

## The FWA one year on - interpreter survey results

### Overview:

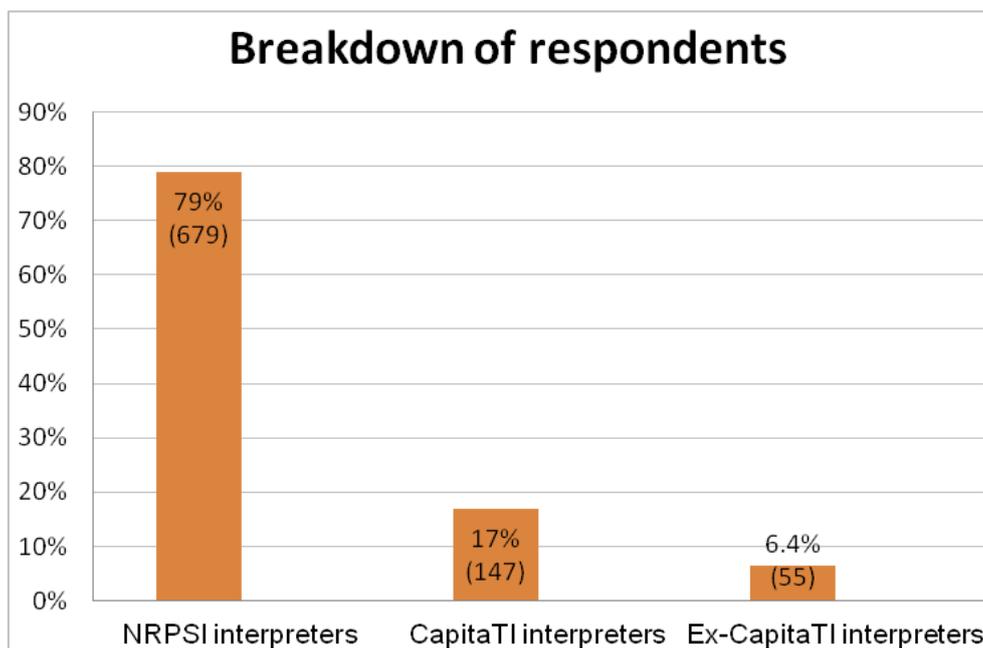
This briefing paper provides the topline findings of an online survey commissioned by umbrella group Professional Interpreters for Justice (see page 4) and carried out by Involvis to mark the first anniversary of the Ministry of Justice's Framework Agreement (FWA). The survey questionnaire was completed online between January 29<sup>th</sup> and February 10<sup>th</sup> 2013.

Conclusions will be published with the full report on 1st March.

### Breakdown of responses:

A total of 859 interpreters responded. Of these, 679 (79%) are on the National Register of Public Service Interpreters (NRPSI) which provides and maintains the independent voluntary register for the interpreting profession. Since 30 January 2012, however, the NRPSI has not been recognised by the Ministry of Justice which outsourced its justice sector interpreting requirements to Capita TI under a Framework Agreement.

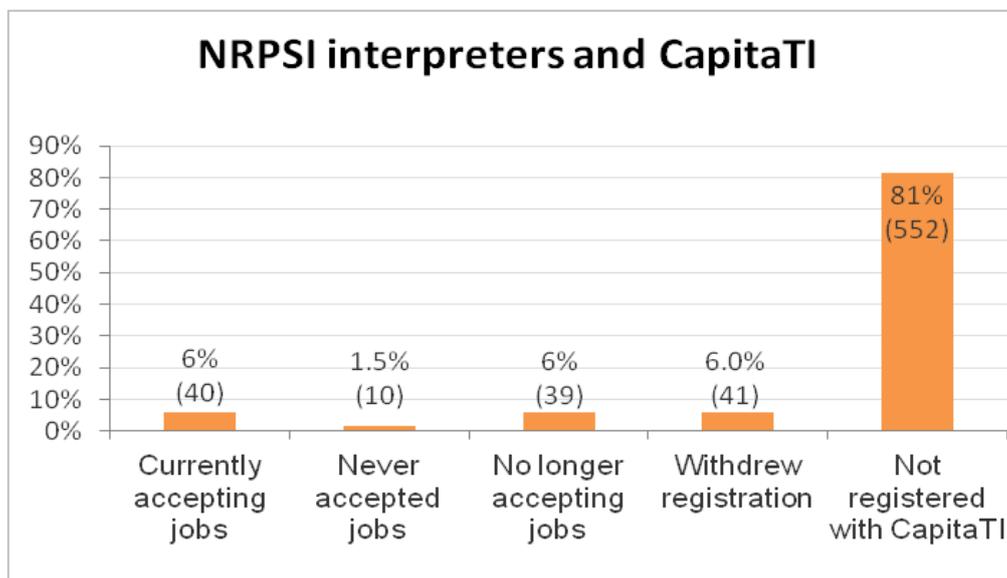
147 of those who responded to the survey said they were registered with CapitaTI and of these, 89 are on the NRPSI. 55 of those who responded said they were ex-CapitaTI interpreters and of these, 41 are on the NRPSI.



## Key Findings:

### Working with CapitaTI

- 81% (552) of NRPSI interpreters stated they are **not registered** with CapitaTI



- 85% of the 552 NRPSI interpreters who took part who have **not registered with Capita TI** stated that this was because *“professional standards in public sector interpreting have been lowered, which I do not agree with”*. This was closely followed (84%) by the belief that *“the interests of Justice are not served by the FWA and CapitaTI contract”*; 83% stated that they fundamentally *“disagree with the introduction of the Framework Agreement and outsourcing to a single private contractor”* and 82% stated that the *“rates of pay/zero travel time payment/ reduction of travel expenses make it unviable or unaffordable to work under the Framework Agreement”*.
- Of the 147 respondents who stated they **are registered with CapitaTI**, 48% (70) are regularly accepting jobs, 40% (59) accepted some jobs previously but are no longer accepting them and 12% (18) have never accepted jobs.

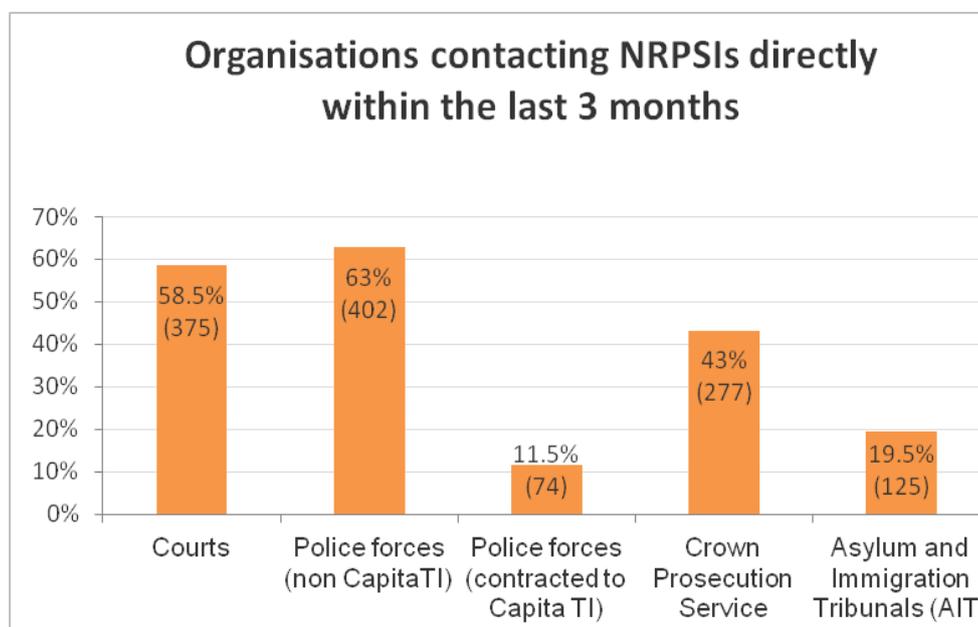
### Quality checks on CapitaTI interpreters

- 44.5% (57) of CapitaTI interpreters stated that they were not asked to undergo any kind of assessment of their interpreting skills by CapitaTI/ALS before they were offered jobs.
- 15% (19) stated that they were not asked to show evidence of their qualifications, with the same number stating that they were not asked to supply CRB evidence.
- 47% (46) of those assigned to Tier 1 were not asked to undergo any kind of assessment of their interpreting skills with a further 5% of Tier 1 interpreters stating that they were not sure if they had been asked to undergo an assessment.

## Direct Bookings

- 87% (557) of interpreters who took part who are on the NRPSI stated that they have been contacted directly (either by courts, police, CPS or the Asylum & Immigration Tribunals (AIT) booking centre) for interpreter bookings within the last 3 months.

A breakdown of those organisations making the most direct calls to NRPSIs is as follows:



- Around half of NRPSI interpreters stated they are accepting direct bookings from Courts (51%).

The main reasons for accepting direct bookings from courts can be broken down as follows (most common reason first):

- Satisfaction with the pay and conditions for direct bookings because they are paid at similar rates to the previous system (i.e. the National Agreement)
- Due to personal financial difficulties and needing some income
- NRPSIs being approached directly feel their professionalism is being valued
- A wish to avoid miscarriages of justice
- To prove that NRPSI interpreters are professional and of a high quality
- **18%** of NRPSI interpreters stated that they **refuse all direct bookings**. The majority of respondents refuse them because of a fundamental disagreement with the Framework Agreement which they hope will be withdrawn and because they do not want to 'prop up' CapitaTI and give the Ministry of Justice the impression that their system is working.

## **The Future of CJS interpreting**

### NRPSIs:

- 52% (328) of all NRPSIs stated that because of the FWA they planned to leave Criminal Justice System interpreting altogether in the near future if things don't change.

### CapitaTI interpreters:

- 40% (53) of respondents who are currently registered with CapitaTI stated that, because of the FWA, they intend to leave CJS interpreting altogether if things don't change.

## **Professional Interpreters for Justice**

Professional Interpreters for Justice is an umbrella group representing over 2,200 NRPSI registered and qualified interpreters in 135 languages. Its aim is to work in partnership with the Ministry of Justice to safeguard the quality of interpreting services for the Criminal Justice System.

The ten member organisations are as follows: Association of Police and Court Interpreters (APCI); Chartered Institute of Linguists (CIOL); Institute of Translation and Interpreting (ITI); National Register of Public Service Interpreters Ltd (NRPSI); National Union of Professional Interpreters and Translators, part of Unite the Union (NUPIT); Professional Interpreters Alliance (PIA); Scottish Interpreters and Translators Association (SITA); Society of Official Metropolitan Interpreters UK Ltd (SOMI); Society for Public Service Interpreting (SPSI); Wales Interpreter and Translation Service (WITS).

## **National Register of Public Services Interpreters (NRPSI)**

The NRPSI provides and maintains the voluntary register for the interpreting profession. It ensures required qualification standards are met; the quality of interpreting is defined and maintained through a Code of Conduct; and that access to a database of professional interpreters is freely available for all. The NRPSI was originally managed by the Chartered Institute of Linguists and since April 2011 has been wholly independent.

For news see [www.linguistlounge.org](http://www.linguistlounge.org)

Follow @RPSI\_Lounge and @United4Justice on Twitter

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