

## Stephen Bishop

---

**From:** admin@nrpsi.org.uk  
**Sent:** 28 January 2015 17:01  
**To:** stephen@nrpsi.org.uk  
**Subject:** NRPSI Website Users update #4

Thank you for registering to access the NRPSI Register of accredited interpreters (along with over 3,700 other public service users from 1,000 organisations). This will help us to inform you of developments at the NRPSI, and to obtain feedback from you on future developments. Note that these updates are saved on the NRPSI website in a special section of the [News](#) for you to refer to yourself, or for your colleagues who have decided not to receive these communications from NRPSI.

### **NRPSI three-year strategy**

The NRPSI Board are currently formulating the next three-year strategy to take the organisation through to 2018. The Board have already engaged with the Registered Interpreters and will shortly be inviting all Website Users who have signed up to the Newsletter to take part in a survey for users of interpreters. I do hope that you will find the time to complete the survey and help ensure the strategy meets the needs and aims of public service interpreting in the second decade of the 21st Century.

### **New NRPSI Board member**

Nick Whitaker FCA has been appointed a lay member of the NRPSI Board. Nick, who takes up his post on 1 February 2015, is currently partner at BDO LLP. A Chartered Accountant with a background in corporate finance, he brings valuable experience of corporate governance in the not-for-profit sector to NRPSI. The NRPSI Board consists of seven Non-Executive Directors – four lay members (including the Chair) and three NRPSI registered practitioner members – who each serve a three-year term.

### **Matrix report on quality under the Framework Agreement published**

On 18 December 2014, the long-awaited ‘Independent Review of Quality Arrangements under the MoJ Language Services Framework Agreement’ report (commonly called ‘the [Matrix report](#)’), was published by the Ministry of Justice.

The Matrix report makes five recommendations, and an additional ‘Review Observation’ that NRPSI should be ‘given a more vital role’, which would ‘send a positive signal that the MoJ holds the interpreting profession in high regard’. It should be noted from the ‘Government Response’ that the MoJ does not accept all of the recommendations but it states that ‘we are keen to engage with professional interpreter organisations and with NRPSI to see how we can use their expertise on the potential development of a regulatory framework’ in response to the ‘Review Observation’. NRPSI will produce a formal response to the report and will follow up with the MoJ on its promise of more engagement.

### **NRPSI Annual Review of Public Service Interpreting 2013**

We have received a positive response to the information made available in our first ‘[Annual Review](#)’, which provides statistical data on the National Register including languages offered by Registrants, geographical location etc, along with an overview of the complaints heard in the previous three years. We will shortly commence work on the 2014 edition and welcome suggestions for data to be included.

### **Forgotten your password?**

If you need a reminder, you can get this at any time of day or night by clicking on the red ‘Login to your Account’ box that appears on every website page, and then clicking on the ‘Need help with Email Login/Password?’ link underneath the NRPSI Website user section.

### **Logging in more quickly**

Remember that you can select the ‘Log me in automatically’ tick box on the ‘Login to your Account’ screen when you next log in, which means that you will stay logged in on that computer until you choose to log out. If you do not wish to do this (for example if it conflicts with your organisation’s security policy), there is also the option to ‘Remember my email address’ which can be selected to speed up the login process. The

yellow 'My Account' box at the top of the screen indicates that you are logged in.

**Further information and contacting NRPSI**

There are extensive [FAQs on the website](#) which you may find helpful if you have queries. If your query is not covered there, use the 'Contact NRPSI' section under My Account which provides a convenient way of emailing NRPSI (with the option to receive a copy of your own email).

Remember, you can follow the NRPSI Company page on [LinkedIn](#) for updates on NRPSI developments.

With kind regards,

Stephen Bishop  
**Executive Director**

National Register of Public Service Interpreters

[www.nrpsi.org.uk](http://www.nrpsi.org.uk)

a not-for-profit organisation

This communication has been sent to you as a registered Website User by NRPSI. If you no longer wish to receive information from NRPSI you can go to 'My Account' and uncheck the 'send me information' button at any stage. Alternatively you can send an email from your registered email address to [admin@nrpsi.org.uk](mailto:admin@nrpsi.org.uk) with the subject line Unsubscribe. If you have a colleague who you think would benefit from receiving information from NRPSI, please encourage them to click on the 'Subscribe' button that appears on every page of the [www.nrpsi.org.uk](http://www.nrpsi.org.uk) website.