



# NRPSI Annual Review of Public Service Interpreting in the UK | 2015

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

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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).

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## Preface

At the National Register of Public Service Interpreters (NRPSI) we celebrated our fifth anniversary in April 2016. Five years in our present form, that is – as an independent regulator, a company limited by guarantee. That gave us an opportunity for a bit of reflection – on where we came from; why we are here; what we have achieved; what we have learned; and what we are looking to do in the future.

One such area of reflection is that all that we do is still driven by the original reason why the Register was set up in the first place – public protection through the identification and maintenance of the highest standards of quality, in line with a recommendation of the 1994 Runciman Royal Commission following a tragic death related to inaccurate court interpreting. This recommendation was 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 Chartered Institute of Linguists (CIoL) took up this challenge and ran the register until it took the brave and far-sighted decision to separate off NRPSI, and it moved into its present form in April 2011.

Looking back over these past five years also reminded us of both what progress has been made and what we have learned about the profession of public service interpreting and those who rely on and make use of interpreters. This review analyses and gives valuable and interesting insights into these areas using information that we have available to us, and being the third such annual analysis starts to give indications of trends that are developing and the questions that these can pose. It also provides up-to-date information that can be of help in determining appropriate responses to current challenges – one example being

that, post-Brexit, 30% of Registrants who reside and work in the UK hold the nationality of another EU state.

However, no matter what changes take place in the external environment the constant is the basic need for, and requirement of, NRPSI: to maintain professional standards and protect the public from poor practice. Our experience and observation over the past five years heavily underlines this with much evidence of the damage caused by the use of unqualified interpreters in the country’s courts and by other public services. It is potentially reassuring to see that the recent changes in procurement systems in many parts of the public sector, including justice and health, now much more clearly identify the requirement for high standards of quality in delivery, clear monitoring of performance and a robust system to address failures. This gives a welcome tacit and in many cases real acknowledgement of the role that NRPSI can and does play in achieving these aims – much clearer now than it was five years ago. NRPSI really adds value.

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.

Therefore, with this third Annual Review we seek to share an independent analysis of the information held on the National Register to provide informed insight into the state of the interpreting profession. We see that it has benefit to all who have an interest or involvement in public sector interpreting – the interpreting profession, decision-makers in the government and public services, as well as the media.

**Ted Sangster**  
**Chairman**

# 1. Introduction

## The interpreting context

Well after the year covered by these data, the population of the UK voted for 'Brexit' – to leave the European Union.<sup>1</sup>

The implications remain unclear, but there will certainly be consequences for both the interpreting profession and users of interpreting services. Much of the legislation protecting the public's rights to language services comes from the EU. A UK government taking an anti-immigration stance may choose not to replicate such rights in parliamentary legislation. This would make it more difficult for non-English speakers to access public services and experience the same rights as English speakers. The UK Government's refusal to give a guarantee about the status of EU nationals living in the UK could have a direct impact on the availability of interpreters – see Graph 2.8.

The UK Government is committed to reducing net immigration to under 100,000 per year. Nevertheless, the latest statistics from the Office for National Statistics (ONS) show that the population of the UK as a whole had grown by over half a million to 65,110,000 in the year to June 2015, with the net increase in immigration contributing 335,600 to this.<sup>2</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>3</sup>

The needs for language services are most clearly seen in London, where the 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%). London is a successful 21st-century metropolis, with the population already at an all-time high and the Greater London Authority projecting population to grow to 10 million by 2029 (not allowing for the impact of Brexit).<sup>4</sup> Net migration, according to the government's Office for Budget Responsibility, provides a net positive financial boost to the economy.<sup>5</sup>

## 100 languages 'On Register'

Albanian	Macedonian (Gorani)
Algerian	Malay
Amharic	Malayalam
Arabic	Mandarin
Armenian (Eastern)	Mandinka
Azerbaijani	Mauritian Creole
Azeri	Mende
Basque	Mirpuri
Bengali	Moldovan
Bilen	Mongolian
Bosnian	Moroccan
Bulgarian	Nepalese
Cantonese	Oromo
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	Soninke
Indonesian	Spanish
Italian	Swahili
Jamaican Patois	Swedish
Japanese	Swiss German
Kikongo	Sylheti
Kikuyu	Tagalog
Kinyarwanda	Tamil
Kirundi	Temne
Korean	Thai
Krio	Tigrinya
Kurdish: Bahdini	Turkish
Kurdish: Feyli	Twi
Kurdish: Kurmanji	Ukrainian
Kurdish: Sorani	Urdu
Latvian	Vietnamese
Lingala	Wolof
Lithuanian	Yoruba
Luganda	Zaghawa Arabic

**100**  
different languages  
currently  
'On Register'

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



**63**  
are spoken by  
**9 people** or fewer



**2,201**  
language listings  
on the Register



**1,882**  
Registrants on  
the Register

As the ONS states, 'Language is an important defining characteristic of people's identity.'<sup>6</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>7</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



Most are  
**British  
nationals  
(62%)**

**English**  
is rarely the first  
language  
**(5%)**



We welcome comments and feedback from all interested parties. Please email [feedback@nrpsi.org.uk](mailto:feedback@nrpsi.org.uk).

Stephen Bishop  
Executive Director

assistance of an interpreter if he cannot understand or speak the language used in court' (Article 6, Section 3).

### The need for public protection

NRPSI was set up in 1994<sup>8</sup> with help from the Home Office and the Nuffield Foundation<sup>9</sup> to ensure that those used as interpreters were appropriately qualified. The scope for abuse of the public's trust is clear when considering that the interpreter 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. The majority of Registrants are on Full status, qualified to honours degree level or above in the skills required to work in a public service setting. We therefore 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 Registration Statistics section shows that the 1,882 Registrants offer 100 different languages. With 14% of Registrants offering more than one language, however, there are 2,201 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 show that interpreting expertise is concentrated in relatively few languages and in specific geographical centres, as shown in Graph 2.15.

The Professional Standards section analyses the complaints we have heard in great detail for the years 2013–2015.

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. At the end of 2015 more than 1,500 organisations were registered to search the National Register.

### Moving towards statutory regulation

While NRPSI regulates those interpreters who choose to be on the National Register, we are powerless to deal with complaints against unregistered interpreters. The NRPSI Board has therefore determined that the long-term strategy should be for statutory regulation of public service interpreting.<sup>10</sup> Although the destination is clear, the route is uncertain. NRPSI aims to partner with government where concerns about standards and protection of the public overlap; NRPSI (along with partner Interserve) was 'underbidder' for the Ministry of Justice Lot 4 Quality Assurance procurement in spring 2016. The NRPSI standard is cited in language frameworks published in 2016 by both the Crown Commercial Services and the NHS Shared Business Services. Widespread recognition of the vital role that interpreters play, and the threat posed by unregulated professionals, needs to be backed up by legislation.

### New data in this edition

This is the third edition of our Annual Review. We now have the age demographics for all those on the Register (Graph 2.7) and have replicated these data for those Registrants that have been complained about (Graph 3.5). The DBS Update service provides employers with a way of checking security clearances, and in Graph 2.13 we have added data on Registrants who are subscribing to the service. The National Register is a dynamic database and the registration information presented is a snapshot as at 31 December 2015.

## 2. Registration Statistics

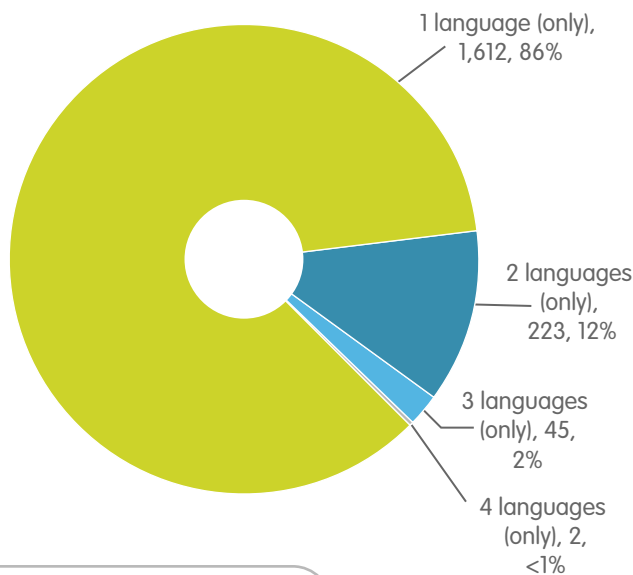
In order to be registered, interpreters need to fulfil the registration requirements at first application with NRPSI and at each subsequent annual renewal. The criteria that NRPSI uses are geared to the specific needs of interpreting in public service environments, with their specialised terminology, 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 available to fulfil the needs of the public services, and also 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 14% who offer two or more languages, there were 2,201 language listings on the Register at 31 December 2015.

Number of languages spoken by each person:



Most are 'On Register' for one language  
**86%**

**14%**  
(270 people) offer two languages or more

**2%**  
(47) offer three languages or more

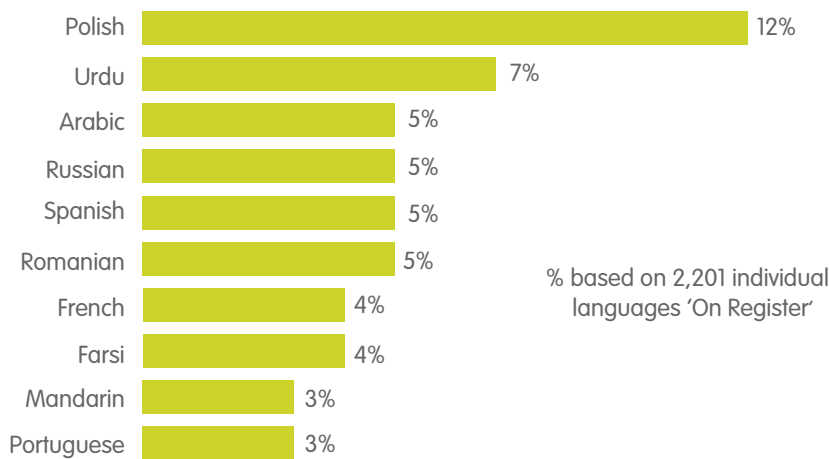


NRPSI PRIDE database, On Register (1,882)

**100**  
different languages  
currently  
'On Register'

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

The main languages 'On Register' are:



**63**  
are spoken by  
**9 Registrants** or fewer

NRPSI PRIDE database, On Register (1,882)

## 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 63% of the interpreters on the Register. Half of the top 10 languages were from EU countries.

### 2.3 Rare languages

There were 50 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 the same language to be recorded at Full, Interim and Rare Language status for different Registrants depending on whether an examination for it was available at the time it was registered. There were 12 languages that were previously available on the Register that are not currently represented.

50

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

12

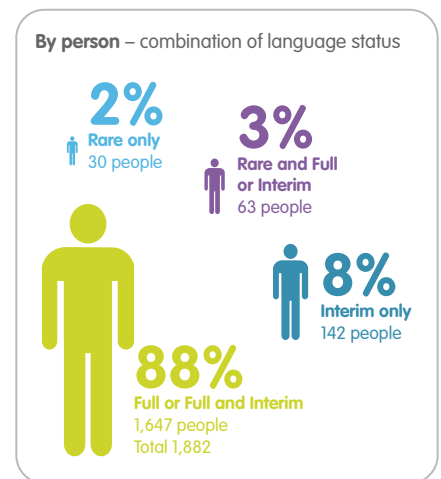
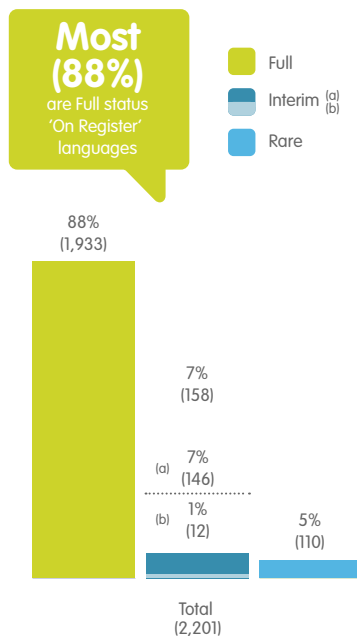
Languages previously, but not currently, ‘On Register’
Afrikaans
Bravanese
Burmese
Ewe (Mina)
Hindustani
Kibujani
Hokkien
Marathi
Mina
Ndebele
Turkmen
Uzbek

NRPSI PRIDE database, On Register (1,882)

### 2.4 Language status

An interpreter can register their language on the National Register at one of three statuses: Full, Interim or 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 available at the time of registration (a certified standard of English is required).

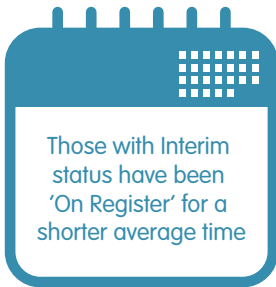
Although there are 110 Rare Language entries on the Register, only 30 Registrants have a Rare Language – and no other – registered.



Number in brackets = number of languages ‘On Register’ for each status % based on total languages registered (2,201)

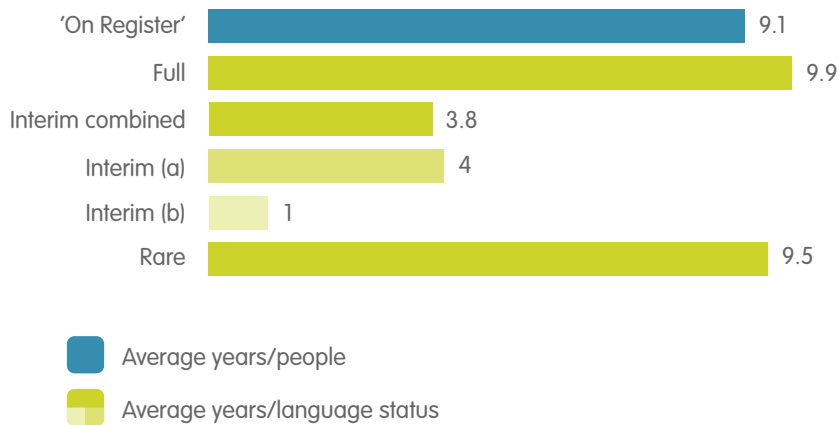
NRPSI PRIDE database, On Register (1,882)





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

The average years 'On Register' (for those on the Register at 31 December 2015) 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 individual Registrants, while the averages for statuses are per language. The average number of years on Full status continues to rise.

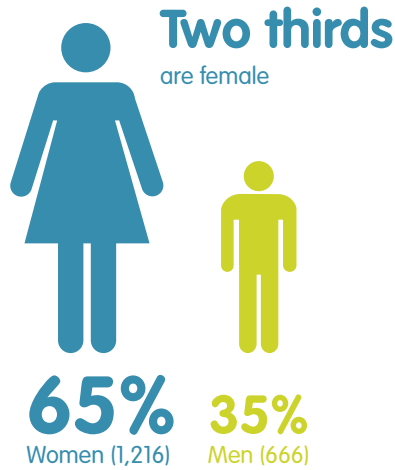


NRPSI PRIDE database, On Register (1,882)

About the interpreters

2.6 The sex of interpreters

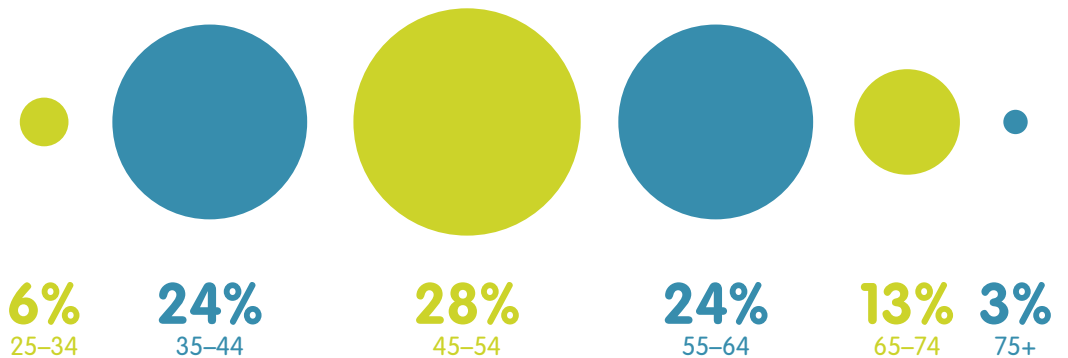
A clear majority of Registrants are women.



NRPSI PRIDE database, On Register (1,882)

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 88, with the average age On Register being 51. Male Registrants tend to be slightly younger than female Registrants.

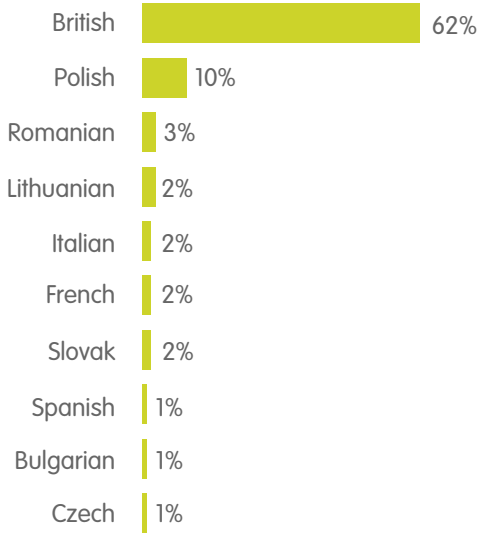


Average age by sex

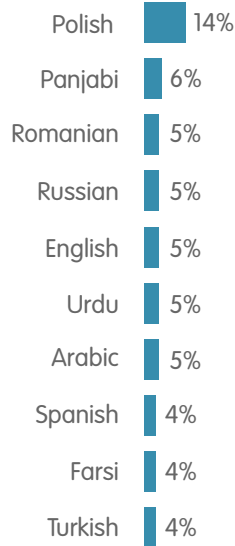


NRPSI PRIDE database, On Register (1,882)

The main nationalities:



The main mother tongues:



2.8 Nationalities and mother tongues

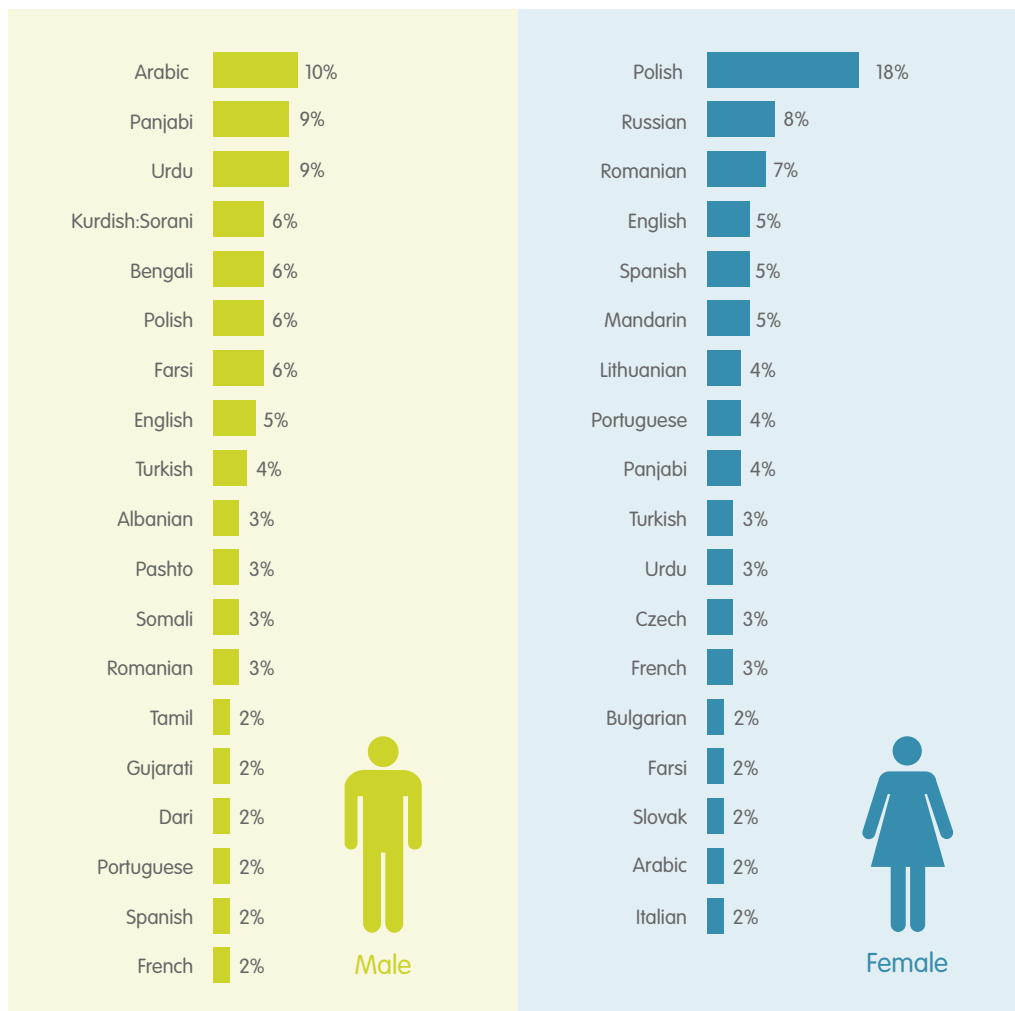
There are 69 different nationalities represented on the Register (a minority hold dual nationality) and 83 different mother tongues. Most hold British nationality (62%), although English is the mother tongue for only 5%.

NRPSI PRIDE database, On Register (1,882)



### 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 (1,882)

**14**  
of all  
have dual  
mother tongues

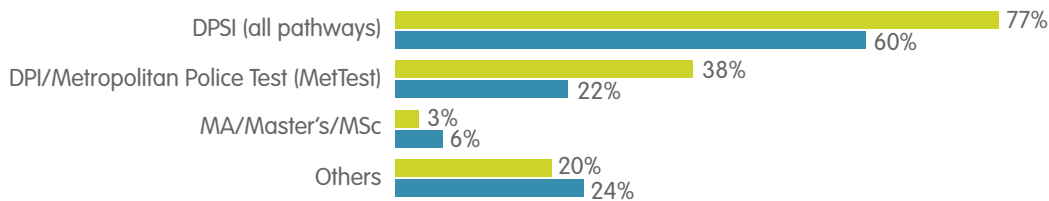
**4**  
men  
have dual  
mother tongues

**10**  
women  
have dual  
mother tongues

Most popular qualification is

**DPSI (77%/60%)**

for Full and Interim status languages respectively



NRPSI PRIDE database, Full (1,933) and Interim (158)

## Attributes the Registrants hold

### 2.10 Qualifications by status

The Diploma in Public Service Interpreting (DPSI), awarded by the IoL Educational Trust (IoLET), 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.



**58%**

**DPSI Law qualifications**  
1,121 people



**10%**

**DPSI Health qualifications**  
189 people



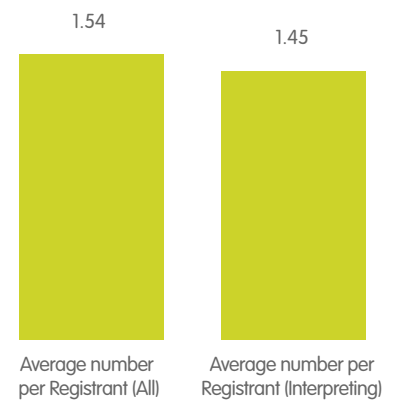
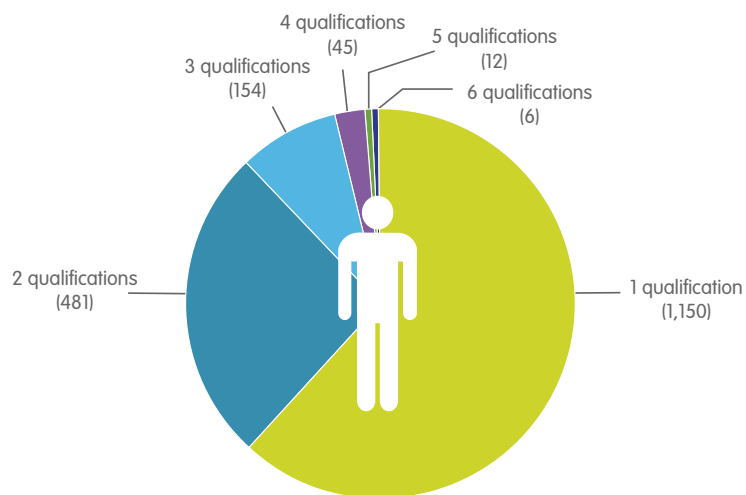
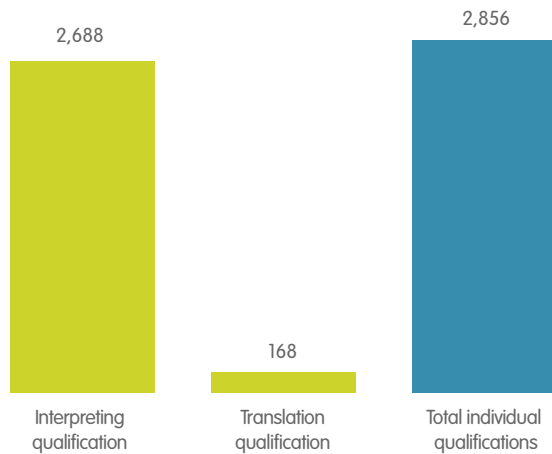
**8%**

**DPSI Local Government qualifications**  
161 people

NRPSI PRIDE database, On Register (1,882)

## 2.11 Number of qualifications held

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



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



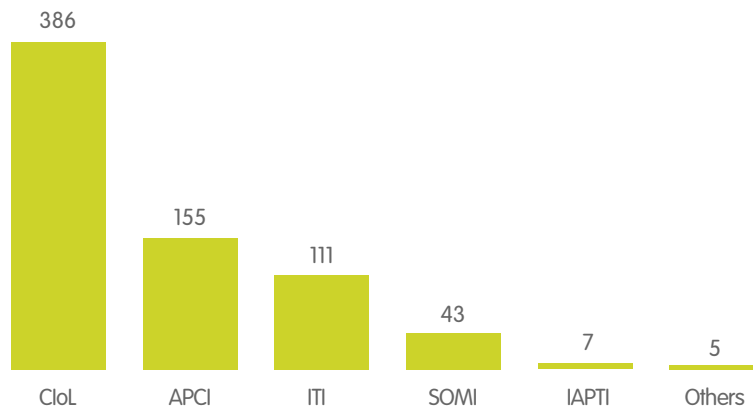
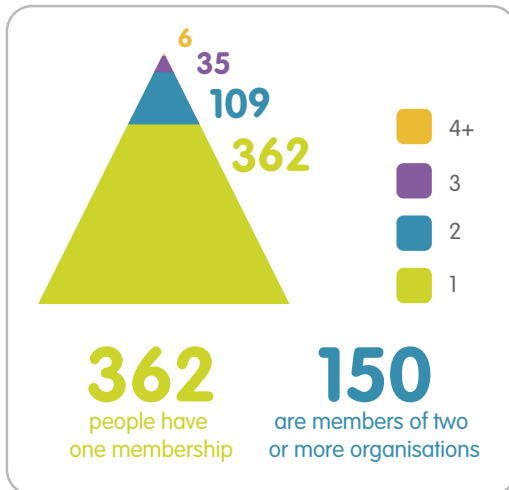
**512**  
people have  
any membership

Multiple memberships  
are held by  
**150**

**706**  
total memberships

## 2.12 Professional association memberships

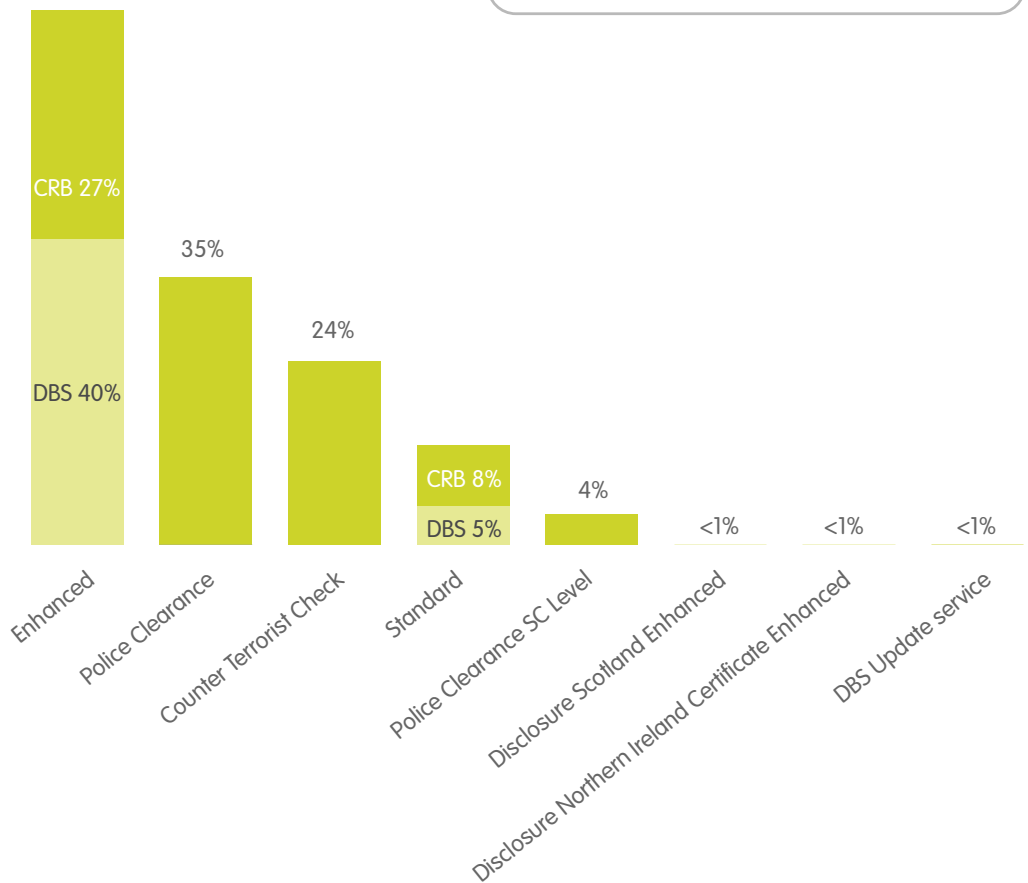
There are a number of professional membership associations that are relevant to public service interpreters. Those associations with over five Registrants recording membership are shown. About a quarter of Registrants reported being a member of a professional association, with the numbers increasing from last year. 150 Registrants recorded being members of more than one of the associations.



NRPSI PRIDE database, On Register (1,882)

### 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 are increasingly standardising on their own vetting for non-police personnel (NPPV3). 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). The DBS Update service enables employers to carry out up-to-date checks online with the permission of the certificate holder, and Registrants are increasingly subscribing to this service.



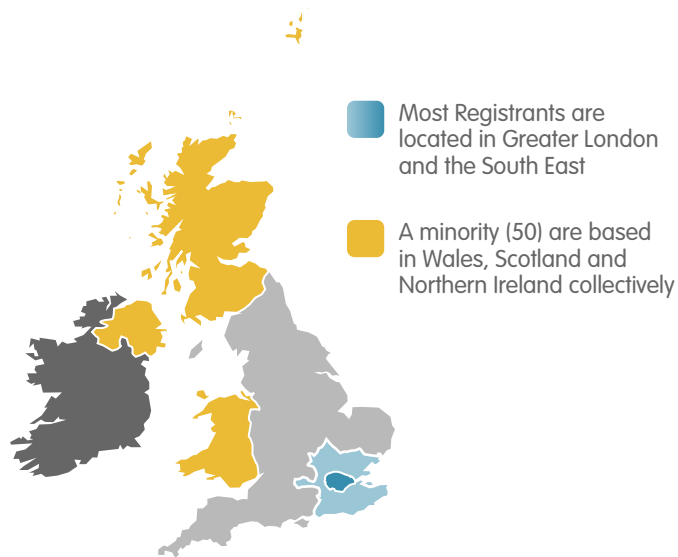
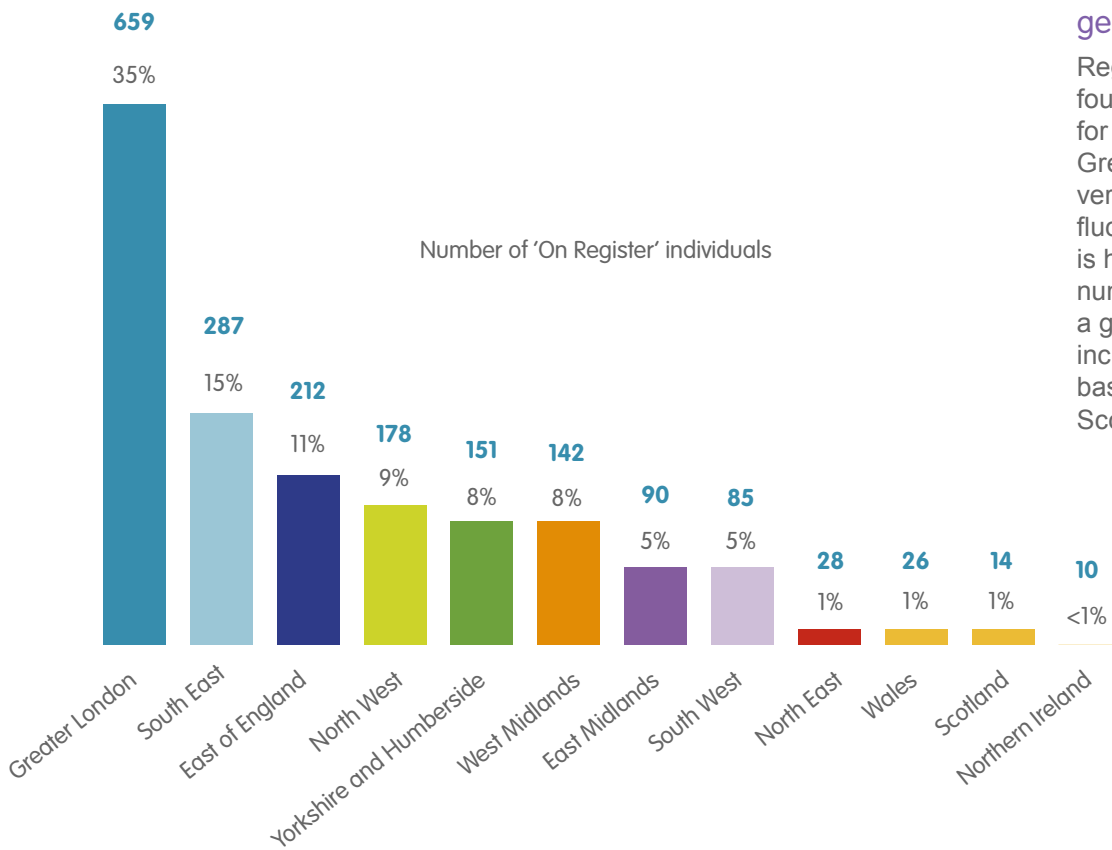
NRPSI PRIDE database, On Register (1,882)



## Geographical spread

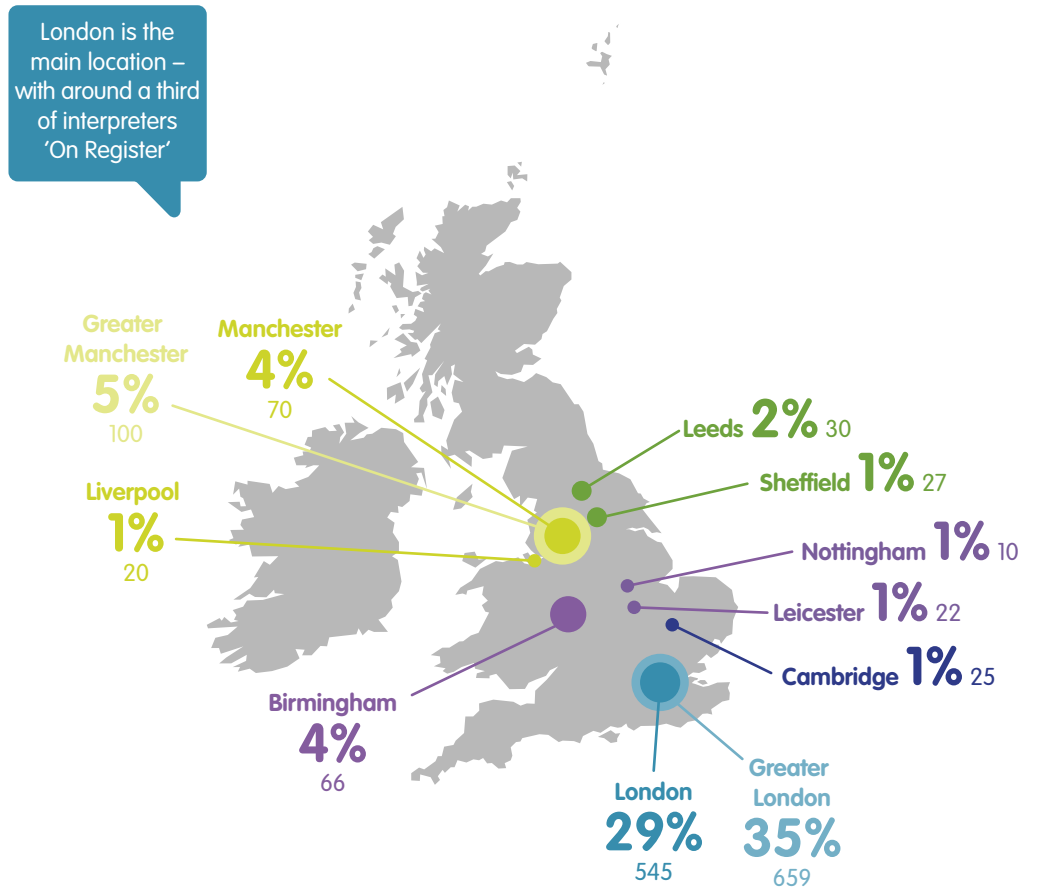
### 2.14 Distribution by geographical region

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 highest number. There has been a gradual and welcome increase in Registrants based in Northern Ireland, Scotland and Wales.



### 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 (1,882)

## 2.16 Most popular languages registered in major cities

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

London	Birmingham	Manchester	Sheffield	Leeds
Polish (70)	Urdu (14)	Urdu (14)	Arabic (5)	Polish (5)
Spanish (43)	Panjabi (7) (Indian)	Arabic (12)	Slovak (4)	Arabic (4)
Romanian (39)	Arabic (6)	Romanian (5)	Farsi (3)	Farsi (3)
Arabic (31)	Panjabi (6) (Pakistani)	Spanish (5)	Polish (3)	French (3)
Turkish (31)	Mirpuri (5)	Bengali (4)	Russian (2)	Slovak (3)
French (30)	Polish (5)	Kurdish: Sorani (4)	Urdu (2)	Bengali (2)

NRPSI PRIDE database, On Register (1,882)

### 3. Professional Standards

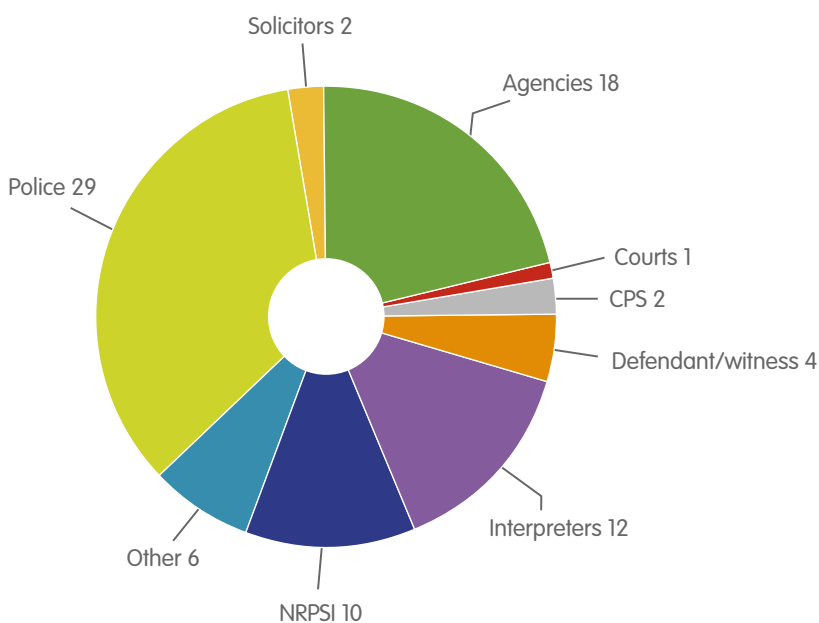
A fundamental part of registration is the requirement for Registrants to commit to follow the NRPSI Code of Conduct,<sup>11</sup> as part of their obligation to professional standards. Registrants confirm this commitment at each annual registration. NRPSI provides a free complaints process for anyone 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. There is also an Appeals process. The following statistics describe the complaints seen by NRPSI and the time taken to deal with them. Apart from Graph 3.1, the statistics relate to complaints over the most recent three calendar years.

#### Scale of complaints handled by NRPSI

##### 3.1 Complaints to NRPSI 1998–2015

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 promotes the availability of its professional complaints service and it is thought that the steady increase represents increasing confidence, on the part of users, in NRPSI to manage complaints fairly and promptly.



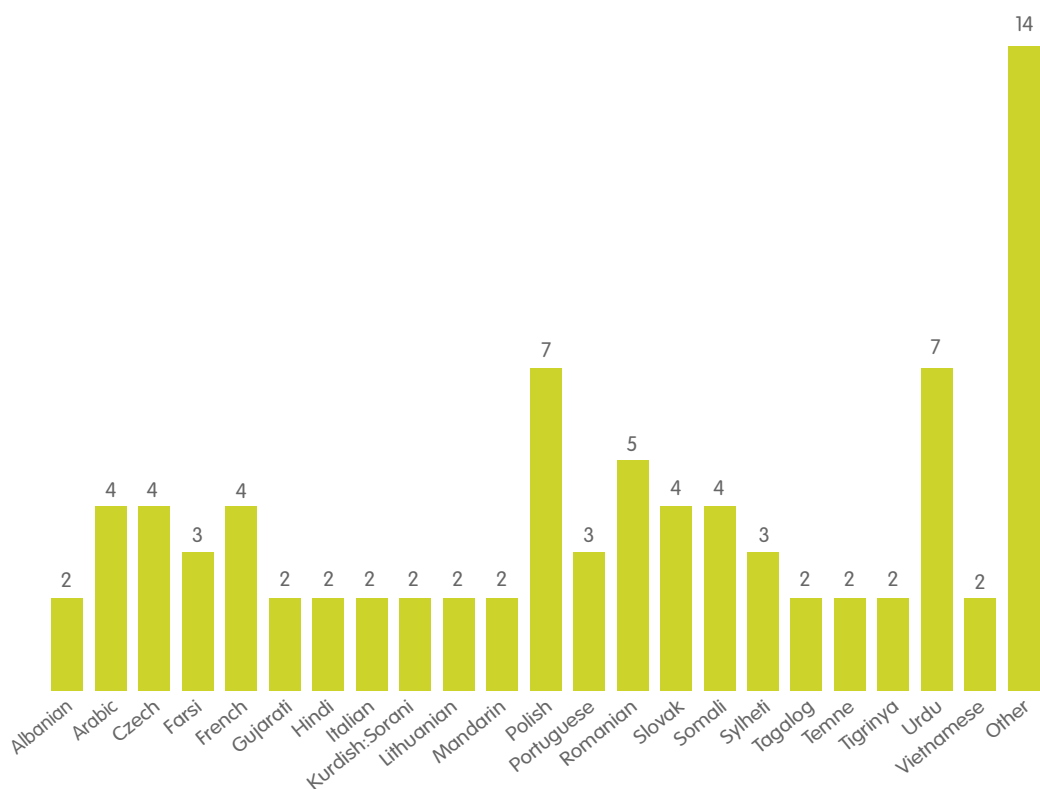


NRPSI Complaints (post 01April11) database (84)

## Analysis of complaints

### 3.2 Complaints by complainant type 2013–2015

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



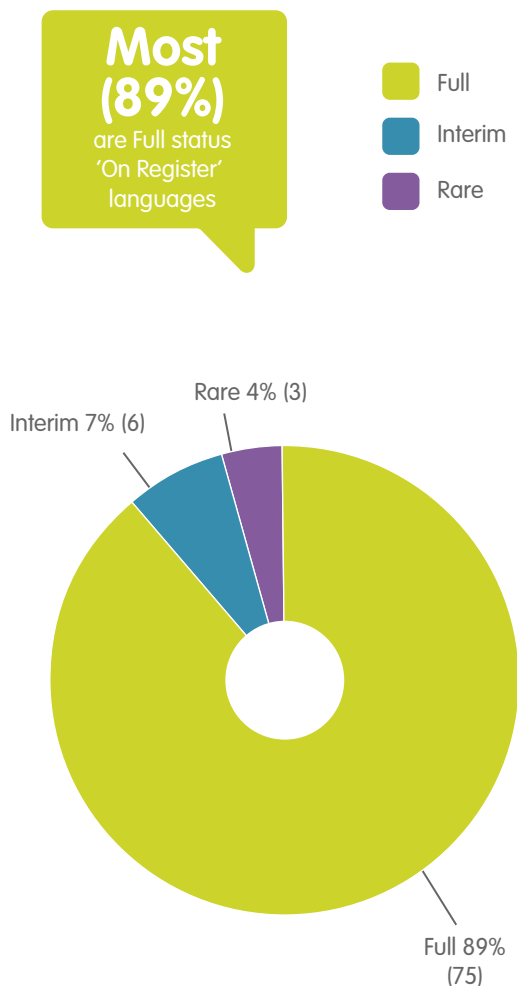
NRPSI Complaints (post 01April11) database (84)

### 3.3 Complaints by first language registered 2013–2015

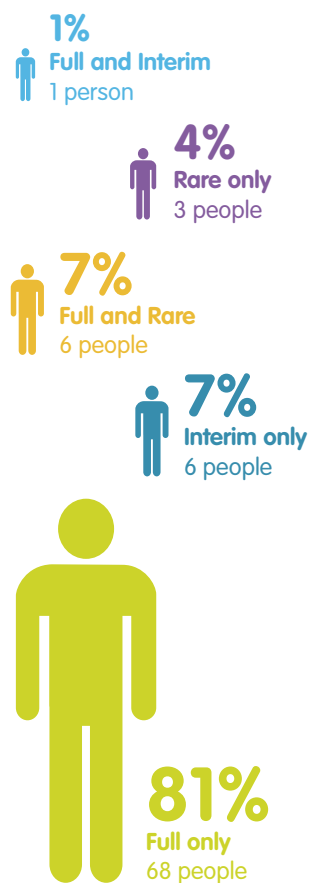
Most complaints are not related to linguistic skills, which would be a breach of Code 5.1, see Graph 3.6. Nine Registrants had other languages registered in addition to their first language registered.

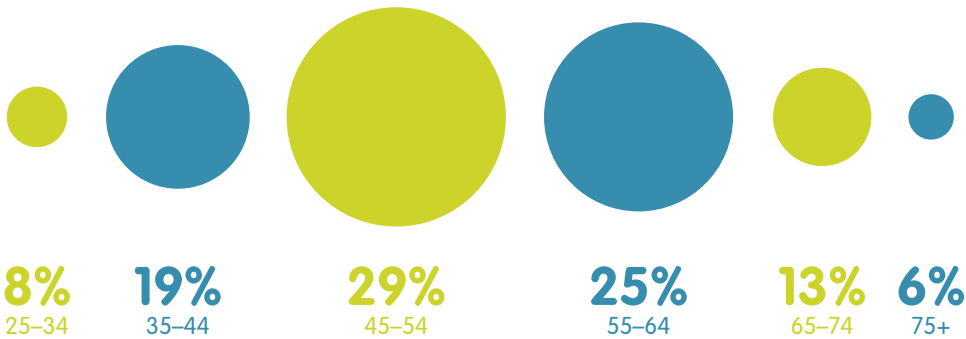
### 3.4 Complaints by status of first language registered by Registrant 2013–2015

The proportion of complaints by status broadly follows the representation of the statuses on the Register, see Graph 2.4. Nine of the Registrants also had at least one other language registered (which may have been at a different status). 94% of Registrants that were complained about had a recognised interpreting qualification.



#### By person – combination of language status:

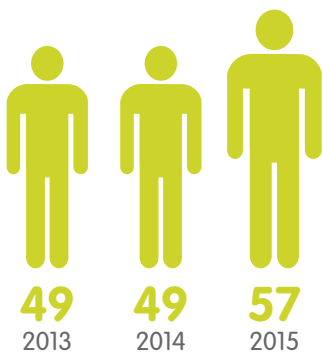




### 3.5 Complaints by age of Registrant 2013–2015

The average age of those complained about was 52, whereas the average age of all Registrants was 51 (see Graph 2.7).

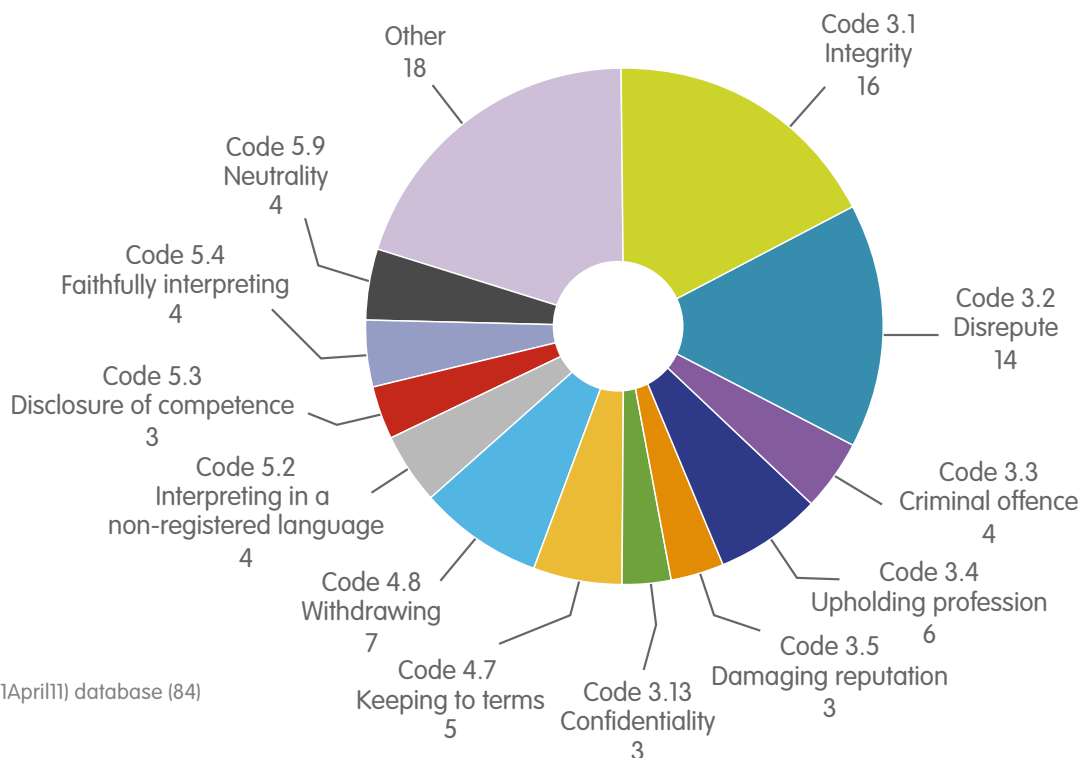
NRPSI Complaints (post 01April11) database (84)



Average age per complaint year

### 3.6 Sections of NRPSI Code of Conduct breached 2013–2015

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 (84)

## Managing the professional complaints process

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

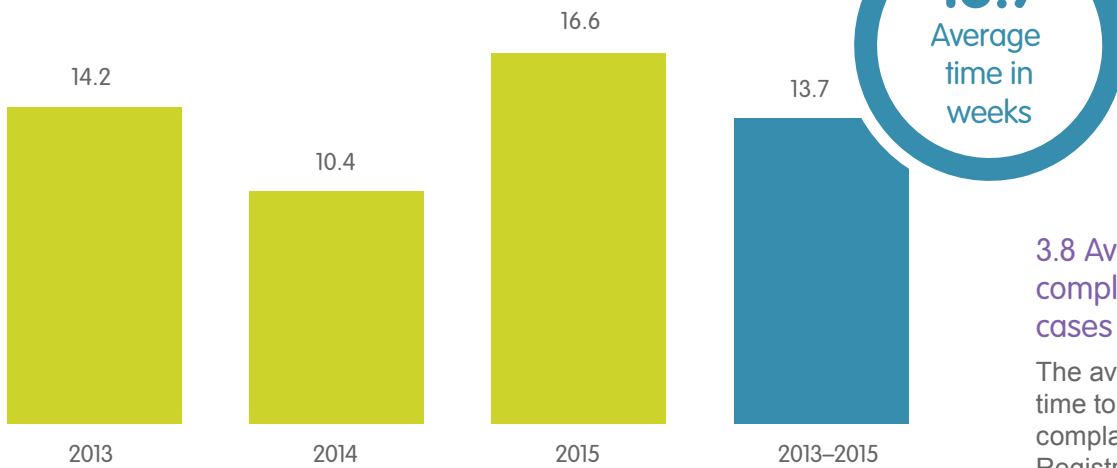
All complaints follow the NRPSI Disciplinary Framework and Procedures, available from the NRPSI website. The Procedures set maximum periods for each step of the process to be completed, as shown opposite. The period to complete a complaint is reduced if the Complainant, Respondent or NRPSI Panel take 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, which decides within 30 working days (6 weeks)
7	
8	
9	
10	
11	If the PCC refers the case to the DC, the hearing must be arranged (1–2 weeks)
12	
13	Interpreter must be given no less than 30 working days' notice of the date of the hearing (6 weeks)
14	
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



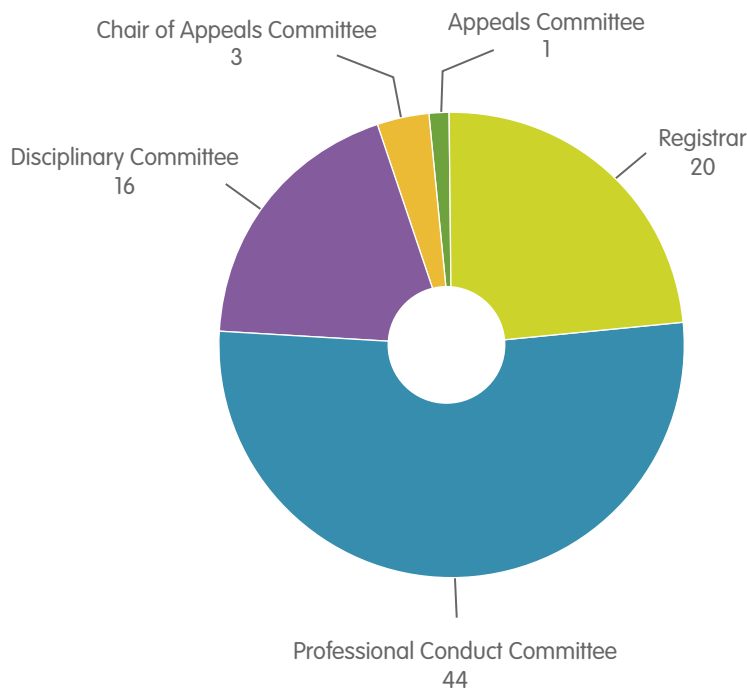
■ Average time in weeks  
■ Overall average



### 3.8 Average time to complete disciplinary cases 2013–2015

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

NRPSI Complaints (post 01April11) database (84)



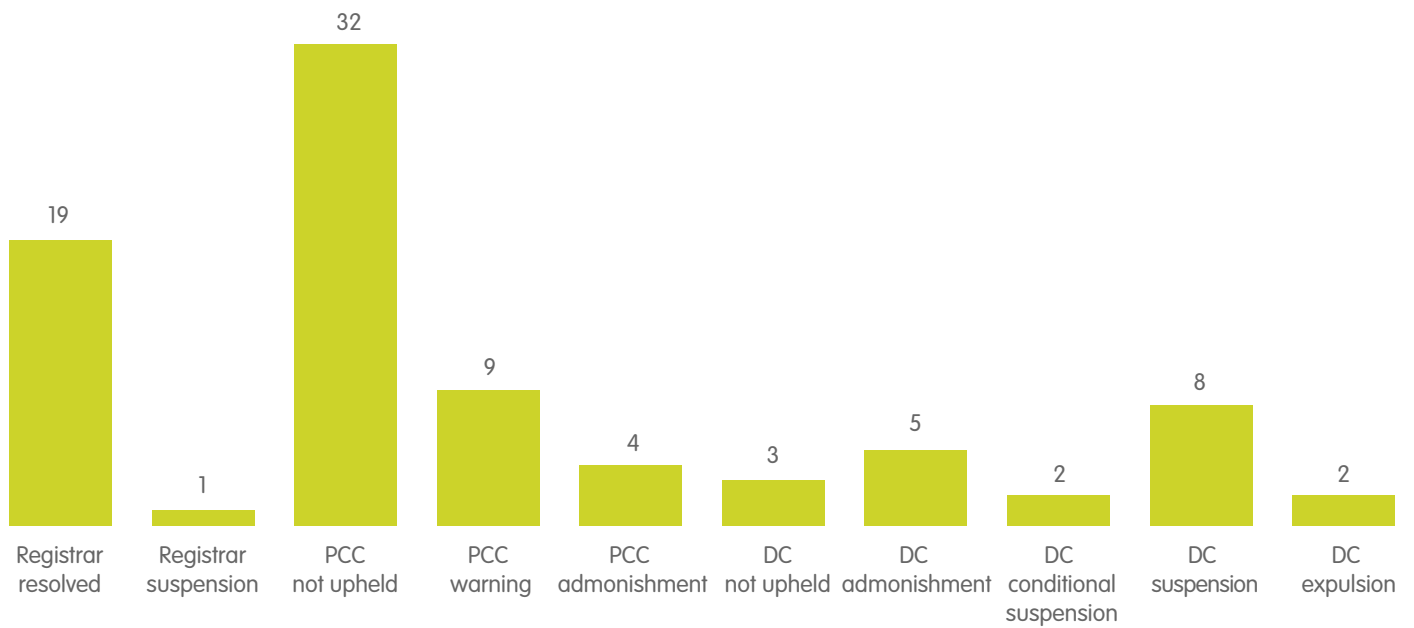
### 3.9 Stages at which complaints were closed 2013–2015

Complaints will progress through the various stages as prescribed in the NRPSI Disciplinary Framework and Procedures Section E. In 76% of complaints submitted to NRPSI the PCC will review the complaint to reach a conclusion.

Number of cases: NRPSI Complaints (post 01April11) database (84)

### 3.10 Outcomes of complaints 2013–2015

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 and the Indicative Sanctions Guidance provided to the Panels by NRPSI, both of which are published on the website.<sup>12</sup>



NRPSI Complaints (post 01April11) database (84)

## 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 at 31 December 2015 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>13</sup> Registrants can register each of their languages under a number of statuses: Full, if they meet all the current criteria, or Interim, if they have some of the required qualifications and relevant experience (Interim (b)), or alternatively have an acceptable qualification but do not yet have the required experience (Interim (a)). 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 Qualifications and Experience Criteria for Entry.<sup>13</sup> NRPSI requires registration to be renewed on an annual basis.

**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 at 31 December 2015. This does not allow for those who may not have renewed for a period before returning to the Register. The 2014 edition of the Annual Review erroneously gave the average years 'On Register' as 9.2: the figure should have been 8.5.

**In Graph 2.7** The age of interpreters, NRPSI commenced collecting the dates of birth of Registrants primarily to act as a security question when responding to queries by phone. This commenced with renewals in the first half of 2014; hence this year is the first time the analysis is presented for all those on the Register.

**In Graph 2.8** Nationalities and mother tongues, applicants provided evidence to conform to the registration requirements under 'Identity and the Entitlement to Work' criteria. NRPSI will not necessarily be informed if a Registrant has dual nationality or changes nationality following registration.

**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 band score 7.0 is required. Those on Interim (b) may hold 'partial qualifications', for example units of the DPSI, which are not included in the totals of qualifications.

**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), and the International Association of Professional Translators and Interpreters (IAPTI).

**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 (Birmingham, Bristol, Leeds, Liverpool, Manchester, Newcastle, Nottingham and Sheffield) and Glasgow.

## 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 1998–2015, data points from 1998–2010 are reproduced with kind permission of the CioL.

**In Graph 3.3** Complaints by first language registered 2013–2015, 'Other' represents those languages which occurred only once.

**In Graph 3.6** Sections of NRPSI Code of Conduct breached 2013–2015, '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 3.8** Average time to complete disciplinary cases 2013–2015, 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.

**In Graph 3.10** Outcomes of complaints 2013–2015, 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. The referral to the Appeals Committee resulted in the original outcome being confirmed.

## 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 [Brexit: David Cameron to quit after UK votes to leave EU http://www.bbc.co.uk/news/uk-politics-36615028](http://www.bbc.co.uk/news/uk-politics-36615028)
- 2 <https://www.ons.gov.uk/peoplepopulationandcommunity/populationandmigration/populationestimates/bulletins/annualmidyearpopulationestimates/latest>
- 3 [http://www.ons.gov.uk/ons/dcp171776\\_325471.pdf](http://www.ons.gov.uk/ons/dcp171776_325471.pdf)
- 4 <https://www.london.gov.uk/what-we-do/research-and-analysis/people-and-communities/population-projections>
- 5 <http://www.independent.co.uk/news/uk/politics/cutting-immigration-would-mean-higher-taxes-or-deeper-spending-cuts-obr-warns-a6956311.html>
- 6 [http://www.ons.gov.uk/ons/dcp171776\\_302179.pdf](http://www.ons.gov.uk/ons/dcp171776_302179.pdf)
- 7 [http://www.echr.coe.int/Documents/Convention\\_ENG.pdf](http://www.echr.coe.int/Documents/Convention_ENG.pdf)
- 8 [https://en.wikipedia.org/wiki/National\\_Register\\_of\\_Public\\_Service\\_Interpreters](https://en.wikipedia.org/wiki/National_Register_of_Public_Service_Interpreters)
- 9 <http://www.nrpsi.org.uk/news-posts/Access-to-Justice-A-Report-of-the-Nuffield-Interpreter-Project-1993.html>
- 10 <http://www.nrpsi.org.uk/news-posts/NRPSI-Our-Strategy-for-2016-2018.html>
- 11 <http://www.nrpsi.org.uk/for-clients-of-interpreters/code-of-professional-conduct.html>
- 12 <http://www.nrpsi.org.uk/for-clients-of-interpreters/disciplinary-committee.html>
- 13 <http://www.nrpsi.org.uk/for-interpreters/join-the-register.html>

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