NRPSI

National Register of Public Service Interpreters

NRPSI Annual Review of Public Service Interpreting in the UK | 2013

Contents

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

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, Just Bee Comms **nina@justbeecomms.com**.

If you want to be kept informed of developments at NRPSI, visit the website **News section** and follow the **LinkedIn NRPSI Company page**.

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

Preface

Following a tragic death related to inaccurate court interpreting, the Runciman Royal Commission on Criminal Justice recommended in 1993 that only trained and qualified interpreters be used in court. It stated that there should be a national register of qualified interpreters and 'admission to the register will become increasingly dependent on interpreters reaching prescribed standards of competence and being governed by a code of practice covering such matters as impartiality and confidentiality'.

The National Register was established in 1994, with financial support from the Home Office and the Nuffield Foundation. Following the conclusion of the Nuffield Interpreting Project in 1996, the Institute of Linguists was selected to manage the Register.

An extensive governance review took place in 2009, and it was concluded that having the register and regulator as part of the principal membership organisation and examinations provider presented fundamental conflicts of interest. NRPSI became independent of the Chartered Institute of Linguists on 1st April 2011 and is now run as an independent not-for-profit organisation governed by a Board of seven Directors, four of whom must be lay, including myself appointed Chairman, and three practising registered interpreters.

During the first three years of independence there have been issues for NRPSI as an organisation to grapple with: changes in staff and leadership, office relocation, and all the challenges that go with standing on your own two feet as an organisation after the many years of custodianship by the Chartered Institute of Linguists. Throughout this time, the organisation has continued to manage the National Register and to implement an effective professional conduct complaints system, just as it was set up to do. As the regulator, our core activities are to set 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.

We also feel that it is an important duty to describe and report on the state of the profession. In this publication NRPSI for the first time publishes its analysis of the interpreting profession in the UK using evidence provided from the National Register. We cannot claim that this is a comprehensive analysis for the simple reason that it is not yet mandatory for a public service interpreter to be registered in the UK. Nevertheless, we believe that the NRPSI Annual Review will provide essential information for the public, the interpreting profession itself, for decision-makers in the government and public services, and for the media.

Ted Sangster
Chairman

1. Introduction

The UK benefits from a multicultural society, with politicians across the political divide agreeing that net immigration provides an economic benefit[1].

The Office for National Statistics reported that the population of the UK had grown by 400,000 to over 64,000,000 in the year to June 2013, with net increase in immigration contributing 183,400 to this[2]. The 2011 Census classified 88 main spoken languages, other than English, spoken throughout England and Wales, while 863,000 respondents described their English language skills as 'Non-proficient'[3]. In Northern Ireland, 2.9% reported their main language as other than English or Irish[4] while in Scotland 7% reported their language as other than English[5]. London had the lowest proportion of people who reported their main language as English with 77.9% (just over six million people). As the Office for National Statistics states 'Language is an important defining characteristic of people's identity.'[6] Even for those brought up in a different language who have learned enough English to get by in everyday situations, the implications of a police 'caution' or the meaning of cardiac 'arrest' may be critically unclear.

The Register, which forms the core of the NRPSI, displays a diverse profession: it holds around 2,000 interpreters, the majority of whom 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 following pages show the full diversity of the public service interpreting profession in the UK. The Annual Review is presented along the lines of the operational structure of the organisation, with its two major functions being Registration and Professional Standards. However, it should be understood that the primary purpose of registration is to maintain professional standards. The first section of this Annual Review entitled

99 languages 'On Register'

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

99 different languages currently 'on register'

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

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

2,333 language listings on the Register

1990 Registrants on the Register

68
different nationalities are listed, a minority hold dual nationality 'on register'

Most are
British nationals (62.5%)

English
is rarely the first language
(5.8%)

Registration Statistics shows that the Register contains interpreters offering 99 languages, with 68 different nationalities (British nationality being the largest at 62%) and 83 different mother tongues.

We invite others to draw conclusions from the data, but it is clear that the 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 interpreter, but the reasons for this are made clear in Graph 2.14, which indicates the concentration of Registrants in major centres. Graphs 2.2 and 2.3 show the languages available via the Register, and also the languages currently not represented that have been in the past. There are issues of increasing demand and diversity of language requirements from the public services that will need to be addressed in the near future. Although there were 1,990 Registrants on the day the data was extracted, 15% of the Registrants offer more than one language so there were actually 2,333 language listings.

The core function of the Register is to protect the public from poor practice in interpreting: from those who are unable to meet the high standards of the profession to a minority who choose to engage in criminal activity. For the first time, in the Professional Standards section, we publish the statistics on our complaints, both in terms of the number of complaints we have heard (Graph 3.1), and our own performance in dealing with them in a timely fashion.

The NRPSI is a 'not-for-profit organisation'; our funding comes from the Registrants themselves, who pay an annual fee to be accepted on the Register in addition to meeting a range of exacting requirements. It speaks hugely in favour of the interpreters' recognition of the need for high standards that despite challenging economic circumstances so many continue to support the Register. The high recognition of the value of NRPSI as regulator for the profession

has been borne out by a survey of interpreters both on the National Register and unaccredited, carried out by the Professional Interpreters for Justice Group[7].

The essence of the National Register is a dynamic database, and when we came to look at publishing the most useful statistics we discovered that equivalent data was not available in comparable form for previous years. So the information presented here is, in the main, a snapshot as of 31st December 2013, but future editions will be able to show annual trends in public service interpreting.

We welcome comments and feedback from all interested parties so that we can ensure the next edition provides information that will be beneficial. Contact information is provided on the copyright page.

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 use 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 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 only offer one language, but because of the 15% who offer two or more languages there were 2,333 language listings on the Register at 31st December 2013.

Number of languages spoken by each person

1 language (only), 1699, 86%

2 languages (only), 242, 12%

3 languages (only), 46, 2%
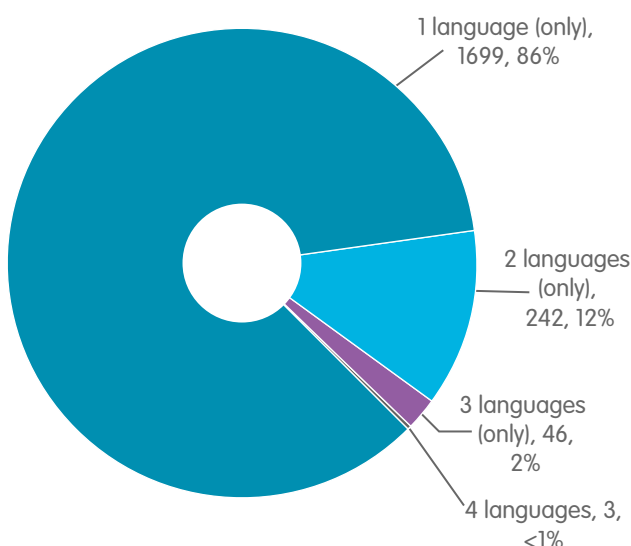
4 languages, 3, <1%

Most are 'On Register' for one language
86%

14%
(291 people) offer two languages or more

<3%
(49) offer 3 or more

2,333
language listings on the Register

1990
Registrants on the Register

NRPSI Database IAD_END_2013, On Register (1990)

99
different languages currently 'On Register'

40
are spoken by **10 people** or more

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.

The main languages 'On Register' are:

Language	Percentage
Polish	14%
Urdu	9%
Russian	6%
Spanish	6%
Arabic	5%
French	5%
Farsi	5%
Romanian	5%
Mandarin	4%
Portuguese	4%

59
are spoken by **9 people** or fewer

NRPSI Database IAD_END_2013, On Register (1990)

2.3 Rare languages

There were 46 languages recorded as Rare status. NRPSI defines a 'Rare Language' as that 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 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.

46

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

9

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

NRPSI Database IAD_END_2013, On Register (1990)

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, 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. 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 112 Rare Language entries on the Register, only 27 Registrants have a Rare Language – and no other – registered.

Most (84%) are Full status 'On Register' languages

- Full
- Interim
- Rare

84% (1,952)

12% (269)

5% (112)

Total (2,333)

By person – combination of language status

1% Rare only — 27 people

4% Rare and Full or interim — 70 people

12% Interim only — 240 people

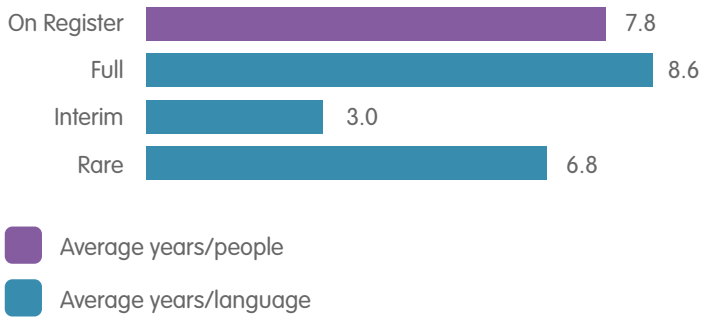**83%** Full or Full and interim — 1,653 people Total 1,990
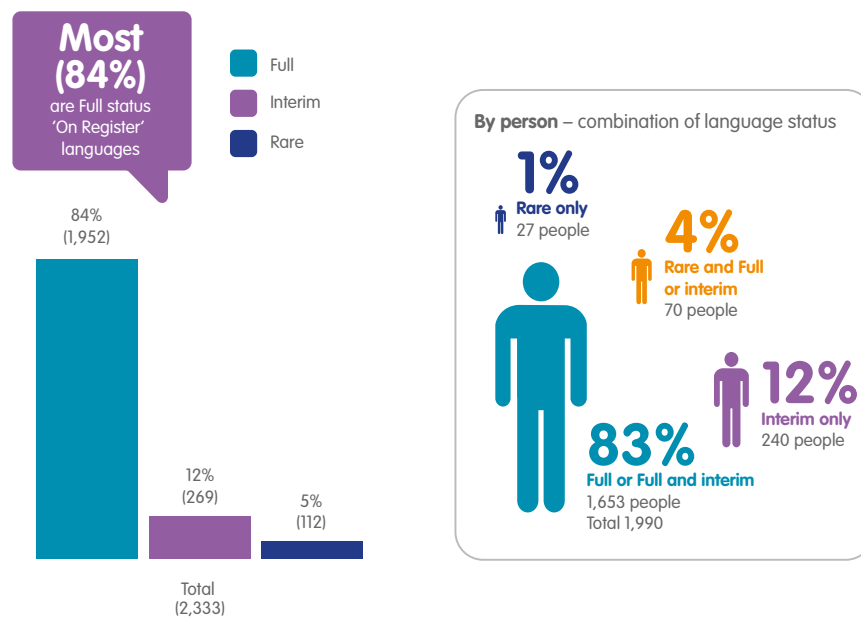
Number in brackets = number of languages 'On Register' for each % based on total languages registered (2,333)

NRPSI Database IAD_END_2013, On Register (1990)

2.5 Average years on Register and on status

The average years on Register (for those on the Register at 31st December 2013) is broken down by status. Those on Interim status are expected to move to Full status and 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.

Those with Interim status have been On Register for a shorter average time

On Register	7.8
Full	8.6
Interim	3.0
Rare	6.8

Average years/people

Average years/language

NRPSI Database IAD_END_2013, On Register (1990)

About the interpreters

2.6 The sex of interpreters

A clear majority of Registrants are women.

Two thirds
are female

65%
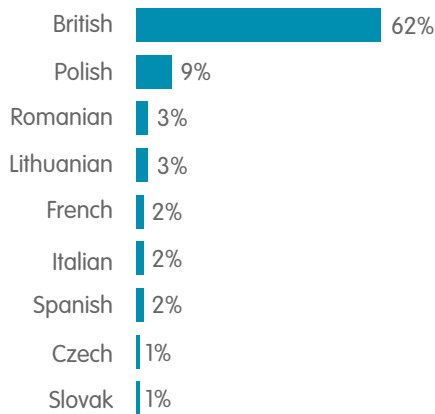Women (1287)

35%
Men (703)
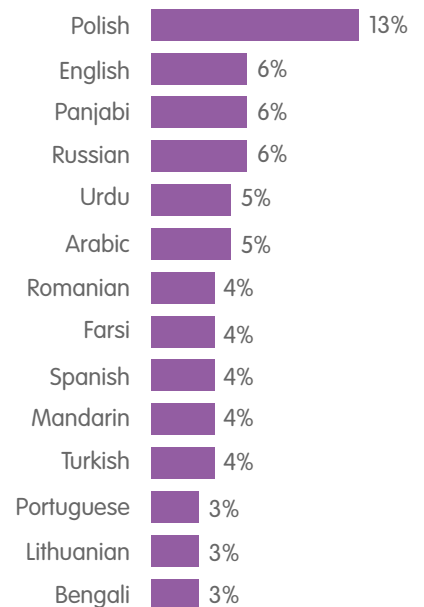
NRPSI Database IAD_END_2013, On Register (1990)

2.7 Nationalities and mother tongues

There are 68 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 6%.
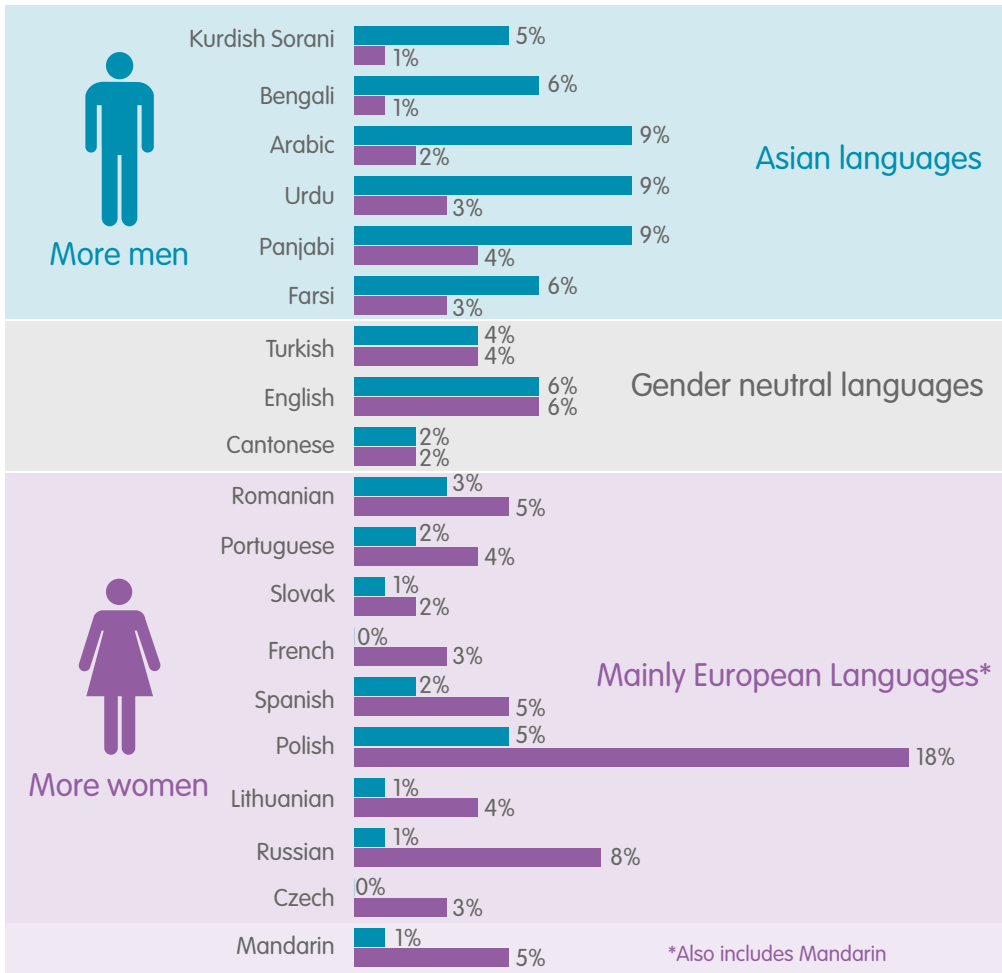
The main nationalities:

Nationality	%
British	62%
Polish	9%
Romanian	3%
Lithuanian	3%
French	2%
Italian	2%
Spanish	2%
Czech	1%
Slovak	1%

The main mother tongues:

Mother tongue	%
Polish	13%
English	6%
Panjabi	6%
Russian	6%
Urdu	5%
Arabic	5%
Romanian	4%
Farsi	4%
Spanish	4%
Mandarin	4%
Turkish	4%
Portuguese	3%
Lithuanian	3%
Bengali	3%

NRPSI Database IAD_END_2013, On Register (1990)

25 people
have dual nationality

83
different mother tongue languages are listed

Asian languages — More men

Language	Male	Female
Kurdish Sorani	5%	1%
Bengali	6%	1%
Arabic	9%	2%
Urdu	9%	3%
Panjabi	9%	4%
Farsi	6%	3%

Gender neutral languages

Language	Male	Female
Turkish	4%	4%
English	6%	6%
Cantonese	2%	2%

Mainly European Languages* — More women

Language	Male	Female
Romanian	3%	5%
Portuguese	2%	4%
Slovak	1%	2%
French	0%	3%
Spanish	2%	5%
Polish	5%	18%
Lithuanian	1%	4%
Russian	1%	8%
Czech	0%	3%
Mandarin	1%	5%

*Also includes Mandarin

NRPSI Database IAD_END_2013, On Register (1990)

2.8 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 use the sex of the interpreter as one of the criteria when selecting which professional to engage for a specific assignment.

512 Average hours recorded per Registrant

	Hours
Total	437
Full	490
Interim	133
Rare	249

Average hours worked (combined all languages 'on register')
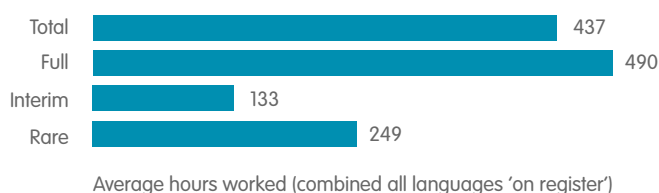
NRPSI Database IAD_END_2013, On Register (1990)

2.9 Hours recorded on the Register

This provides the average hours worked, per language, as recorded for the period it is on the Register. To register a language at Full status a minimum of 400 relevant hours' work experience is required. In order to maintain their status on the Register the Registrant needs to provide evidence of 10 hours of work annually in each language. This is not therefore a record of how much work is obtained by interpreters working in the public services. The Total, Full, Interim and Rare figures are the averages per language, the average per Registrant is 512 hours.

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 for interpreting in the public services and initiated at about the time the NRPSI was originally established. Unsurprisingly it is the major qualification held by Registrants, followed by its sister qualification for working with the police, the Metropolitan Police Test (MetTest).

Most popular qualification is

DPSI (63%)

for both Full and Interim status languages

Full
Interim

DPSI 63% 63%
MetTest 34% 28%
MA* 2% 6%
Other 1% 3%
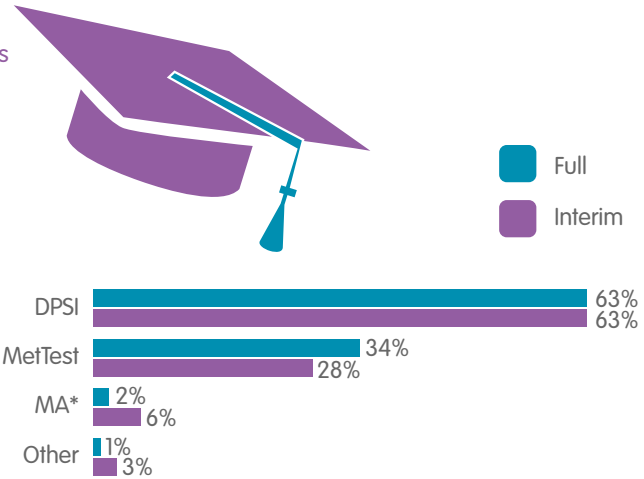
* MA – Interpreting and Translation
Base for %: Full (1952), Interim (269)

NRPSI Database IAD_END_2013, On Register (1990)

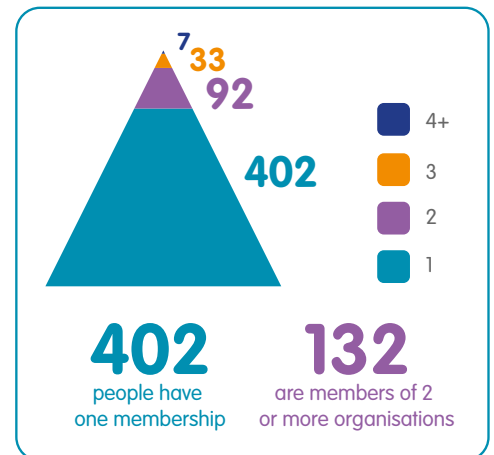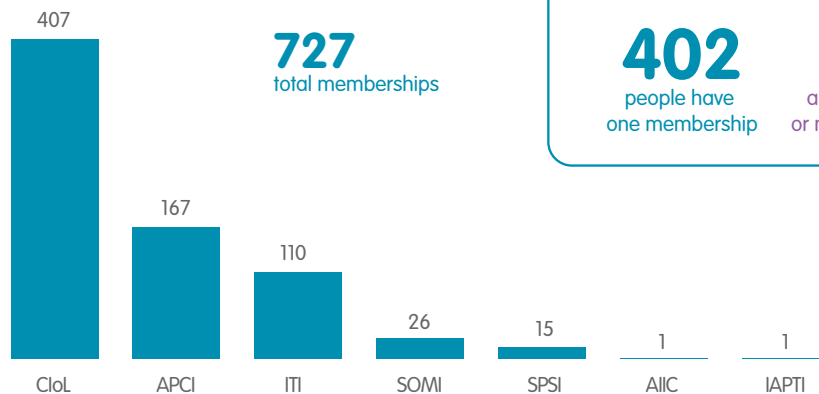### 2.11 Professional association memberships

There is a number of professional membership associations that are relevant to Public Service Interpreters. About a fifth of Registrants reported being a member of a professional association, with 132 Registrants being members of more than one of the associations.

534
people have
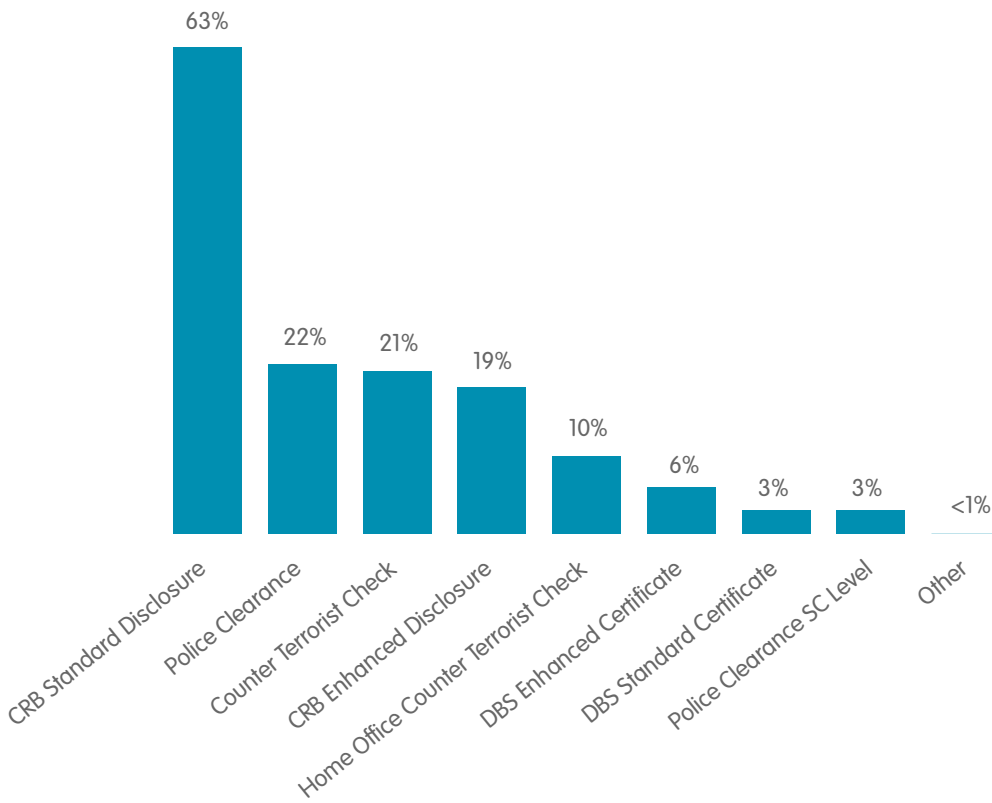any membership

Multiple memberships
are held by
132

727
total memberships

407
167
110
26
15
1
1

CIoL APCI ITI SOMI SPSI AIIC IAPTI

7 **33**
92
402

4+
3
2
1

402
people have
one membership

132
are members of 2
or more organisations

NRPSI Database IAD_END_2013, On Register (1990)
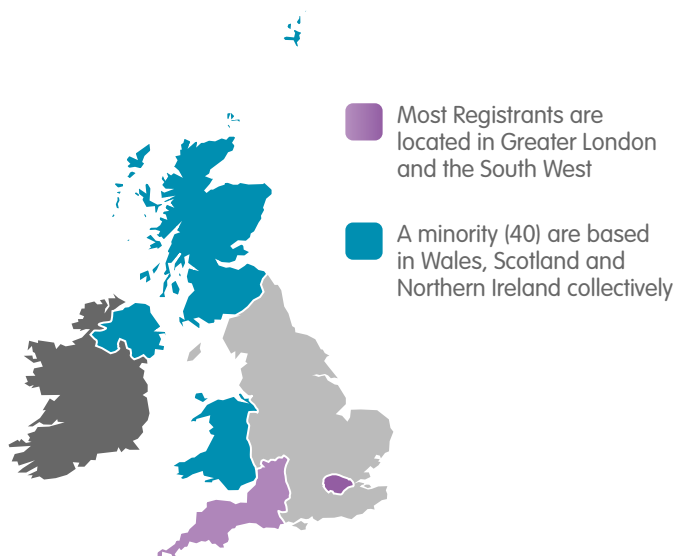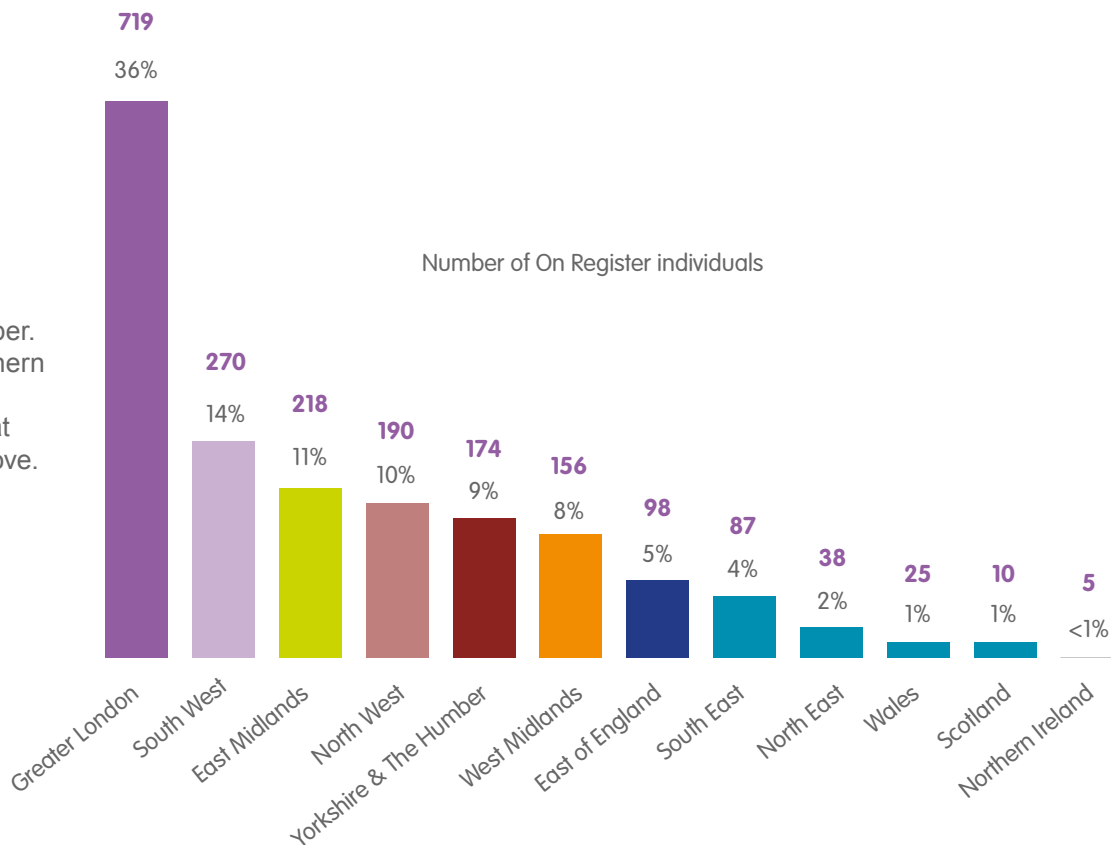
Most have
CRB Standard
Disclosure

2.12 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).

Category	%
CRB Standard Disclosure	63%
Police Clearance	22%
Counter Terrorist Check	21%
CRB Enhanced Disclosure	19%
Home Office Counter Terrorist Check	10%
DBS Enhanced Certificate	6%
DBS Standard Certificate	3%
Police Clearance SC Level	3%
Other	<1%

NRPSI Database IAD_END_2013, On Register (1990)
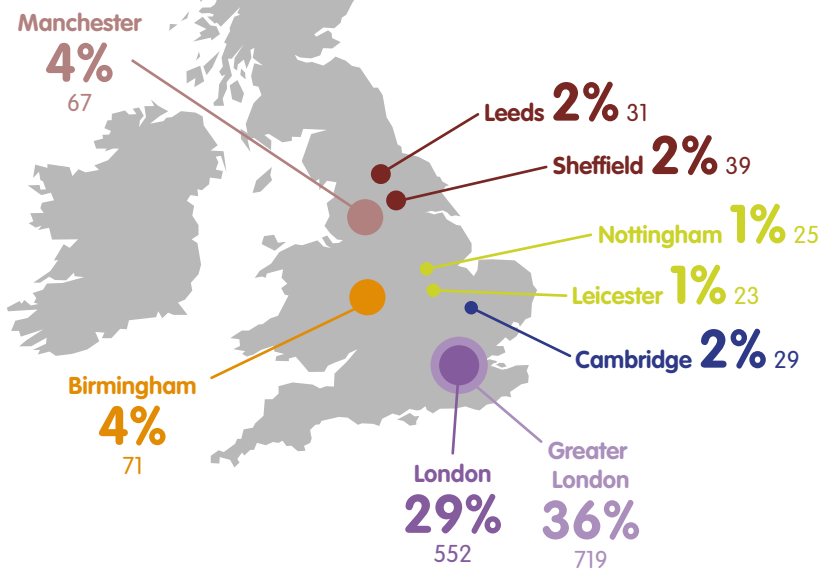
Geographical spread

2.13 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 sees the greatest number. The availability in Northern Ireland, Scotland and Wales is something that NRPSI is keen to improve.

Number of On Register individuals

Region	Number	%
Greater London	719	36%
South West	270	14%
East Midlands	218	11%
North West	190	10%
Yorkshire & The Humber	174	9%
West Midlands	156	8%
East of England	98	5%
South East	87	4%
North East	38	2%
Wales	25	1%
Scotland	10	1%
Northern Ireland	5	<1%

Most Registrants are located in Greater London and the South West

A minority (40) are based in Wales, Scotland and Northern Ireland collectively

NRPSI Database IAD_END_2013, On Register (1990)

London is the main location - around a third of those 'On Register'

Manchester
4%
67

Leeds **2%** 31

Sheffield **2%** 39

Nottingham **1%** 25

Leicester **1%** 23

Cambridge **2%** 29

Birmingham
4%
71

London
29%
552

Greater London
36%
719

NRPSI Database IAD_END_2013, On Register (1990)

2.14 Significant geographical concentrations of Registrants

Concentrations of Registrants in five of the eight 'Core Cities' and other significant centres.

London	Birmingham	Manchester	Sheffield	Leeds
Polish (70)	Urdu (18)	Urdu (13)	Polish (5)	Polish (5)
French (35)	Panjabi (9) (Pakistani)	Arabic (9)	Slovak (5)	Arabic (3)
Portuguese (34)	Panjabi (8) (Indian)	Polish (7)	Farsi (4)	Czech (3)
Romanian (34)	Polish (5)	Romanian (5)	Urdu (4)	
Turkish (34)	Kurdish (4) (Sorani)	Turkish (5)	Russian (3)	

NRPSI Database IAD_END_2013, On Register (1990)

2.15 Most popular languages registered in major cities

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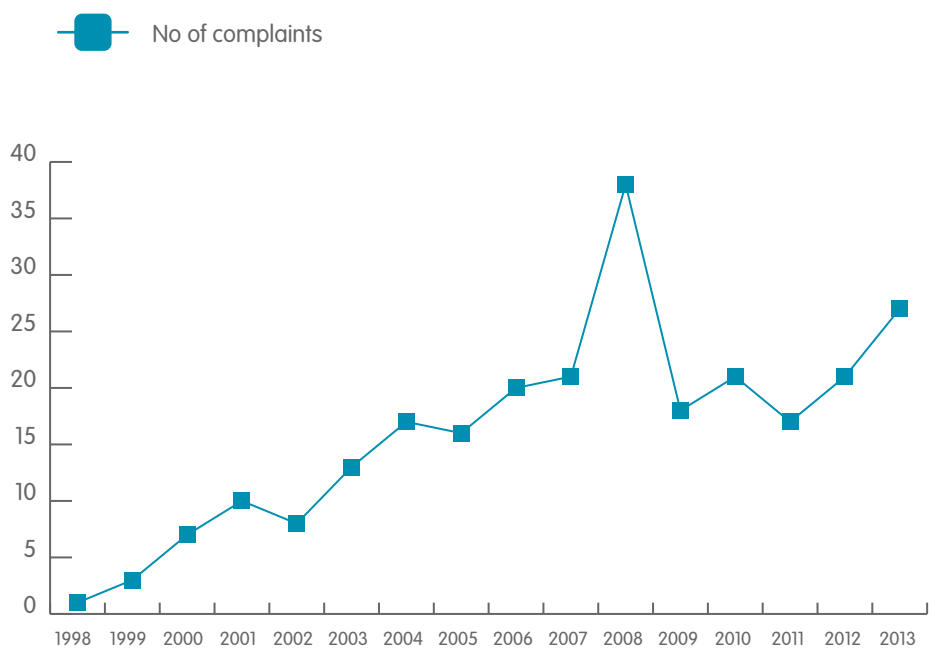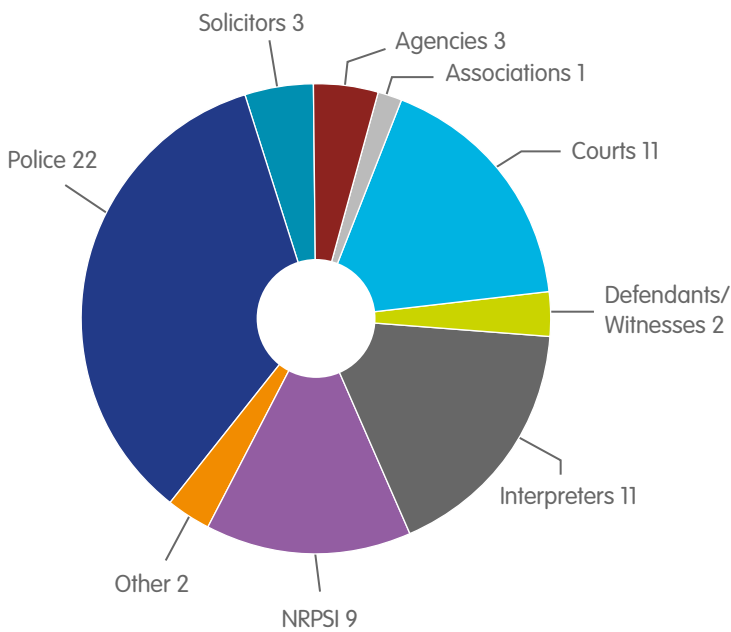
3. Professional Standards

Registrants commit to follow the NRPSI Code of Conduct as part of their commitment 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 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 first three years of an independent NRPSI.

Scale of complaints handled by NRPSI

3.1 Complaints to NRPSI 1998 to 2013

While there has been a general trend for an increase in complaints, the actual numbers of complaints are quite small. The spike in 2008 is 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.
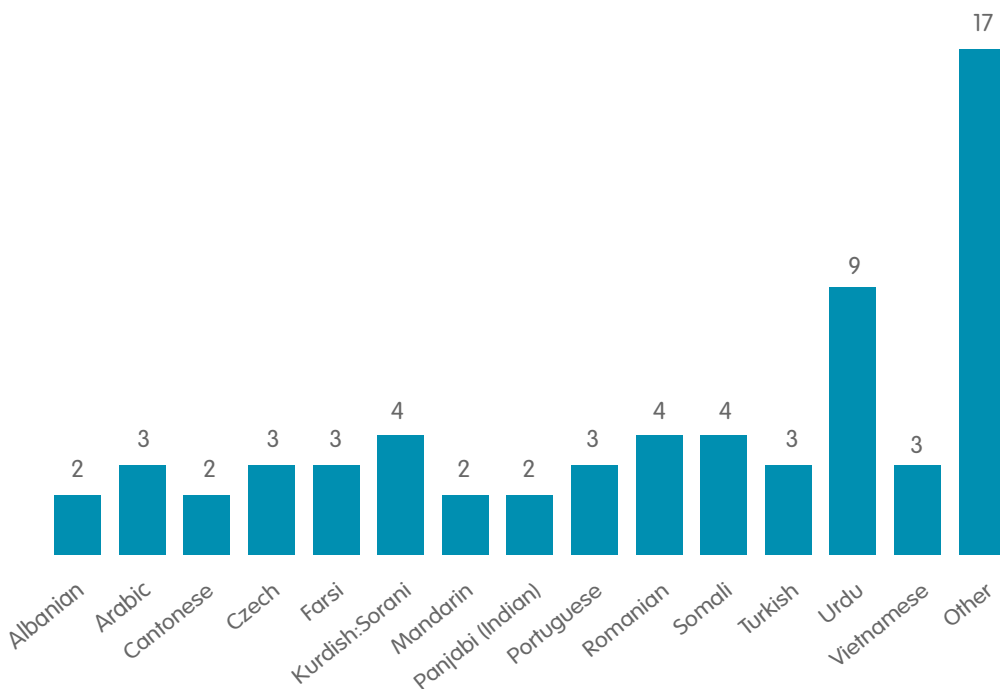
Solicitors 3
Agencies 3
Associations 1
Police 22
Courts 11
Defendants/Witnesses 2
Interpreters 11
Other 2
NRPSI 9

NRPSI Complaints (post 01April11) Database (64)

Analysis of complaints

3.2 Complaints by complainant type 2011-2013

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.

Language	Value
Albanian	2
Arabic	3
Cantonese	2
Czech	3
Farsi	3
Kurdish:Sorani	4
Mandarin	2
Panjabi (Indian)	2
Portuguese	3
Romanian	4
Somali	4
Turkish	3
Urdu	9
Vietnamese	3
Other	17

NRPSI Complaints (post 01April11) Database (64)

### 3.3 Complaints by first language registered by Registrant 2011-2013

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.

3.4 Complaints by status of first language registered by Registrant 2011-2013

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. 97% of Registrants complained about had a recognised interpreting qualification.

Most (89%) are Full status 'On Register' languages
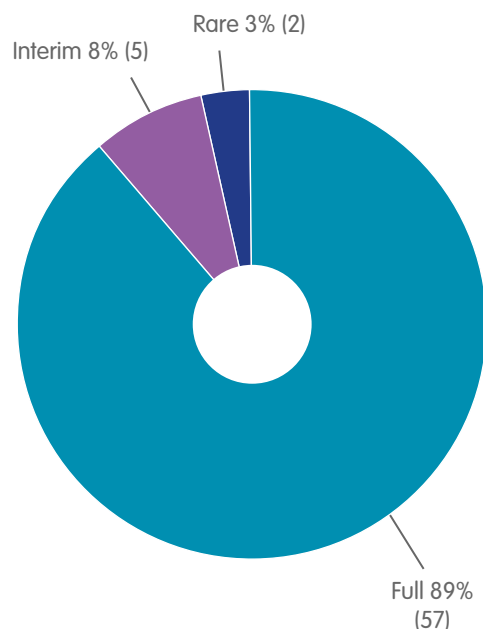
- Full
- Interim
- Rare

By person – combination of language status

3% Rare only
2 people

3% Rare and Full
2 people

8% Interim only
5 people

86% Full only
55 people

Rare 3% (2)

Interim 8% (5)

Full 89% (57)

NRPSI Complaints (post 01April11) Database (64)

3.5 Sections of NRPSI Code of Conduct breached 2011-2013

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.
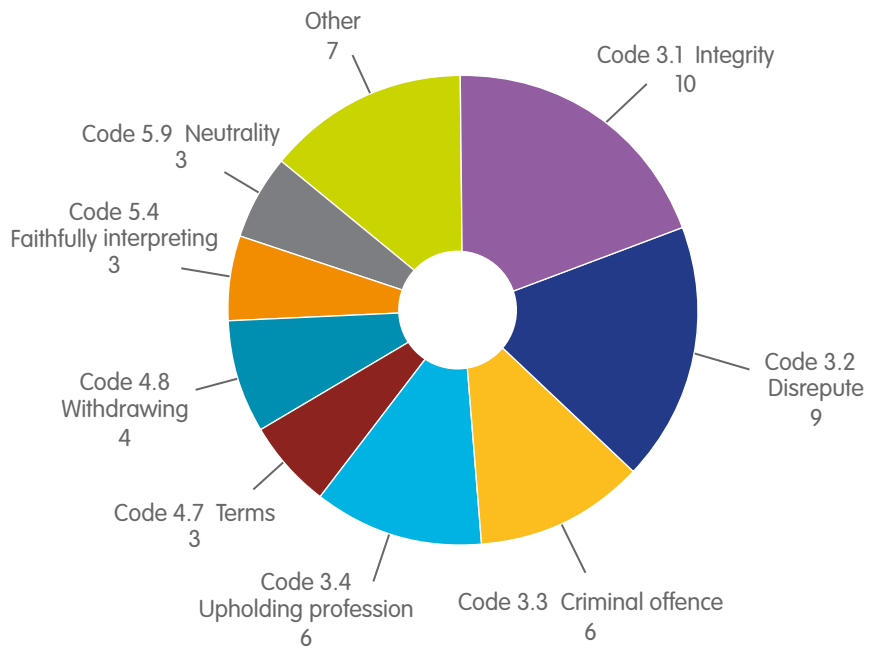
NRPSI Complaints (post 01April11) Database (64)
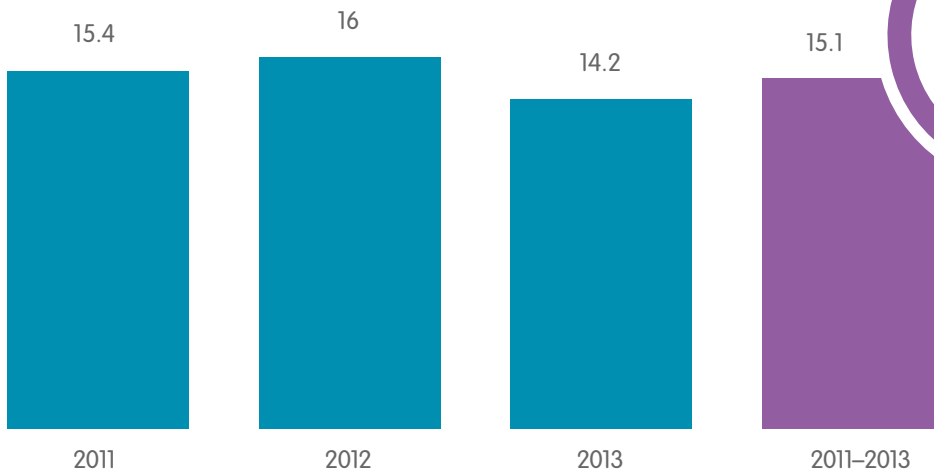
Managing the professional complaints process

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 here. The period to complete a complaint is reduced if the Complainant, Respondent or NRPSI Panel take less time to respond. Longer time is taken if the Professional Conduct Committee (PCC) requires further evidence or clarifications, 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 3 4 5	Complaint forwarded to the interpreter for comments to be submitted within 20 working days (4 weeks)
	Professional Conduct Committee Meeting
6 7 8 9 10 11	Complaint with the comments sent to the PCC, who decide within 30 working days (6 weeks)
12 13	If the PCC refer the case to the DC, the hearing must be arranged (1-2 weeks)
14 15 16 17 18 19	Interpreter must be given no less than 30 working days' notice of the date of the hearing (6 weeks)
	Disciplinary Committee Hearing
20	Report to be sent within 5 working days (1 week)
21 22 23	Appeals – interpreter must inform NRPSI of his/her intention to appeal within 15 working days of the Report (3 weeks)
24 25 26	The appeal is sent to the Chairman who makes a decision within 15 working days (3 weeks)
27 28 29 30 31 32	If there are grounds for an appeal the Appeals Committee should conduct the hearing within 30 working days of Chairman's decision (6 weeks)
	Disciplinary Appeals Committee Hearing
33 34	Report/decision of the Appeals Committee is sent to the interpreter within 10 working days (2 weeks)
	Case closed

Total: **34 weeks**

Average time in weeks

Overall average

15.1
Average time in weeks

2011	2012	2013	2011–2013
15.4	16	14.2	15.1

NRPSI Complaints (post 01April11) Database (64)

3.7 Average time to complete disciplinary cases 2011-2013

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

Chair of Appeals Committee
3

Registrar
12

Disciplinary Committee
19

Professional Conduct Committee
30

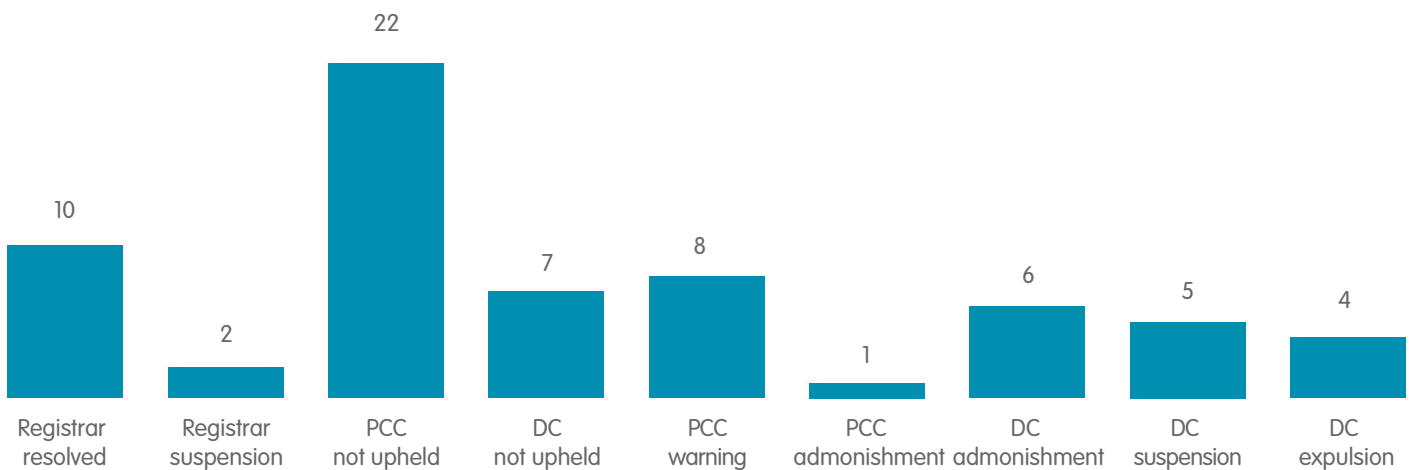Number of cases; NRPSI Complaints (post 01April11) Database (64)
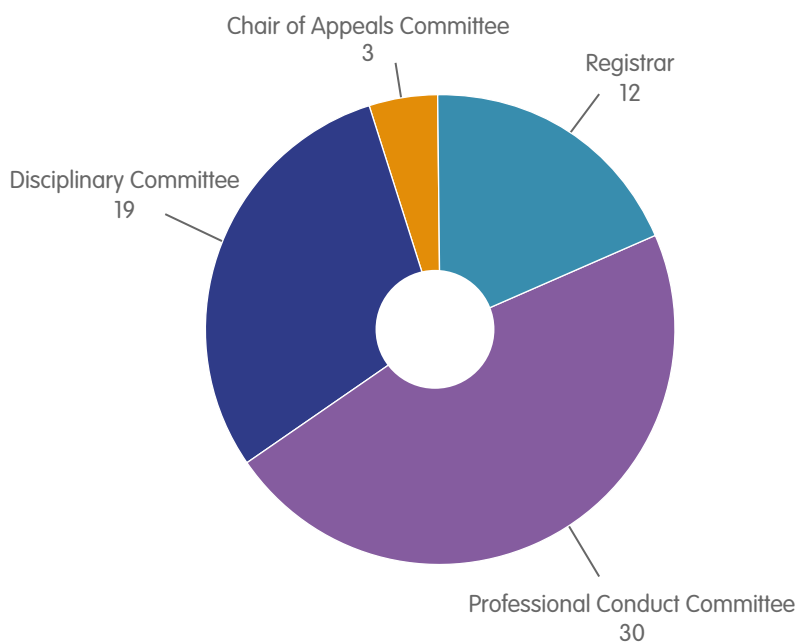
3.8 Stages at which complaints were closed 2011-2013

Complaints will progress through the various stages as prescribed in the NRPSI Disciplinary Framework and Procedures Section E. In 81% of complaints submitted to NRPSI the Professional Conduct Committee will review the complaint to reach a conclusion.

3.9 Outcomes of complaints 2011-2013

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

NRPSI Complaints (post 01April11) Database (64)

4. About the Data

In order to use statistical data sensibly you need to understand how they were derived. This section provides relevant background on how the 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 first application stage, and subsequently at annual renewal. The data are entered onto a purpose-designed database by a dedicated in-house team of Registration Officers. The anonymised data from 31st December 2013 were analysed by an independent specialist in data analysis to produce the figures published here.

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[8]. 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 not yet 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[9]. NRPSI require registration to be renewed on an annual basis.

In Graph 2.5 Average years on Register and on status, we used the creation date of the records for each person still on the Register as of 31st December 2013. This does not allow for those who may have not renewed for a period before returning to the Register.

In Graph 2.7 Nationalities and mother tongues, applicants provide 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 2.9 Hours recorded on the Register, Registrants are only required to provide appropriate evidence to meet our minimum registration requirements. These data do not therefore represent total hours worked by Registrants and are provided in this Annual Review to meet anticipated requests. We advise caution in drawing conclusions from this graph, and are happy to provide feedback on any proposed commentaries before they are published.

In Graph 2.10 Qualifications by status, note that the Metropolitan Police Test was replaced by IoLET in 2014 with the Diploma in Police Interpreting which is Ofqual recognised. The DPI is recognised by NRPSI as meeting the qualification criteria.

In Graph 2.11 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), Society of Official Metropolitan Interpreters UK (SOMI), Society for Public Service Interpreting (SPSI), the International Association of Conference Interpreters (AIIC) and the International Association of Professional Translators and Interpreters (IAPTI).

In Graph 2.14 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. For analyses relating to 2011, this refers to the complete calendar year.

In Graph 3.1 Complaints to NRPSI 1998 to 2013 data points from 1998 to 2010 are reproduced with kind permission of the Chartered Institute of Linguists.

In Graph 3.3 Complaints by language interpreted by Registrant 2011-2013 'Other' represents those languages which occurred only once.

In Graph 3.5 Sections of NRPSI Code of Conduct breached 2011-2013, '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.

In Graph 3.7 Average time to complete disciplinary cases 2011-2013, 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 3.8 Stages at which complaints were closed 2011-2013, there were no Appeals Committee hearings in the period covered.

In Graph 3.9 Outcomes of complaints 2011-2013, one of the complaints 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 changes to the original outcome.

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**. 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.intelligencesquared.com/events/we-have-nothing-to-fear-from-high-levels-of-immigration/

2 http://www.bbc.co.uk/news/uk-27972335

3 http://www.ons.gov.uk/ons/dcp171776_325471.pdf

4 http://www.cso.ie/en/media/csoie/releasespublications/documents/population/2011/Cen2011IrelandNorthernIreland.pdf

5 http://www.scotlandscensus.gov.uk/ods-web/home.html

6 http://www.ons.gov.uk/ons/dcp171776_302179.pdf

7 http://www.nrpsi.org.uk/news-posts/NRPSI-wins-interpreters-approval-to-regulate-profession.html

8 http://www.nrpsi.org.uk/for-interpreters/join-the-register.html

9 http://www.nrpsi.org.uk/downloads/CriteriaforEntryApril2011.pdf

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 Communities and Local Government
Department for Work and Pensions
Department of Health
Foreign and Commonwealth Office
Home Office
Ministry of Defence
Ministry of Justice
Northern Ireland Office
Scottish Government
Welsh Assembly

Other Government departments sent a link:

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 Revenue and Customs
Marine Management Organisation
Migration Advisory Committee
National Crime Agency
Office of the Immigration Services Commissioner
Serious Fraud Office

National Register of
Public Service Interpreters