



NRPSI Annual Review of Public Service Interpreting in the UK | 2016

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Annual Review of Public Service Interpreting in the UK 2016

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

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Have you found something you disagree with? Email 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.

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.

If you have a media query, email Nina Croad, Communications Consultant, NEO: nina@neoposition.com.

If you want to be kept informed of developments at NRPSI, visit the website's [News section](#) and follow the [NRPSI LinkedIn Company Page](#): www.linkedin.com/company/nrpsi.

www.nrpsi.org.uk
a not-for-profit organisation



Preface

One of the things that has been glaringly apparent to the National Register of Public Service Interpreters (NRPSI) during the six years since the organisation was established as a separate, independent entity is that the profession of interpreter in the UK is not understood well by those who are not directly involved with it.

Indeed, in some cases, the profession is misunderstood by some of those who actually *are* involved with it. In the instance of the former, this can lead to a general lack of appreciation of the value that society gains from a highly motivated, professional, experienced and committed interpreting community. In the case of the latter, it can result in a failure of those working with the interpreting profession to realise the full potential of this relationship and the benefits this can bring to the public services.

Thus, some of what NRPSI seeks to do is to outline and explain the benefit that a Registered Public Service Interpreter provides, both to the public and the organisations and agencies that serve the needs of the public sector.

Of course, making a case for and seeking to persuade others of the value that the National Register and our Registrants provide is always much easier when it can be supported by direct experience and facts. The National Register, which currently provides us with access to over 1,800 Registrants and data about past Registrants, gives us valuable insight into the characteristics of the interpreters working in the public sector. It also provides an increasing number of facts about absolutes and trends that can underpin both those directly involved with the profession and the wider public's understanding and views of interpreting.

I hope you find this fourth Annual Review and the presentation of facts and trends that have been gleaned from our data over the past few years both interesting and of value in increasing your understanding of public service interpreting in the UK.

Ted Sangster
Chairman

1. Introduction

The need for public protection

NRPSI was set up in 1994¹ with help from the Home Office and the Nuffield Foundation² to ensure that those used as interpreters were appropriately qualified and ready to carry out an interpreting assignment.

The scope for abuse of the public's trust is clear when considering that the interpreter is often the only one in a potentially life-changing interview situation who understands what both parties are saying. NRPSI's core function is to protect the public from poor practice in interpreting. At the end of 2016, more than 2,000 organisations were registered to search the National Register for interpreters.

The principal way we protect the public 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.

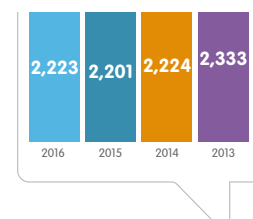
National data show the need for language services. The 2011 Census classified 88 main languages, other than English, spoken throughout England and Wales, while 863,000 respondents described their English language skills as 'non-proficient'.³ The much-publicised Conservative Government commitment to reducing net immigration to under 100,000 per year remains in place:⁴ the latest statistics from the Office for National Statistics (ONS) show the net increase in immigration falling (principally due to higher emigration) to 248,000 in 2016.⁵

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 the statutory regulation of public service interpreting.⁶ Widespread recognition of the vital role that interpreters play, and the threat posed

104 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
Bravense	Moroccan
Bulgarian	Nepalese
Cantonese	Oromo
Croatian	Pahari
Czech	Pangasinan
Dari	Panjabi (Indian)
Dutch	Panjabi (Pakistani)
Estonian	Pashto
Farsi	Pidgin English (Nigerian)
Flemish (Dutch)	Pidgin English (West African)
French	Polish
Fullah	Portuguese
Georgian	Pothwari
German	Romani
Greek	Romanian
Gujarati	Russian
Hakka	Serbian
Hebrew	Shona
Hindi	Sinhalese
Hindko	Slovak
Hungarian	Somali
Igbo	Soninke
Ilocano	Spanish
Indonesian	Sudanese Arabic
Italian	Swahili
Jamaican Patois	Swedish
Japanese	Swiss German
Kibujani	Sylheti
Kikongo	Tagalog
Kikuyu	Tamil
Kinyarwanda	Temne
Kirundi	Thai
Korean	Tigrinya
Krio	Turkish
Kurdish: Bahdini	Twi
Kurdish: Feyli	Ukrainian
Kurdish: Kurmanji	Urdu
Kurdish: Sorani	Vietnamese
Latvian	Wolof
Lingala	Yoruba
Lithuanian	Zaghawa Arabic

Number of Registrants on the Register



by unregulated professionals, needs to be backed up by legislation.

The state of the profession

This fourth edition of our Annual Review is presented in two sections to reflect NRPSI's two main activities: Registration and Professional Standards. The Registration Statistics section shows

registration information as at 31 December 2016. The Professional Standards section analyses the complaints we have heard in great detail for the years 2014–2016.

The 1,889 Registrants offer 104 different languages. With 14% of Registrants offering more than one language, however, there are 2,223 language listings in total. Despite this, the increasing demand for interpreters and different languages from the public services needs to be addressed.

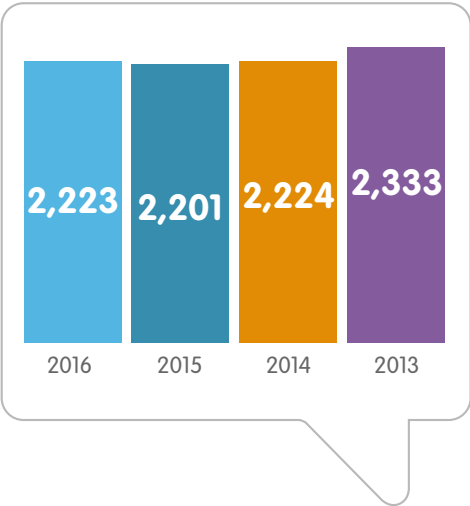
NRPSI is a not-for-profit organisation funded by the Registrants' annual registration fee. That so many interpreters continue to provide strong support to the Register despite the challenging economic circumstances speaks hugely in favour of the value they place on professional standards. Since 2014, the number on the Register has remained stable, with an increase in the number of languages offered over the last three years. The average number of years Registrants have stayed on the Register has increased steadily, now nearing 10 years. The Register thus provides users with a selection of highly experienced professionals.

Stephen Bishop
Executive Director



We welcome comments and feedback from all interested parties. Please email feedback@nrpsi.org.uk.

Language listings on the Register



Average number of years On Register by Registrant



Number of different languages On Register



2. Registration Statistics

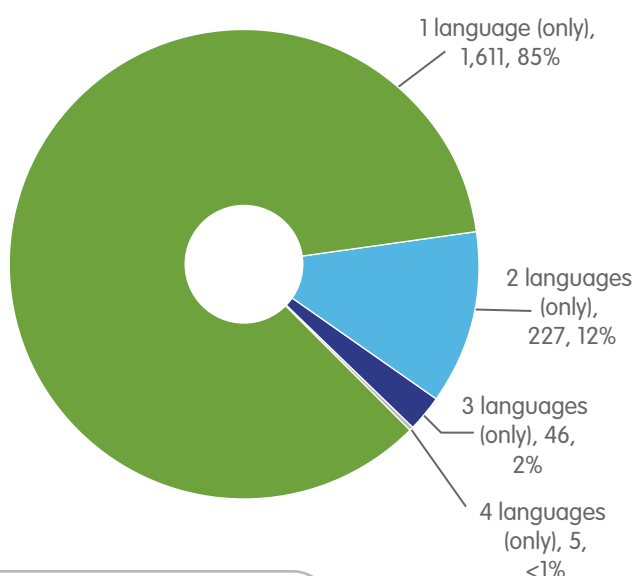
In order to be registered, interpreters need to fulfil the registration requirements at their first application with NRPSI and at each subsequent annual renewal. The criteria that NRPSI uses are geared towards the specific needs of interpreting in public service environments, with their specialised terminology, 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 who are available to fulfil the needs of the public services; it is 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 15% who offer two or more languages, there were 2,223 language listings on the Register at 31 December 2016.

Number of languages spoken by each person



Most are
On Register
for one language

85%

15%
(278 people)
offer two
languages
or more

3%
(51) offer
three languages
or more

2,223
language listings
on the Register



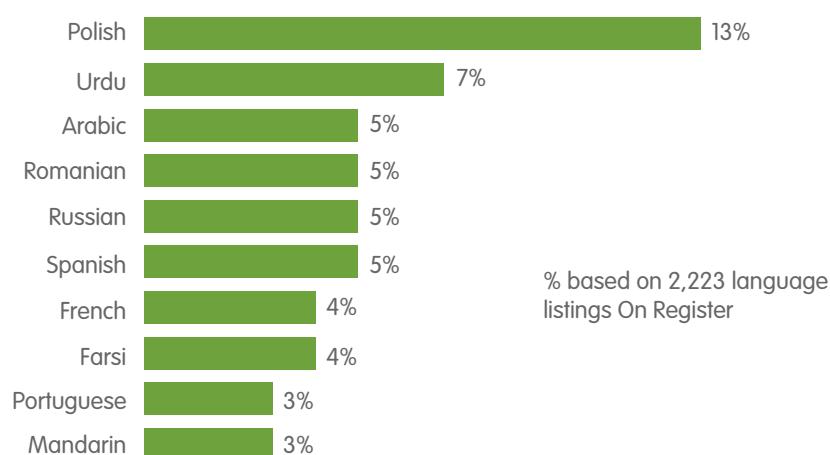
1,889
Registrants on
the Register

NRPSI PRIDE database, On Register (1,889)

104
different languages
currently
On Register

37
are spoken by
10 Registrants or more

The main languages On Register are:



67
are spoken by
9 Registrants or fewer

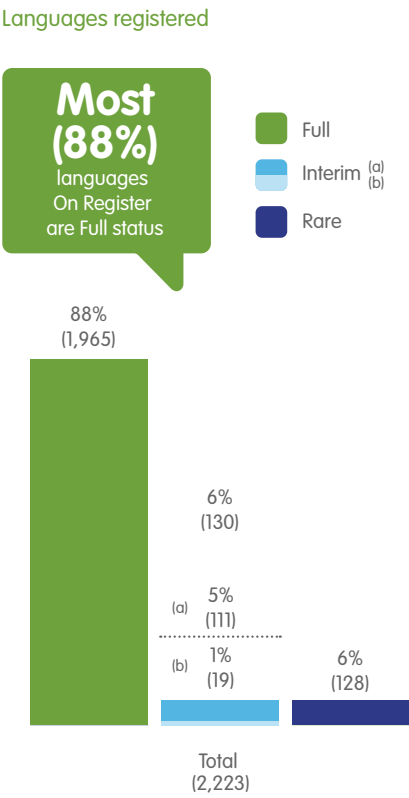
NRPSI PRIDE database, On Register (1,889)

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, which is 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 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. 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 128 Rare Language entries on the Register, only 32 Registrants have a Rare Language – and no other – registered.



Number in brackets = number of entries On Register for each status
% based on total language listings registered (2,223)

Registrants – language status



NRPSI PRIDE database, On Register

2.4 Rare languages

There were 54 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 11 languages that were previously available on the Register that are not currently represented.

54

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

11

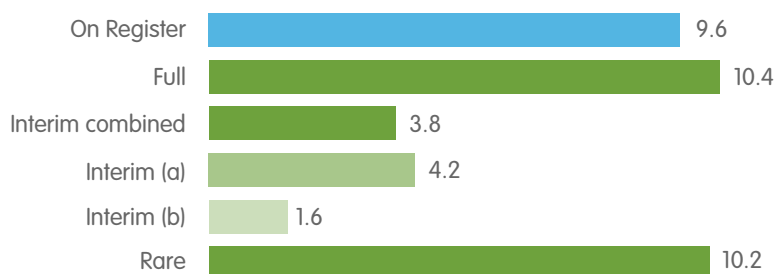
Languages previously, but not currently, On Register
Afrikaans
Burmese
Ewe (Mina)
Hindustani
Hokkien
Marathi
Mina
Ndebele
Turkmen
Uzbek
Zaghawa

NRPSI PRIDE database, On Register (1,889); in alphabetical order



2.5 Average years On Register and on status

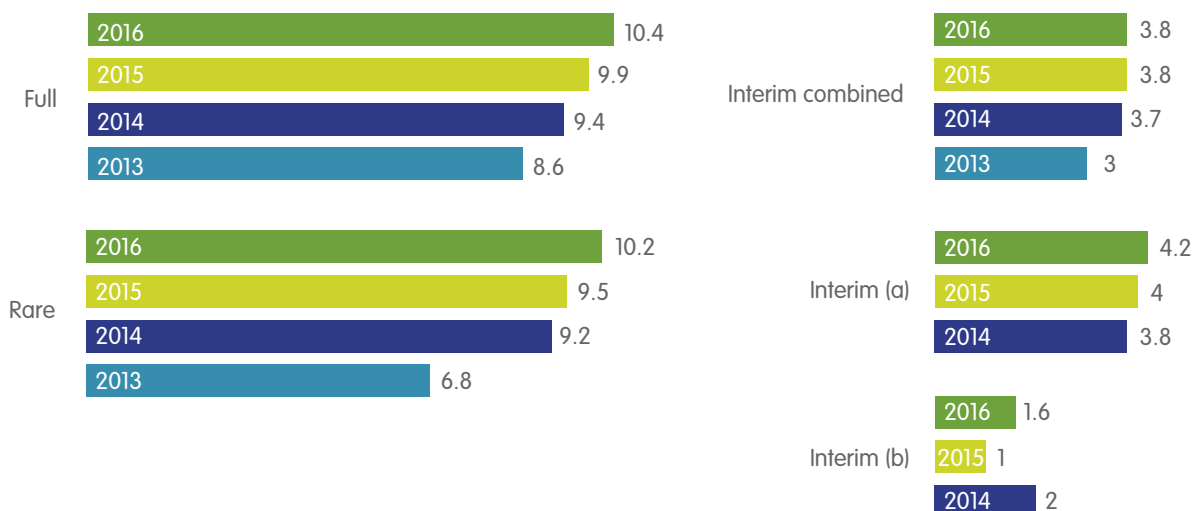
The average years On Register (for those on the Register at 31 December 2016) are broken down by status. Those on Interim status are expected to move to Full status and are provided with deadlines by which to do so, hence the shorter average period shown. The average On Register applies to individual Registrants, while the averages for statuses are per language. The average number of years on Full status continues to rise. The trends data show that the period spent on nearly every status increases year on year. The analysis into Interim (a) and Interim (b) statuses was only commenced with the 2014 edition of the Annual Review.



Average years/people
 Average years/language status

NRPSI PRIDE database, On Register (1,889)

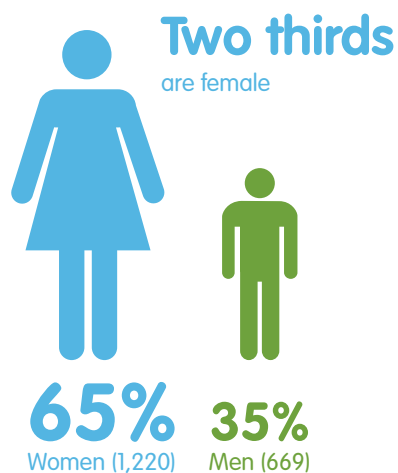
Average number of years On Register by status (Full, Interim combined, Interim (a), Interim (b), Rare)



About the interpreters

2.6 The sex of Registrants

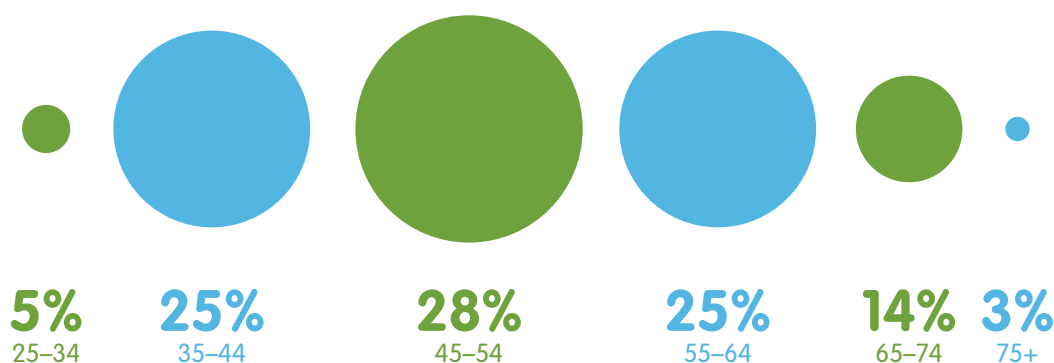
A clear majority of Registrants are women.



NRPSI PRIDE database, On Register (1,889)

2.7 The age of Registrants

To be able to register, interpreters must be at least 18 years old. There is no upper age limit, but Registrants must be physically and mentally fit to practise. The youngest Registrant was 26 and the oldest 89, with the average age On Register being 51.

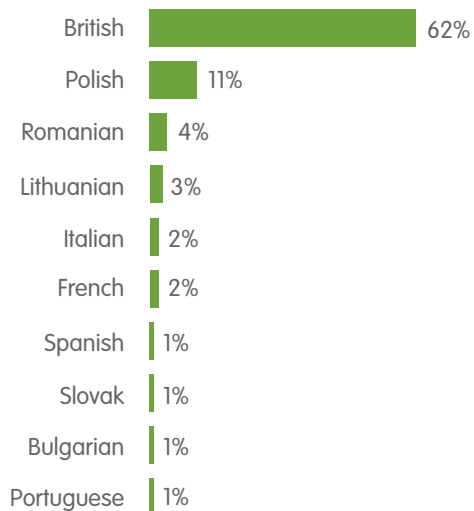


Average age by sex

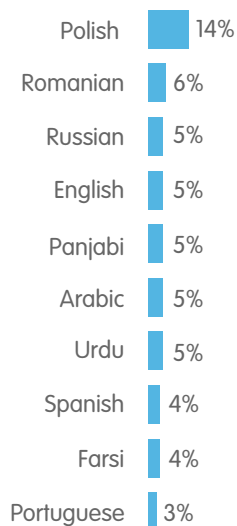


NRPSI PRIDE database, On Register (1,889)

The main nationalities



The main mother tongues



2.8 Nationalities and mother tongues

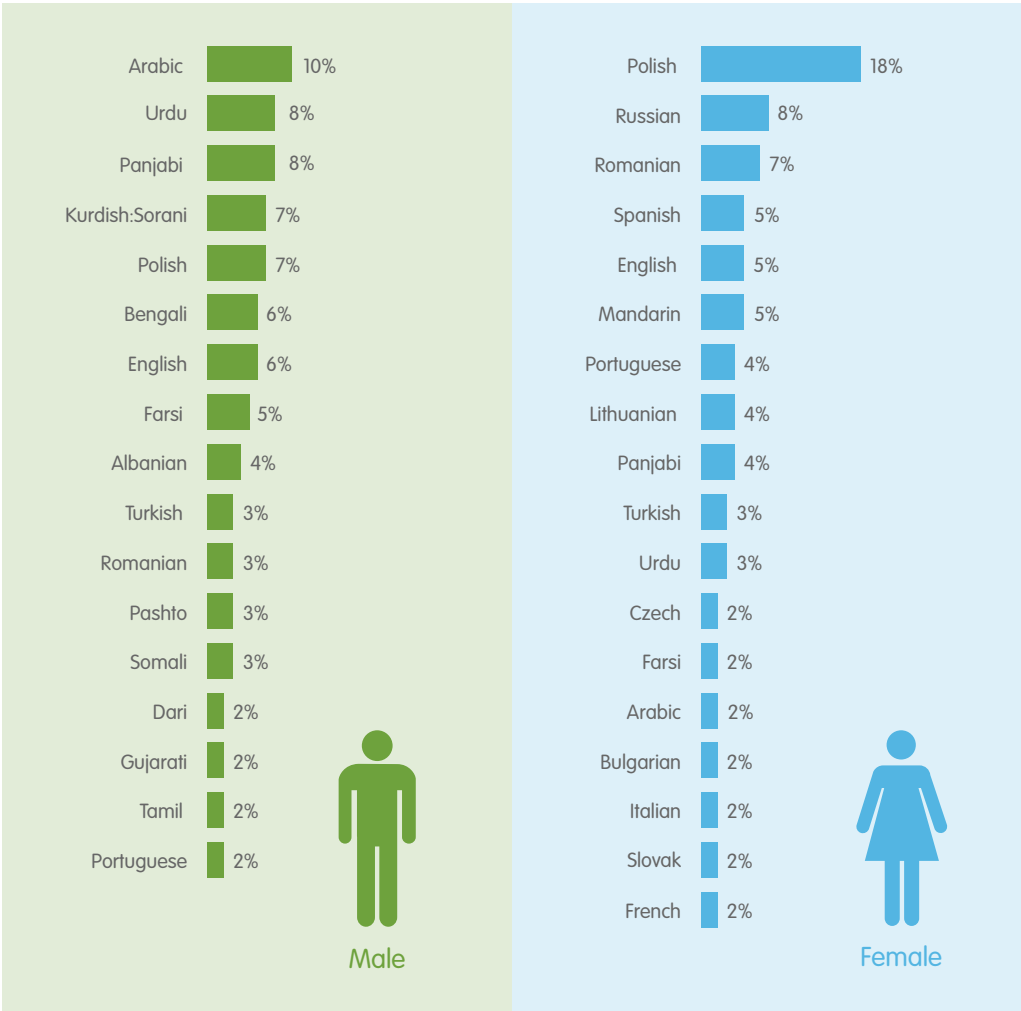
There are 66 different nationalities represented on the Register (a minority hold dual nationality) and 85 different mother tongues. Most hold British nationality (62%), although English is the mother tongue for only 5%.

NRPSI PRIDE database, On Register (1,889)



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 (1,889)

22
of all
Registrants have dual
mother tongues

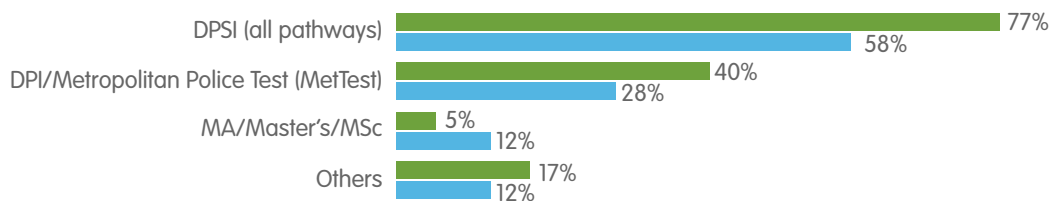
10
men
have dual
mother tongues

12
women
have dual
mother tongues

The most popular qualification is

DPSI (77%/58%)

for Full and Interim status languages respectively



NRPSI PRIDE database, Full (1,965) and Interim (130)

Attributes the Registrants hold

2.10 Qualifications by status

The Diploma in Public Service Interpreting (DPSI), awarded by the Institute of Linguists 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 was initiated at about the time NRPSI was originally established.

Unsurprisingly, the DPSI 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.

DPSI and DPI breakdown by pathway for Full status languages



59%

DPSI Law qualifications
1,159 Registrants



40%

DPI/MetTest qualifications
784 Registrants



10%

DPSI Health qualifications
192 Registrants



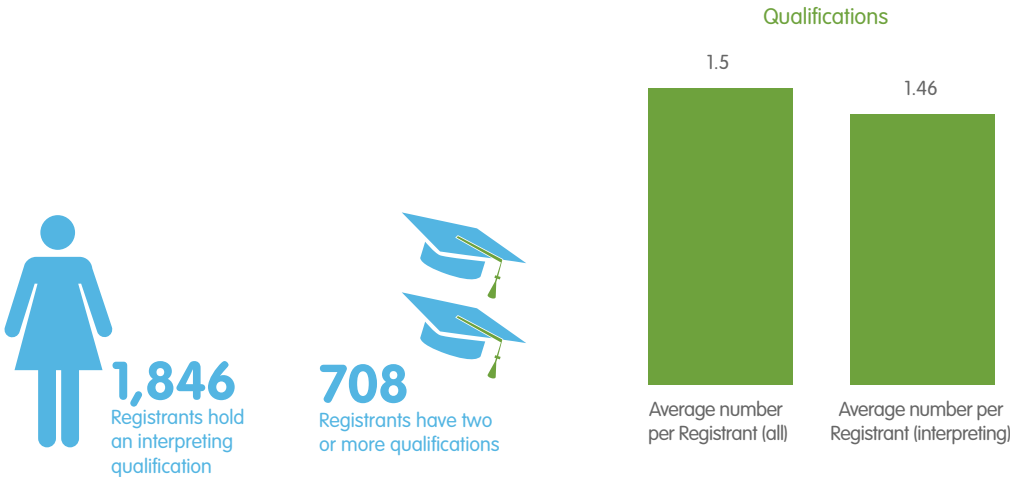
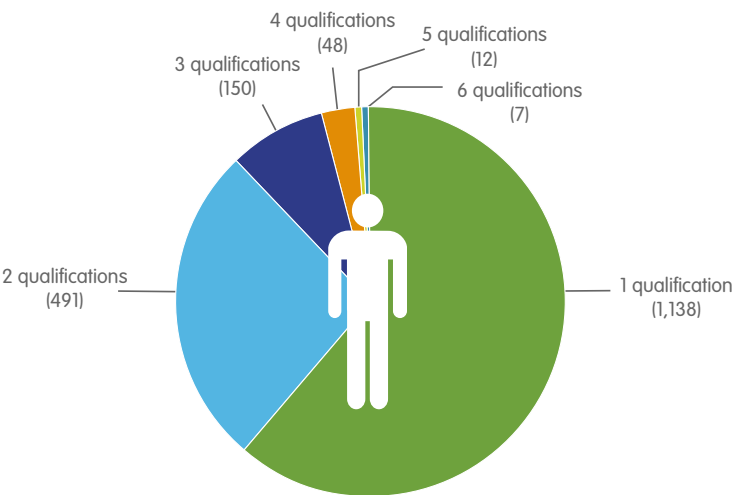
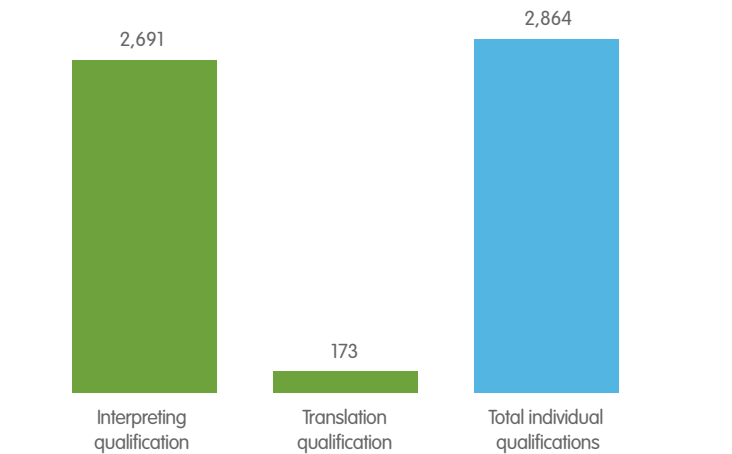
8%

DPSI Local Government qualifications
157 Registrants

NRPSI PRIDE database, On Register (1,889)

2.11 Number of qualifications held

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



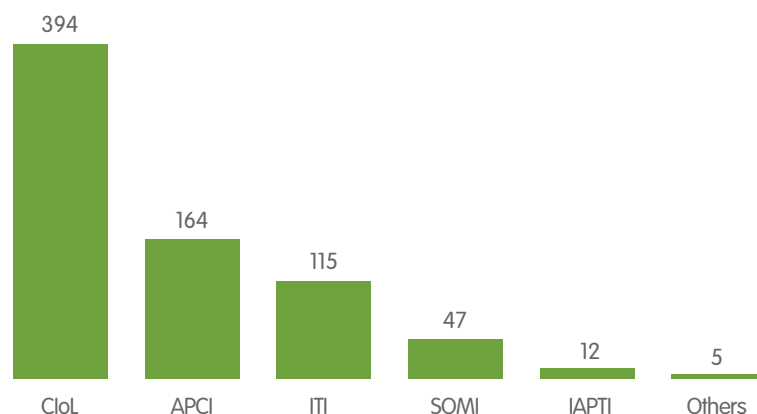
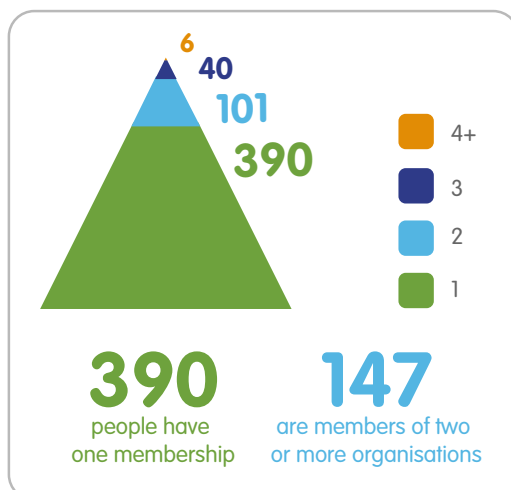
NRPSI PRIDE database, On Register (1,889)



537
people have
any membership

Multiple memberships
are held by
147

737
total memberships



NRPSI PRIDE database, On Register (1,889)

2.12 Professional association memberships

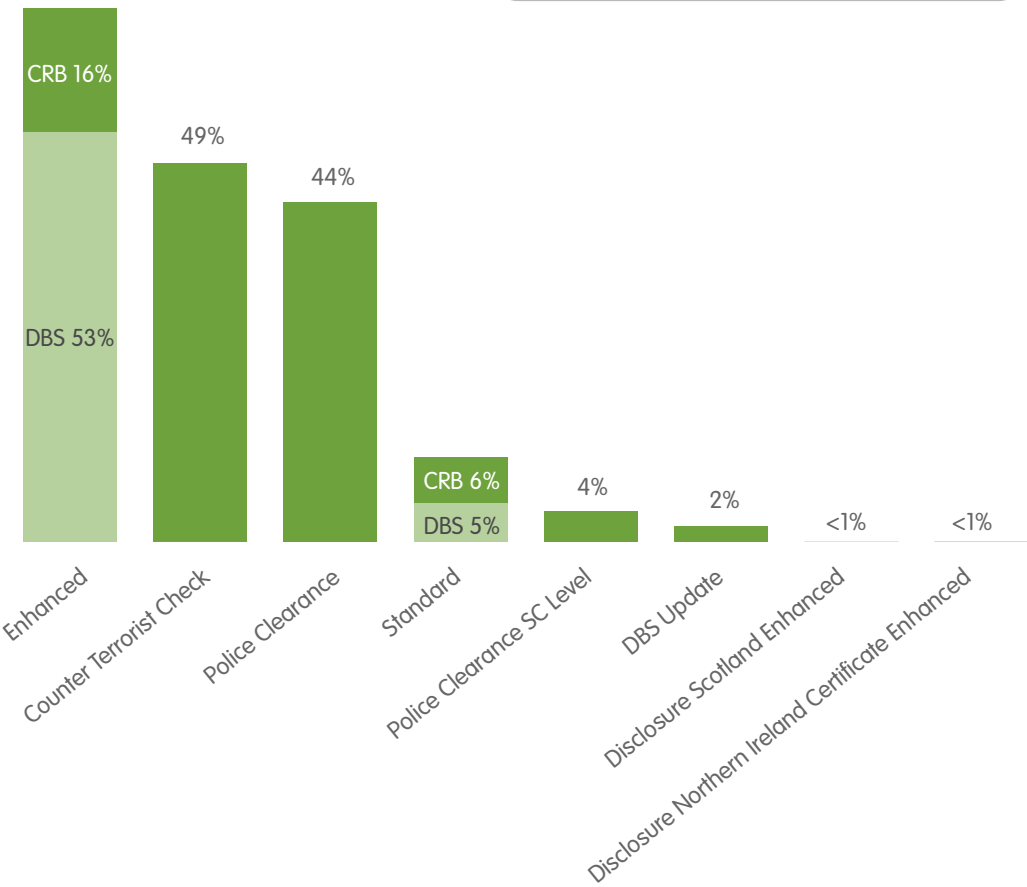
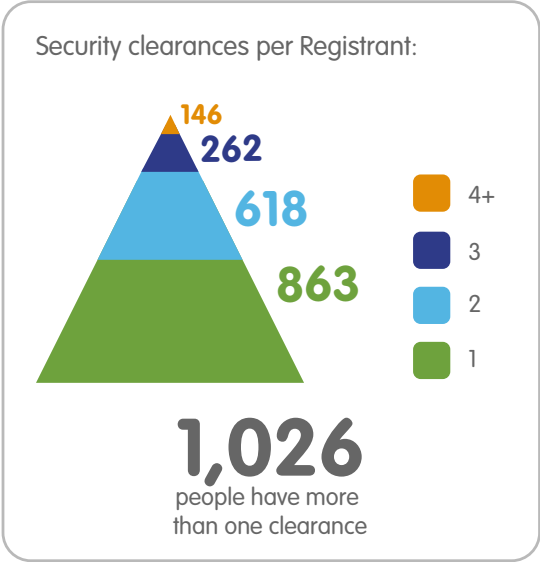
There are a number of professional membership associations that are relevant to public service interpreters. Those associations with over five Registrants recording membership are shown. About a quarter of Registrants reported being a member of a professional 'association – an increase on the numbers from last year.' A total of 147 Registrants recorded being members of more than one of the associations.

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 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.



Most have Enhanced Disclosure

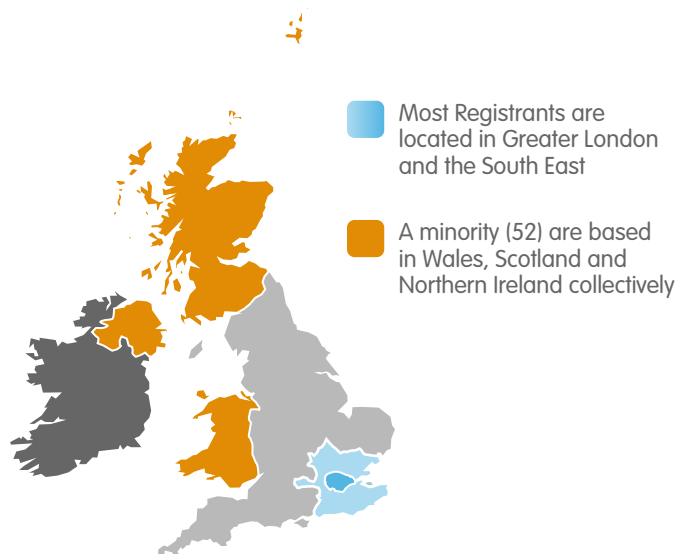
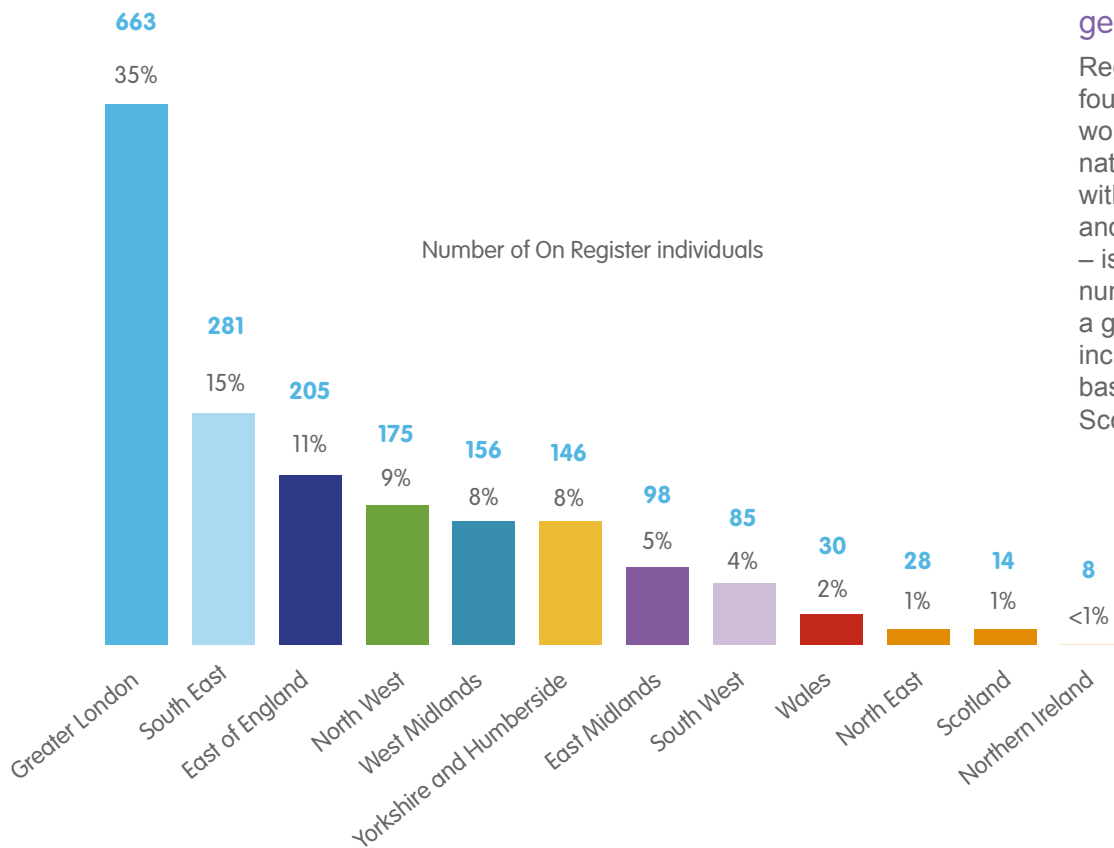


NRPSI PRIDE database, On Register (1,889)

Geographical spread

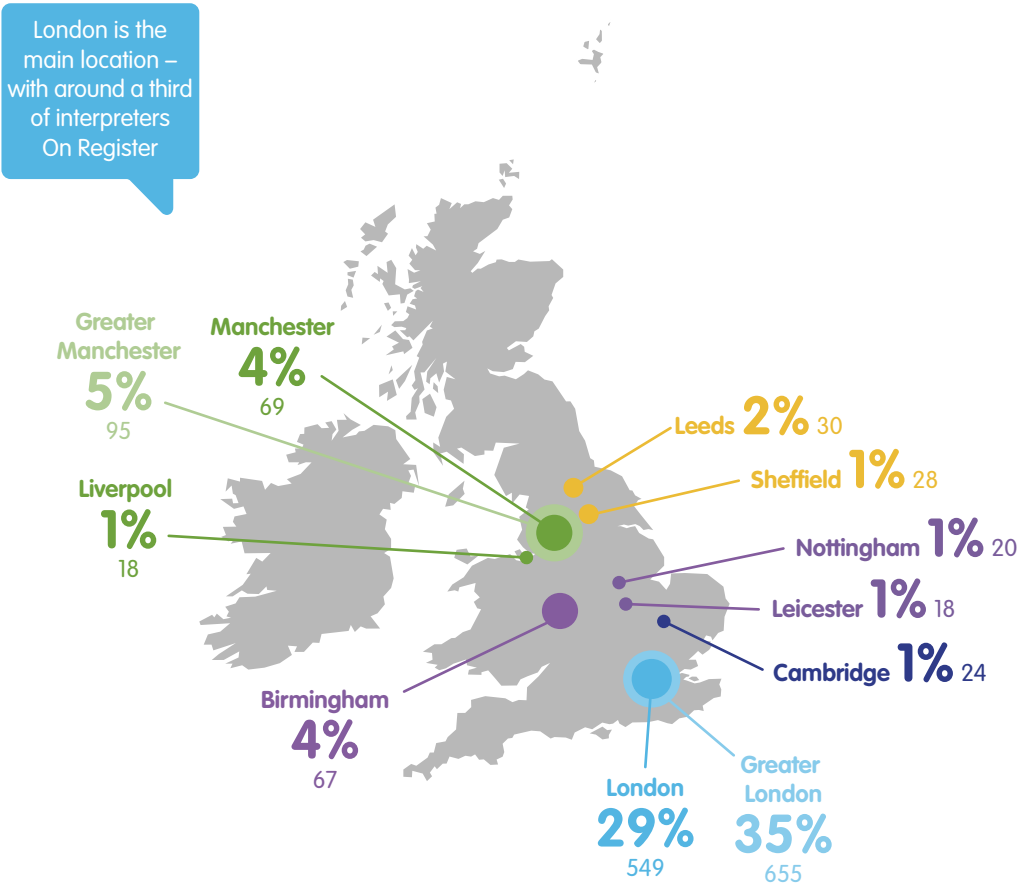
2.14 Distribution by geographical region

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 (1,889)

2.16 Most popular languages registered in major centres

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

London	Birmingham	Manchester	Sheffield	Leeds
Polish (69)	Urdu (16)	Arabic (12)	Arabic (5)	Polish (5)
Spanish (40)	Mirpuri (7)	Urdu (12)	Slovak (4)	Arabic (4)
Romanian (39)	Panjabi (7) (Pakistani)	Polish (7)	Farsi (3)	Farsi (3)
Arabic (35)	Arabic (6)	Romanian (5)	Polish (2)	French (3)
French (28)	Kurdish:Sorani (6)	Bengali (4)	Russian (2)	Bengali (3)
Portuguese (28)	Polish (6)	Spanish (4)	Turkish (2)	Kurdish:Bahdini (2)

NRPSI PRIDE database, On Register (1,889)

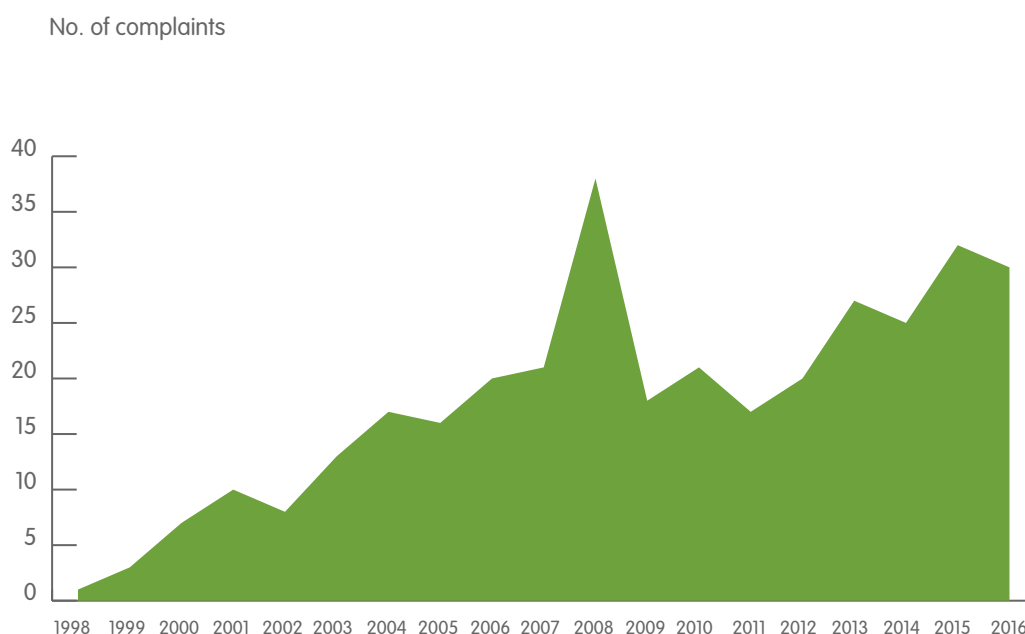
3. Professional Standards

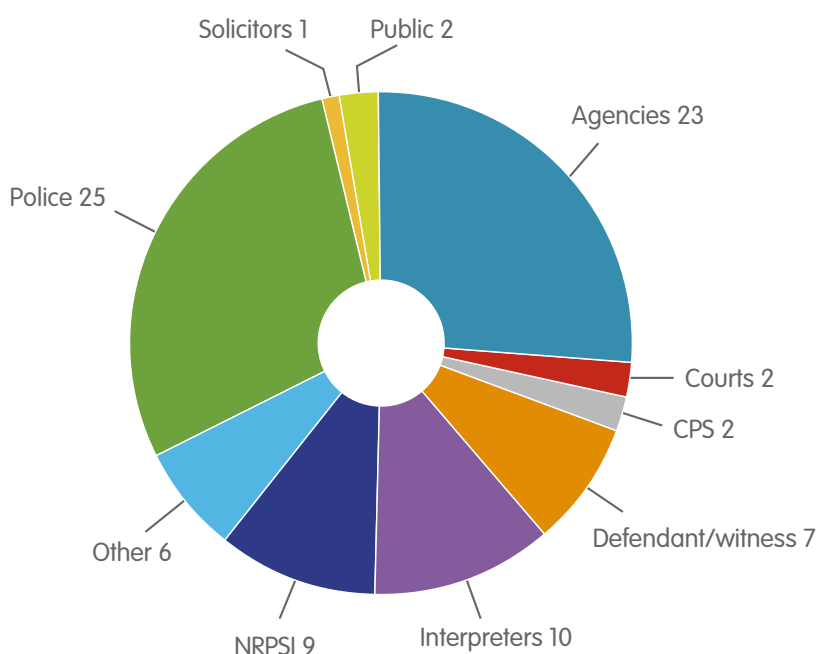
A fundamental part of registration is the requirement for Registrants to commit to following the NRPSI Code of Conduct⁷ as part of their obligation to uphold professional standards. Registrants confirm this commitment at each annual registration. NRPSI provides a free complaints process for anyone who 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. Following an initial assessment of a submitted complaint by the Registrar, 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. Registrants who have a sanction applied by the Disciplinary Committee may submit an appeal. 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 1998–2016

While the general trend shows 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 increasing trend represents increasing confidence, on the part of users, in NRPSI to manage complaints fairly and promptly.



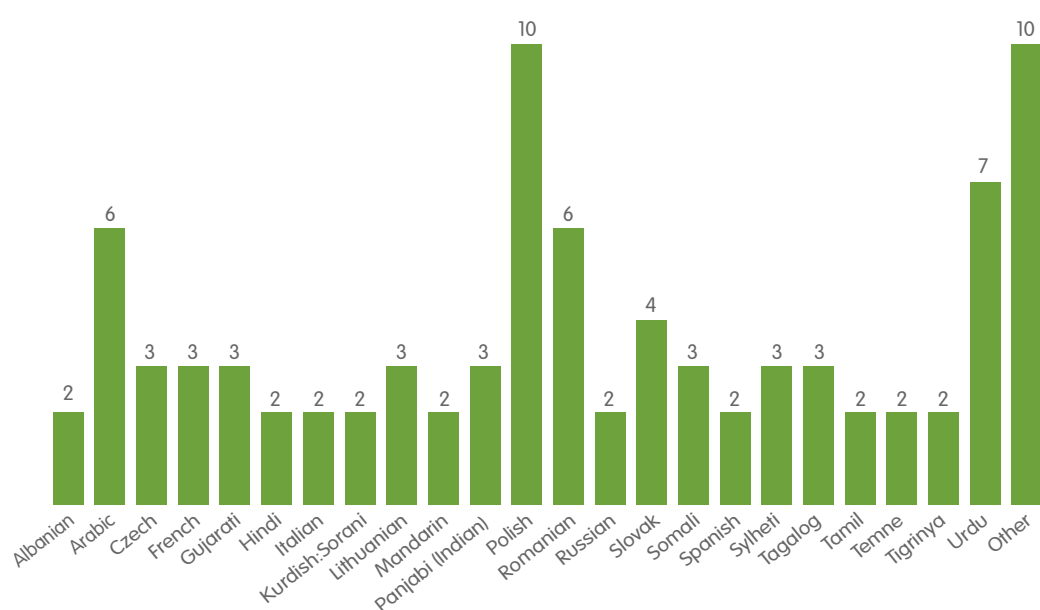


NRPSI Complaints (post 01April11) database (87)

Analysis of complaints

3.2 Complaints by complainant type 2014–2016

Police are the main 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.



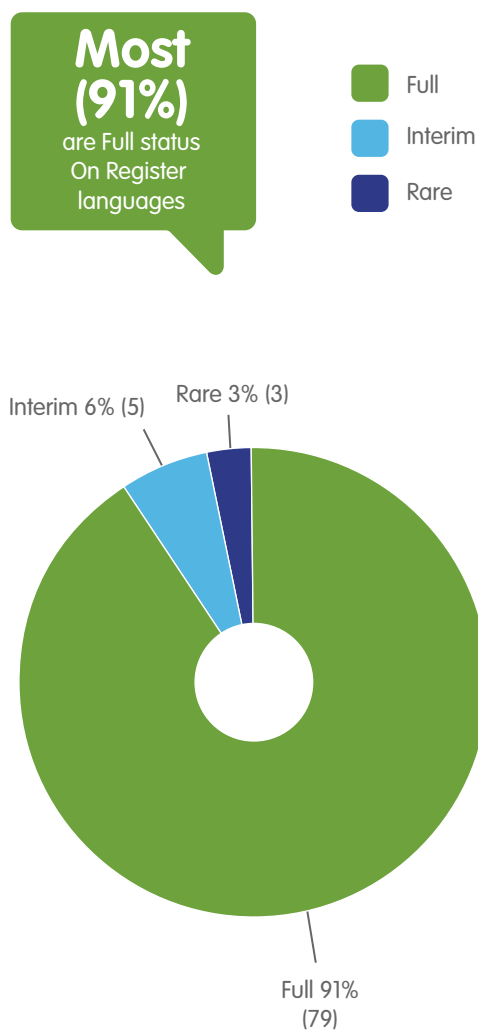
NRPSI Complaints (post 01April11) database (87)

3.3 Complaints by first language registered 2014–2016

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

3.4 Complaints by status of first language registered by Registrant 2014–2016

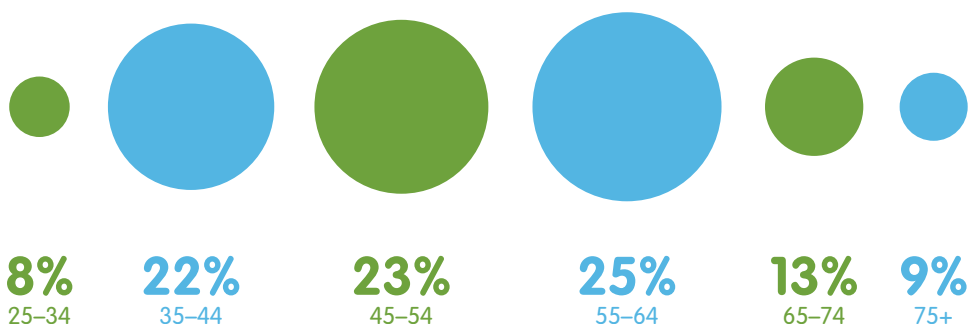
The proportion of complaints by status broadly follows the representation of the statuses on the Register, see Graph 2.3. Twenty-four of the Registrants also had at least one other language registered (which may have been at a different status). 97% of Registrants that were complained about had a recognised interpreting qualification.



Registrants – language status



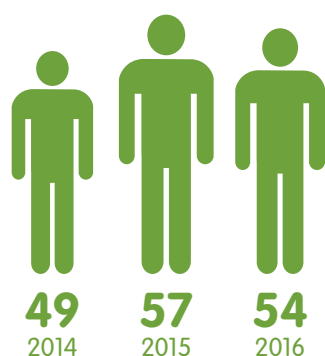
NRPSI Complaints (post 01April11) database (87)



3.5 Complaints by age of Registrant 2014–2016

The average age of those complained about was 53, whereas the average age of all Registrants was 51 (see Graph 2.7).

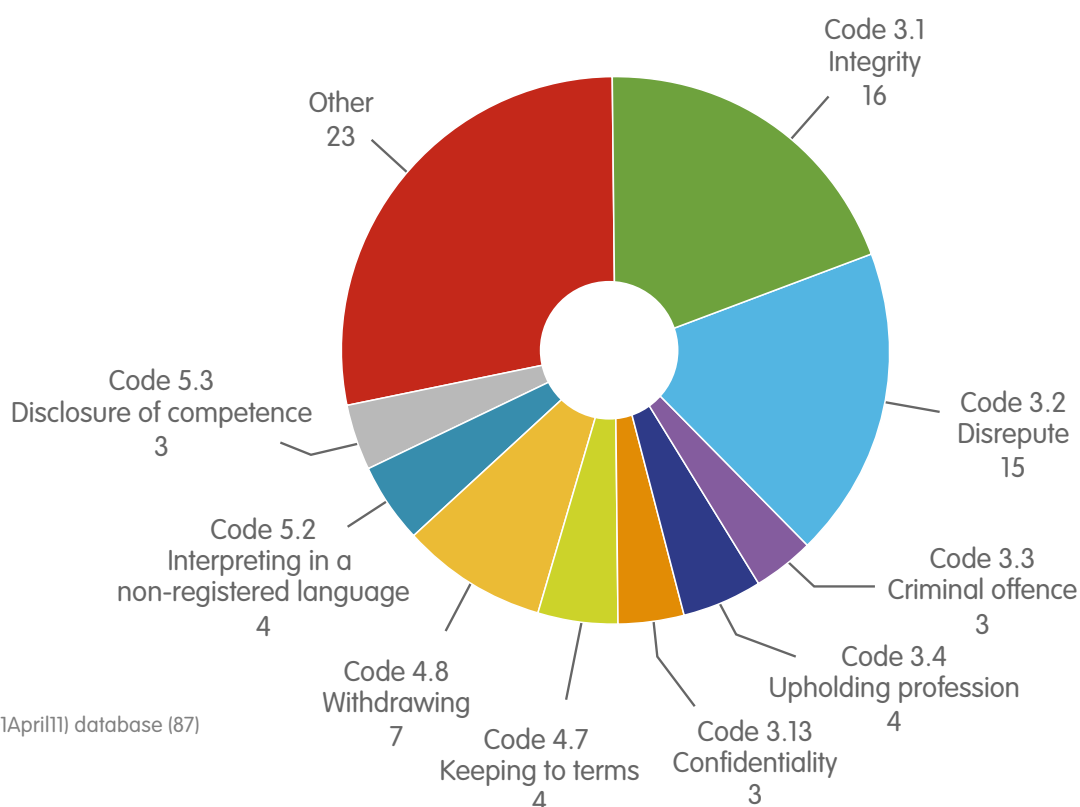
NRPSI Complaints (post 01April11) database (87)



Average age per complaint year

3.6 Sections of NRPSI Code of Conduct breached 2014–2016

Where there was a finding against a Registrant, this graph 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 (87)

Managing the professional complaints process

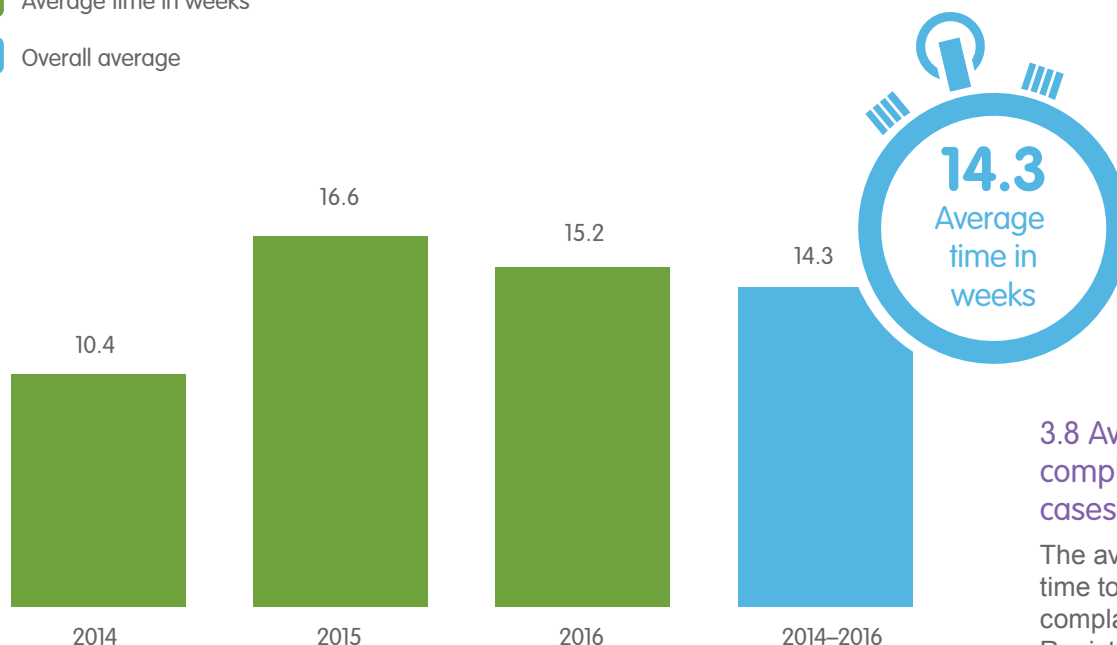
3.7 Prescribed maximum periods for each stage of the disciplinary process

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	
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**

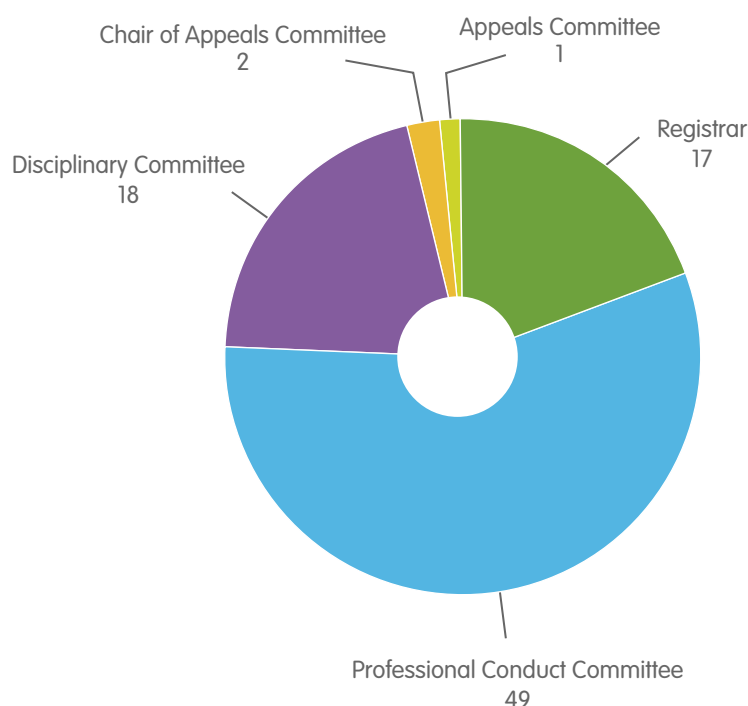
■ Average time in weeks
■ Overall average



NRPSI Complaints (post 01April11) database (87)

3.8 Average time to complete disciplinary cases 2014–2016

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



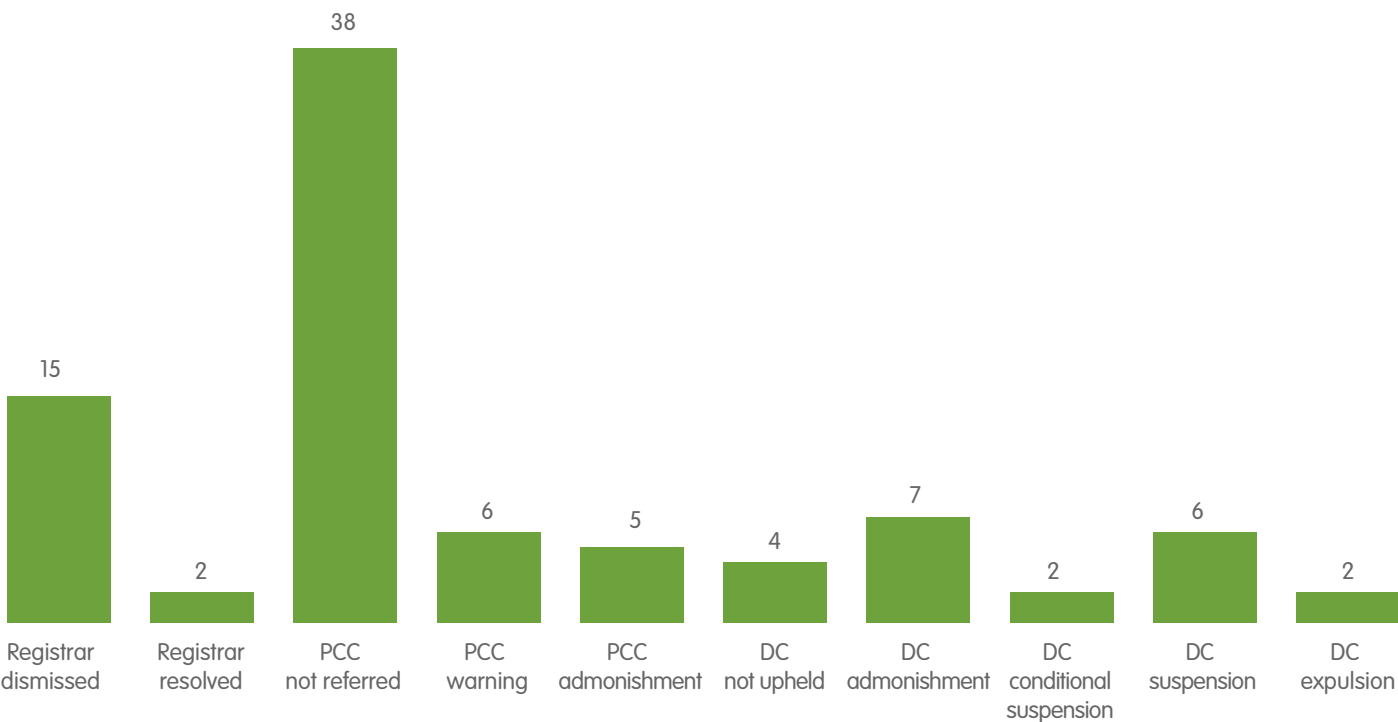
Number of cases: NRPSI Complaints (post 01April11) database (87)

3.9 Stages at which complaints were closed 2014–2016

Complaints will progress through the various stages as prescribed in the NRPSI Disciplinary Framework and Procedures Section E. In 80% of complaints submitted to NRPSI, the PCC will review the complaint to determine what action should be taken.

3.10 Outcomes of complaints 2014–2016

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.⁸



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.

Introduction

On page 5, the 2014 edition of the Annual Review erroneously gave the average years On Register as 9.2: the figure should have been 8.5.

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 as at 31 December 2016 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.⁹ 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.⁹ 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 2016. This does not allow for those who may not have renewed for a period before returning to the Register.

In Graph 2.7 The age of Registrants, NRPSI began 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.

In Graph 2.8 Nationalities and mother tongues, applicants provided evidence to conform to the registration requirements under the ‘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, Registrants' provision of information on their memberships 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 2.13 Security clearances provided, the 2015 edition of the Annual Review erroneously stated that 24% Registrants held a CTC clearance: the figure should have been 45%.

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 1998–2016, the data points from 1998–2010 are reproduced with the kind permission of the CIoL.

In Graph 3.3 Complaints by first language registered 2014–2016, the first language is the language the Registrant initially registered. As Graph 2.1 shows, 14% Registrants subsequently register a second or more languages. 'Other' represents those languages that occurred only once. The 2015 Annual Review erroneously reported in Graphs 3.3 and 3.4 that 9 Registrants had other languages registered: this figure should have been 23 Registrants.

In Graph 3.6 Sections of NRPSI Code of Conduct breached 2014–2016, '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.⁷

In Graph 3.8 Average time to complete disciplinary cases 2014–2016, the period in weeks was calculated using 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 2014–2016, the 'Registrar resolved' category includes cases that were dealt with by voluntary resolution. The referral to the Appeals Committee shown in Graph 3.9 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.

Other opportunities for feedback are provided on the copyright page of this publication.

References

- 1 https://en.wikipedia.org/wiki/National_Register_of_Public_Service_Interpreters
- 2 <http://www.nrpsi.org.uk/news-posts/Access-to-Justice-A-Report-of-the-Nuffield-Interpreter-Project-1993.html>
- 3 http://www.ons.gov.uk/ons/dcp171776_325471.pdf
- 4 <http://www.bbc.co.uk/news/uk-39062436>
- 5 <https://www.ons.gov.uk/peoplepopulationandcommunity/populationandmigration/internationalmigration/bulletins/migrationstatisticsquarterlyreport/may2017>
- 6 <http://www.nrpsi.org.uk/news-posts/NRPSI-Our-Strategy-for-2016-2018.html>
- 7 <http://www.nrpsi.org.uk/for-clients-of-interpreters/code-of-professional-conduct.html>
- 8 <http://www.nrpsi.org.uk/for-clients-of-interpreters/disciplinary-committee.html>
- 9 <http://www.nrpsi.org.uk/for-interpreters/join-the-register.html>

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This report is published on the NRPSI website.

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Department for Business, Energy & Industrial Strategy
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Marine Management Organisation
Migration Advisory Committee
National Crime Agency
Office of the Immigration Services Commissioner
Scottish Procurement
Serious Fraud Office

Police and Crime Commissioners

Directly elected mayors of Cambridgeshire and Peterborough,
Greater Manchester, Liverpool City Region, London, the Tees Valley,
the West of England and the West Midlands



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