRB Enhanced Disclosure and 19% holding a CRB Standard Disclosure.

**In Graph 2.14** Distribution by geographical region, there is one Registrant in Eire, very close to the border with Northern Ireland. The number of individuals therefore totals 1,908.

**In Graph 2.15** Significant geographical concentrations of Registrants, London is defined by the Central London postcodes and Greater London comprises the 32 London boroughs and the City of London. Other cities are defined by their postcodes. The 'core cities' represent the councils of England's eight largest city economies outside London, and Glasgow: Birmingham, Bristol, Leeds, Liverpool, Manchester, Newcastle, Nottingham and Sheffield.

## Professional Standards

The casework involved in the complaints process is managed by the Professional Standards Manager using a separate database from the registration database. The Professional Standards Manager produces reports as required by the Registrar or the NRPSI Board. Complaints are allocated to the calendar year that the complaint was first received by NRPSI.

**In Graph 3.1** Complaints to NRPSI 1998–2014, data points from 1998–2010 are reproduced with kind permission of the CioL.

**In Graph 3.3** Complaints by first language registered 2012–2014 'Other' represents those languages which occurred only once.

**In Graph 3.5** Sections of NRPSI Code of Conduct breached 2012–2014, 'Other' includes all those where there was only one instance of a transgression against a Code. The full Code is available on the NRPSI website.<sup>11</sup>

**In Graph 3.7** Average time to complete disciplinary cases 2012–2014, the period in weeks was calculated using [www.timeanddate.com](http://www.timeanddate.com); figures were automatically rounded up or down. The end date used in these analyses was the case closing date. The 2013 edition of the Annual Review incorrectly showed the average time taken to complete disciplinary cases in 2012 as 16 weeks. This has been corrected in this edition to 14.3 weeks.

**In Graph 3.8** Stages at which complaints were closed 2012–2014, there were no Disciplinary Appeals Committee hearings in the period covered.

**In Graph 3.9** Outcomes of complaints 2012–2014, one of the complaints in 2013 resulted in both a PCC warning and a DC admonishment. This has only been counted as one complaint in the total number of complaints. The Registrar resolved category includes cases that were dealt with by voluntary resolution. The Registrar suspension category comprises two cases of immediate suspension following reports of criminal conviction and imprisonment. Referrals to the Chair of the Appeals Committee did not result in convening a Disciplinary Appeals Committee and so the original outcomes stood.

## Feedback

NRPSI aims to make the Annual Review compliant with the UK Statistics Authority Code of Practice for Official Statistics. If you feel we have not achieved this, please provide examples of the departure from good practice to [feedback@nrpsi.org.uk](mailto:feedback@nrpsi.org.uk). You may want to use the template 'Breach Report' available on the UK Statistics Authority website, but note that completed reports should be emailed to NRPSI and not to the Authority. Other opportunities for feedback are provided on the copyright page of this publication.

## References

- 1 <http://www.standard.co.uk/news/london/london-population-boom-number-living-in-the-capital-set-to-hit-all-time-high-within-weeks-9957804.html>
- 2 <http://www.theguardian.com/world/2015/mar/19/the-migration-fuelling-george-osbornes-comeback-country>
- 3 <http://www.cso.ie/en/media/csoie/releasespublications/documents/population/2011/Cen2011IrelandNorthernIreland.pdf>
- 4 <http://www.scotlandscensus.gov.uk/ods-web/home.html>
- 5 <http://www.ons.gov.uk/ons/rel/pop-estimate/population-estimates-for-uk--england-and-wales--scotland-and-northern-ireland/mid-2014/mid-year-population-estimates-for-the-uk-2014.html>
- 6 [http://www.ons.gov.uk/ons/dcp171776\\_325471.pdf](http://www.ons.gov.uk/ons/dcp171776_325471.pdf)
- 7 [http://www.ons.gov.uk/ons/dcp171776\\_302179.pdf](http://www.ons.gov.uk/ons/dcp171776_302179.pdf)
- 8 [http://www.echr.coe.int/Documents/Convention\\_ENG.pdf](http://www.echr.coe.int/Documents/Convention_ENG.pdf)
- 9 <http://www.nrpsi.org.uk/news-posts/Access-to-Justice-A-Report-of-the-Nuffield-Interpreter-Project-1993.html>
- 10 <https://www.gov.uk/government/publications/moj-language-services-framework-independent-review-and-the-government-response>
- 11 <http://www.nrpsi.org.uk/for-clients-of-interpreters/code-of-professional-conduct.html>
- 12 <http://www.nrpsi.org.uk/for-interpreters/join-the-register.html>

## Distribution

This report is published on the NRPSI website.

Links to this report have been sent to senior officials in the relevant Government ministerial departments:

Department for Business, Innovation & Skills  
Department for Communities and Local Government  
Department for Work and Pensions  
Department of Health  
Foreign & Commonwealth Office  
Home Office  
Ministry of Defence  
Ministry of Justice  
Northern Ireland Office  
Scottish Government  
National Assembly for Wales

Other Government departments which have been sent links:

Chief Fire and Rescue Adviser  
Crown Commercial Service  
The Crown Prosecution Service  
Gangmasters Licensing Authority  
Health and Safety Executive  
HM Courts and Tribunals Service  
HM Inspectorate of Constabulary  
HM Revenue & Customs  
Marine Management Organisation  
Migration Advisory Committee  
National Crime Agency  
Office of the Immigration Services Commissioner  
Scottish Procurement  
Serious Fraud Office  
Chief Constables of police forces



National Register of  
Public Service Interpreters

NRPSI Limited  
Longcroft House Business Centre  
2/8 Victoria Avenue  
London  
EC2M 4NS

t: +44 (0)20 3206 1400  
e: [admin@nrpsi.org.uk](mailto:admin@nrpsi.org.uk)  
w: [www.nrpsi.org.uk](http://www.nrpsi.org.uk)

Registered in England No.: 7585982 a not-for-profit organisation. Registered Office: Star House, Star Hill, Rochester, Kent ME1 1UX