

Interpreters for Justice

August 28th 2012

ALS/Capita and the Framework Agreement

Findings from survey of ALS and non-ALS interpreters*

* Total no. respondents = 965 (completion rate 88.6%)

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involvis
empowering communities

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Executive Summary

The Ministry of Justice's Framework Agreement contract for the provision of public service interpreting came into effect on January 30th 2012. "The Contractor", Applied Language Solutions (ALS) has been widely criticised by courts, the judiciary, solicitors and the media with comments such as:

"Since ALS took over the contract, the courts have been plagued by a failure of interpreters to turn up, and not be as good at English as they should be. "Family cases have had to be adjourned, as have criminal cases. "When an interpreter is incompetent, late or fails to turn up, ALS says 'it's nothing to do with us'."

(Judge David Ticehurst)

"I am afraid to say there have been serious problems in this court, and others, with the provision of interpreters by ALS."

(Judge Madge)

"I am ashamed of the system which fails yet again to provide an interpreter for you."

(Judge Toby Hooper QC)
(apologising to a Polish national)

This document provides the results of a UK-wide online survey, commissioned by Interpreters for Justice and carried out independently by Involvis. The online survey was designed to elicit the opinions and experiences of both ALS and non-ALS registered public service interpreters and to provide insight into the way in which the Framework Agreement has impacted the Criminal Justice System.

965 interpreters responded to the survey; 84.9% (818) of whom are registered with the National Register of Public Service Interpreters (NRPSI) and 11% (106) who are registered with Applied Language Solutions (ALS).

Key findings:

- Just 11.1% (91) of professional interpreters, registered with the National Register of Public Service Interpreters, are currently registered with Applied Language Solutions (ALS)
- 95.7% of NRPSI interpreters refuse to register with Applied Language Solutions, representing a significant loss of highly qualified, experienced interpreters from the sector

- The most common reason for refusing to register with ALS was due to the agency lowering the standards of professional interpreting (95.1%), closely followed by the low hourly attendance rate (90.9%) and the lack of quality assurance/poor assessment process (85.1%)
- 79.8% of NRPSI's continue to receive direct calls from courts wishing to book an interpreter, highlighting the inability of ALS to supply
- Despite the persistent direct calls from courts, 61.4% (462) of all respondents continue to turn down these requests with just 18.1% of interpreters accepting bookings outside of the Framework Agreement
- 32.1% (222) of NRPSIs are planning to supplement their income through other related work whilst 16.8% (116) of NRPSIs have either changed careers or are planning on changing careers altogether and working in a different field of work
- Of those respondents who are currently registered with Applied Language Solutions (ALS), almost a third of them (30.3%) are not currently accepting jobs
- 27.5% of those currently registered with ALS stated that whilst they did some work for the company, they have now ceased accepting jobs. The main reasons for ceasing to work for ALS include the low hourly attendance rate (87.0%) and partial travel time payment (87.0%); closely followed by the unethical practices of the agency (73.9%) and partial reimbursement of travel costs (78.3%)
- 42.1% (32) of ALS interpreters were not required to undergo the mandatory assessment
- Furthermore, 86.8% (33) of ALS interpreters stated that they had been offered work despite not having undertaken the required assessment
- Just over a quarter of respondents (25.3%) stated that while they were registered with ALS, they had not been asked to undergo vetting / CRB checks
- 90.3% (28) of ALS interpreters stated that they were still offered bookings for legal interpreting despite not having been vetted / CRB checked

Survey Results

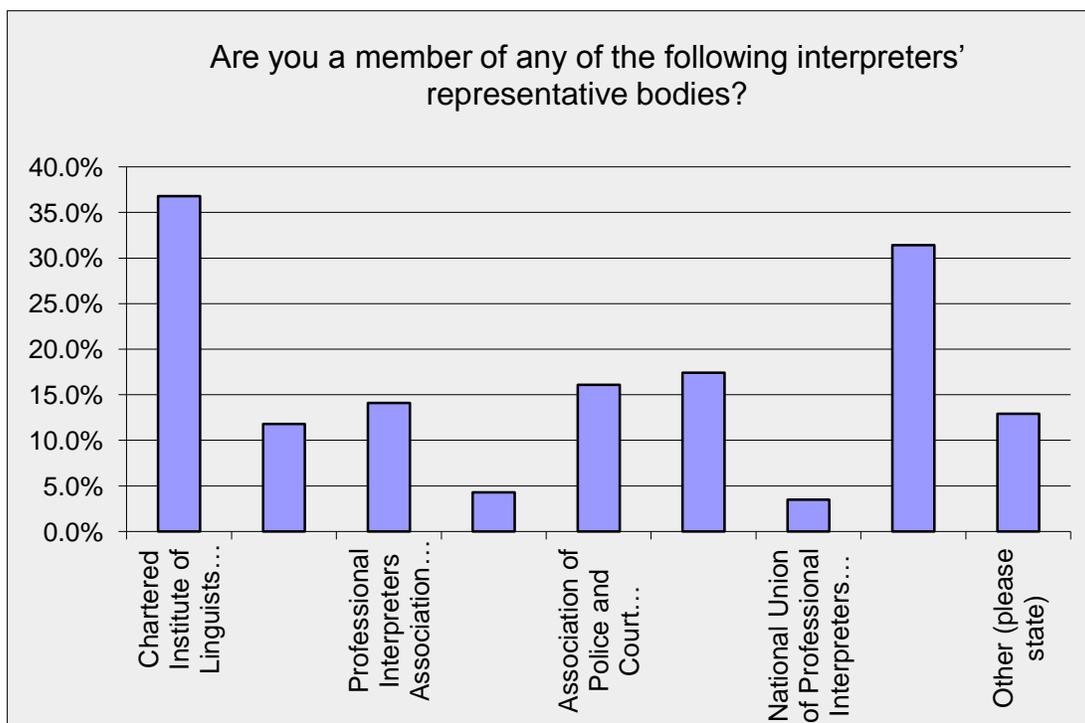
1. Professional Registrations

1.1 Membership of interpreters' representative bodies

Respondents were asked to declare whether they were members of any interpreters' representative bodies.

The results were as follows:

Interpreter Representative Bodies	Percent	Count
Chartered Institute of Linguists (CIOL)	36.8%	355
Institute of Translation and Interpreting (ITI)	11.8%	114
Professional Interpreters Association (PIA)	14.1%	136
Society of Official Metropolitan Interpreters (SOMI)	4.3%	41
Association of Police and Court Interpreters (APCI)	16.1%	155
Society for Public Service Interpreting (SPSI)	17.4%	168
National Union of Professional Interpreters and Translators (NUPIT)	3.5%	34
None of the above	31.4%	303
Other (please state)	12.9%	124



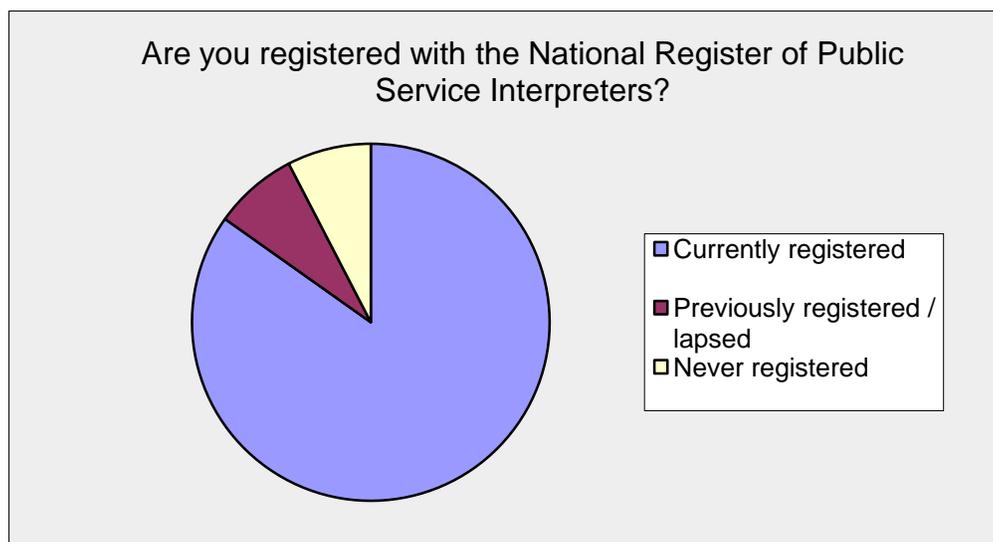
Other organisations mentioned in addition to the above include:

- The Association of Sign Language Interpreters (ASLI)
- Visual Language Professionals (VLP)
- North West Translator's Network (NWTN)
- Home Office Interpreters Panel
- National Registers of Communication Professionals with Deaf and Deaf Blind People (NRCPD)
- Central Interpreters Unit - CIU (UKBA)
- Asociación Española de Traductores, Correctores e Intérpretes (ASETRAD)

1.1 Membership of the National Register of Public Service Interpreters (NRPSI)

Respondents were also asked whether they were members of the NRPSI, to which 84.9% of them stated that they were:

Are you registered with the National Register of Public Service Interpreters?		
Answer	Percent	Count
Currently registered	84.9%	818
Previously registered / lapsed	7.6%	73
Never registered	7.6%	73

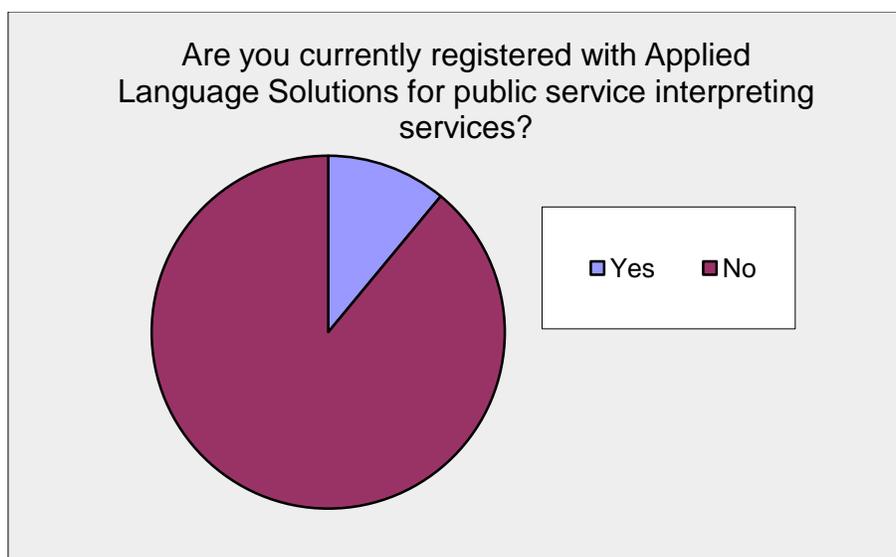


2. Registration with Applied Language Solutions (ALS)

2.1. Total no. of respondents registered with ALS

11% (106) of all respondents stated that they were registered with ALS:

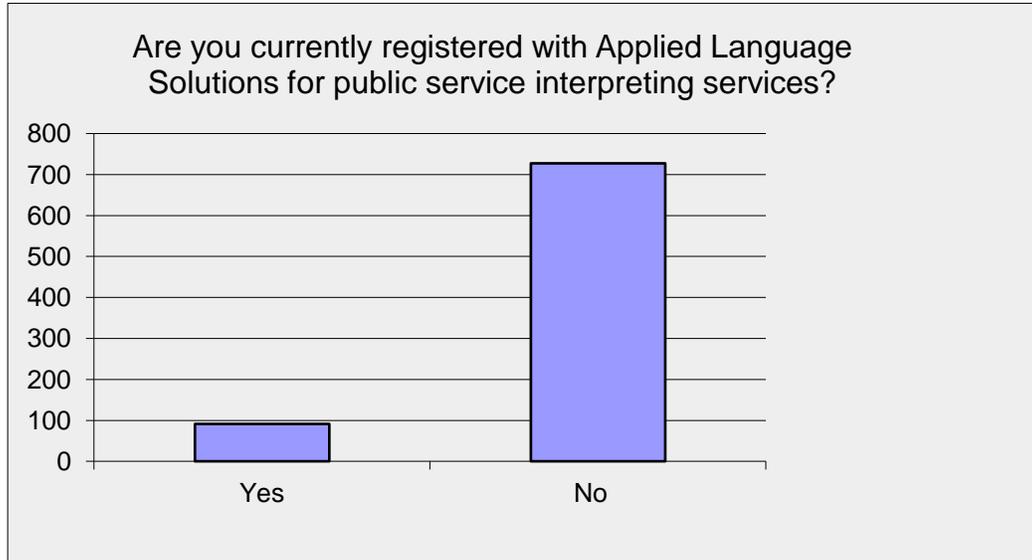
Are you currently registered with Applied Language Solutions for public service interpreting services?		
Answer	Percent	Count
Yes	11.0%	106
No	89.0%	858



2.2 Total NRPSIs registered with ALS

Just 11.1% (91) of NRPSIs stated that they are currently registered with Applied Language Solutions (ALS) for public service interpreting services with 88.9% (727) stating that they were not registered

Are you currently registered with Applied Language Solutions for public service interpreting services?			
Answer Options	Currently registered with NRPSI	Response Percent	Response Count
Yes	91	11.1%	91
No	727	88.9%	727



2.3 Intentions to register with ALS

95.4% (782) of all survey respondents stated that they had no intention of registering with ALS:

If you have not registered with Applied Language Solutions, please indicate whether:		
Answer Options	Response Percent	Response Count
You have no intention of registering	95.4%	782
You are considering registering	4.6%	38

95.7% of NRPSI interpreters refuse to register with Applied Language Solutions, indicating a huge loss of qualified and experienced interpreters to the sector:

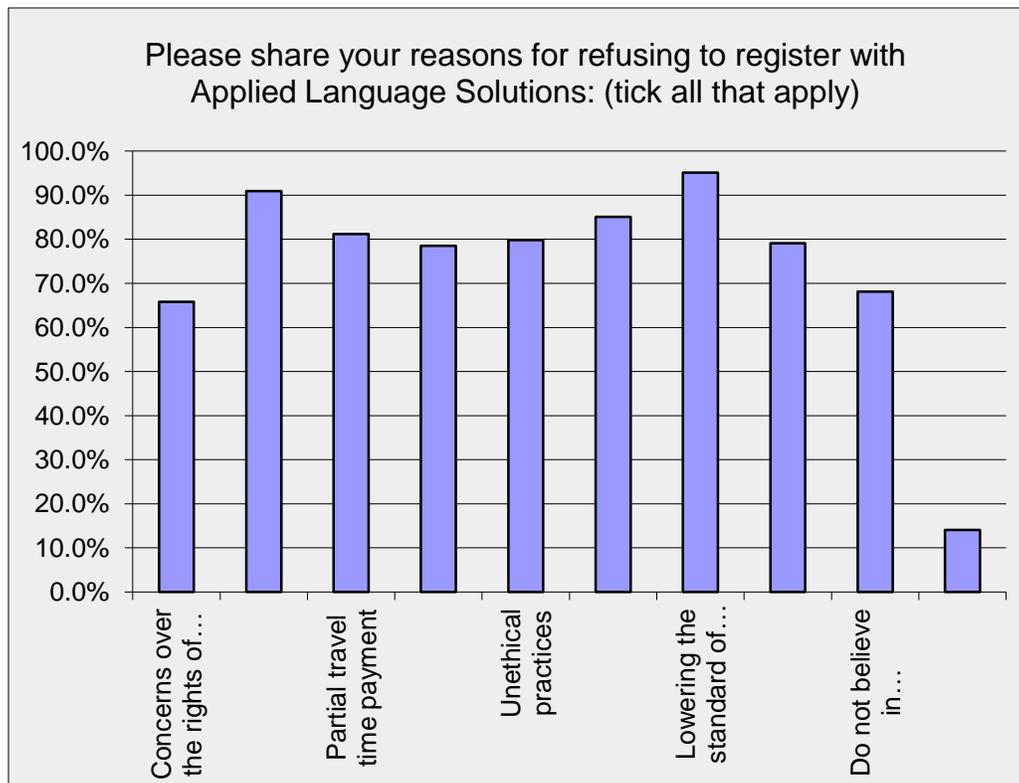
If you have not registered with Applied Language Solutions, please indicate whether:		
Answer (NRPSIs)	Response Percent	Response Count
You have no intention of registering	95.7%	669

2.4 Reasons given for refusal to register with ALS

Interpreters who have refused to work for ALS were asked to state their reasons in a multiple choice question..

The most common reason for refusing to register with ALS was due to **lowering the standards of professional interpreting (95.1%)**, closely followed by the **low hourly attendance rate (90.9%)** and the **lack of quality assurance/poor assessment process (85.1%)**:

Please share your reasons for refusing to register with Applied Language Solutions: (tick all that apply)		
Reason	Percent	Count
Concerns over the rights of non-English speakers	65.8%	528
Low hourly attendance rate	90.9%	730
Partial travel time payment	81.2%	652
Partial reimbursement of travel costs	78.5%	630
Unethical practices	79.8%	641
Lack of quality assurance / poor assessment process	85.1%	683
Lowering the standard of professional interpreting	95.1%	764
Public interest and interests of justice	79.1%	635
Do not believe in outsourcing public service interpreting	68.1%	547
Other (if you select this option, please detail your reason in the box provided)	14.1%	113



14.1% of respondents offered alternative reasons for refusing to register with ALS. A selection of the most common reasons given is provided below (See Appendix A for complete responses):

'Other' reasons given for refusal to register with ALS
Complete degradation of the profession.
Having to go through and pay for assessment six months after I passed my DPSI
Degrading the profession and making a mockery of the British justice system as a whole.
Not worth working, as I will incur more expenses than recovering those expenses incurred by working for such low rates. I have many other skills to use in other sectors, so I can't afford to waste my time by working for such rates.
I refuse to be assessed by ALS as I am already a qualified interpreter and have passed the MPS exam with A+ throughout. I have over 20 years experience as an interpreter, so I feel that the ALS is humiliating. Qualified doctors, nurses etc do not have to be reassessed every time take up new employment.
Concern for my professional reputation - would not want to be associated with this outfit
In professional terms ALS is and has been one of the worst translation agencies ever, even before they got the MOJ contract.
No previous experience of providing a service for Deaf people and a total lack of knowledge about what constituted a qualified British Sign Language interpreter.
Usage of unvetted and/or unqualified "noninterpreters"
No specialist knowledge about the Deaf community. Unaware of industry standards. Therefore impossible to work with them
Long term adverse effect on interpreting standards because interpreting incomes will not attract the best brains, or allow an adequate return on investing in developing language and interpreting skills
NO CRB checks
No choice for Deaf people with only one service provider in place [Clarion who are sub-contracted by ALS] and who have poor standards of interpreters.
I believe the costs to Deaf people are enormous and cannot be measured. I believe this contract will erode rights, freedom and access for Deaf people
ALS are a cowboy outfit and even if they weren't the principles underlying the MOJ's Framework Agreement are fundamentally flawed. They cannot allow a commercially driven operator to control the whole market and determine the rates interpreters are paid.
Their lack of professionalism.
After passing 2 DPSI, having been Registered with NRPSI Ltd since April 2007 and having over 1200 hours interpreting experience in courts, Police and other PUBLIC bodies I do not feel it is appropriate that I present myself for ALS assessment and pay fee as well.
I did not spend two decades of my life enhancing my skills, getting CPD, attending conferences, developing my career only to be disrespected, unappreciated and unvalued as evidenced by pitiful rates of pay which wholly fails to recognise my years of study, training and development.
Potential personal criminal and civil liability that might arise as a result of working for that entity.
Lack of respect shown to interpreters by the MoJ throughout the process and no attempt of meaningful consultation prior to implementing the changes.
Practically non-existent minimum payment. ALS has a poor understanding what goes on in courts and, under their terms, an interpreter can earn as little as £20 for a day.
Total lack of even minimal standards of professionalism, ethics and fair just practices.

Complete absence of accountability, transparency and fair payment rates in their service delivery and performance.
We were told the MOJ was looking for quality as well as reducing costs. ALS are sending to court interpreters that have NO professional qualifications.
ALS is using interpreters not CRB checked.
Lack of professionalism
There are no standards, no checks, no qualifications required, even the cars and rabbits are accepted as interpreters into ALS books. No CRB or any other security clearance.

2.5 Interpreters who have withdrawn their ALS registration

12.2% (104) of respondents had previously registered with Applied Language Solutions (ALS) for public service interpreting, however have since withdrawn their registration.

Various reasons were given for this withdrawal, with a selection of the most common reasons listed below: *(See Appendix B for total reasons given)*

Reasons for withdrawing ALS registration
They signed me up without my permission
Had to wait a very long time for payment
I find their working and pay conditions unacceptable and do not wish my name to be associated with a company that has turned a well respected profession into a shambles.
Will not work for cowboys, liars and cheats. I am a professional
Disappointment in pay rates
I do not approve of their policies of using unqualified interpreters and without security check. They do not value the importance role of the profession by way of its impact on the justice in practice. They offer low rates so to make the maximum profits and irresponsibly disregard if the interpreters they used are professionally trained.
They didn't pay me for the translation. That's all I ever did for them... one translation which I never got paid for. Plus they were rude and unprofessional.
As time passed the rates plummeted, no travel time unless after an hour travel, no mileage unless after 10 miles etc. so I left
If they could not get the price they wanted to pay they told their client that there were no interpreters available. I did not want to work with/for an organisation with such poor ethics.
I never gave them permission to add my name to their list, but they had put my name on their database without my consent anyway.
ALS registered me without my agreement and continued my registration even after I expressly asked them to delete it.
Their evasive tactics made me register at the beginning. Once I viewed their web site I was not interested in working for them.
Problems with payment arrangements. Treated very unprofessional.
After completing my assignment, it took me three months and numerous phone calls to the agency to obtain my payment.
Ridiculous rates of pay, horrendously low levels of professionalism, or lack thereof
Rate of pay is simply unacceptable for a qualified interpreter
Last minute cancellations for interpreters without cancellation fees, hiring convicted,

unqualified and inexperienced people, not making payments on time, etc.
Pityful payment and no recognition of experience or qualifications.
Not easy to contact. They have premium telephone line which cost me to call them.
Late and missing payments
Fees unacceptable
Rarely contacted (only once in years) - difficult to contact - rude and ignorant call centre (yes, call centre !) staff - poor pay
Reducing rates for interpretation continually without any notice or consultation.
Not paying travel expenses, giving assignments where you have to travel for more hours than actual interpreting.
Haggling for rates on many assignments.
Not responding to your emails, phone calls, messages left.

3. Evidence of ALS' failure to supply

3.1 Direct calls made to interpreters

79.8% of NRPSI not registered with ALS have been called directly by courts wishing to book an interpreter:

Since the Framework Agreement came into effect, have you been contacted directly by courts attempting to book an interpreter?			
Answer	Currently registered with NRPSI	Response Percent	Response Count
Yes	576	79.8%	576
No	146	20.2%	146

Despite the persistent direct calls from courts, 59.8% (389) of all NRPSIs continue to turn down these requests with just 18% of interpreters accepting bookings outside of the Framework Agreement:

Are you accepting these bookings made through direct calls?		
Answer	Response Percent	Response Count
Yes	18.0%	117
No	59.8%	389
Sometimes	22.2%	144

4. FWA impact on the interpreting profession

4.1 Reductions in work rates

Since the Framework Agreement came into effect, professional interpreters have seen their work rate drop significantly, with 67.4% (544) of those who refuse to register with ALS stating that they do not undertake any direct assignments whatsoever.

26.4% (213) of respondents undertake approximately 1-3 direct bookings and just 5% (40) undertaken between 8-11 assignments.

On average, how many interpreting assignments booked directly by the courts do you undertake per month?		
Answer Options	Response Percent	Response Count
None at all	67.4%	544
1-3	26.4%	213
4-7	5.0%	40
8-11	0.7%	6
12-16	0.5%	4
17 or more	0.0%	0

Of those interpreters who do not undertake any direct assignments, 65.1% of them are members of the NRPSI – representing a significant amount of professionally qualified interpreters who are not working for courts since the implementation of the FWA.

Furthermore, 61.5% (432) of NRPSIs who responded stated that they would not accept requests to work as an interpreter at courts until the contract with ALS is stopped and the Framework Agreement scrapped:

4.2 Professional interpreters forced to supplement income

68.7% (475) of NRPSIs are currently supplementing their income with other work which still involves translation / interpreting.

32.1% (222) planning to supplement their income through other related work.

16.8% (116) of NRPSIs have either changed careers or are planning on changing careers altogether and working in a different field of work:

Which (if any) of these statements describes your situation? (Please tick all those that apply):			
Answer	Currently registered with NRPSI	Percent	Count
I will not accept requests to work as an interpreter at courts until the contract with ALS is stopped and the Framework Agreement scrapped	432	62.5%	432
I am now currently supplementing my income with other work which still involves translation / interpreting	475	68.7%	475
I have already changed careers and now work in a different field of work	45	6.5%	45
I am going to supplement my income through other related work	222	32.1%	222
I am going to change careers and will not return to interpreting	71	10.3%	71
I have now retired / left the UK	8	1.2%	8

In an open ended question, NRPSIs were asked to explain how they saw their future in interpreting for the UK criminal justice system. An overwhelming majority left negative comments with key adjectives including “bleak”, “uncertain”, “difficult”, “Not very bright”, “disaster” and “mess”:

A selection of the most common statements has been provided below (See Appendix C for full list of comments):

Professional Interpreters views on future of interpreting
I do not see any future for professional interpreters in the UK criminal justice system.
If the contract with ALS is not stopped there will be no future for the UK professional interpreters working within the criminal justice system.
Bleak.
Very pessimistic. FWA will gradually destroy one of the most efficient and developed models of provision of interpreting services to the justice system in Europe.
No future
Very bleak
Difficult
Non-existent while the FWA is in use
I do not see any future in interpreting.
Bleak! Unless something serious is done, like returning to the old system of requesting interpreters directly from the NRPSI
Shocking and unclear
The present FWA brought injustice to the UK criminal justice system. There is no future in this system if FWA stays the same.
Non-existent - it has been made clear the qualities I can offer, which are professionalism, experience, dedication and years of learning, are not required
No idea

Uncertain
Hopeless
Very bleak; it shames me to be associated with colleagues who have failed the courts and the defendants so miserably, let alone those posing as professional interpreters.
It all depends on whether the Framework Agreement is scrapped or not. I would be delighted to go back to interpreting for the justice system but there is absolutely no way I am prepared to do that if it involves working for ALS.
Bleak, unless the framework agreement is revoked. I work for the Met so I still have some income, for the time being at least. I might consider supplementing my income with other non related work
I will apply for Job Seekers Allowance in nearest future. I will start working for Courts when Flawed Work Agreement (FWA) scraped, Agreement obtained by ALS by deception.
Hopeless. I really believe interpreting for the UK criminal justice system has been totally messed up.
If ALS contract is stopped and appropriate practice is put in place, I am going to provide my services to the MoJ.
No prospect!
I am confused
All depends on change of policy
Under FWA none. Under previous arrangements positive.
I have accepted the fact I will no longer work in courts for as long as the FWA is in place, even if I have been told repeatedly by the numerous court officials who tried to get me to attend that I would still be paid in accordance with the 'old arrangements' (i.e. National Agreement rates).
The damage is already done. Many qualified interpreters have left the profession and FWA should be scrapped as soon as possible. Unless the FWA is scrapped, this situation is bound to get worse beyond a point of repair.

5. ALS interpreters working under the Framework Agreement

5.1 Membership of professional interpreters' bodies

The majority of ALS interpreters who completed the survey are not registered with any of the following interpreter representative bodies. Those who are members of such organisations can be broken down as follows:

Are you a member of any of the following interpreters' representative bodies?			
	Registered with ALS		
Answer Options	Yes	Response Percent	Response Count
Chartered Institute of Linguists (CIOL)	40	37.7%	40
Institute of Translation and Interpreting (ITI)	9	8.5%	9
Professional Interpreters Association (PIA)	4	3.8%	4
Society of Official Metropolitan Interpreters (SOMI)	0	0.0%	0
Association of Police and Court Interpreters	9	8.5%	9

(APCI)			
Society for Public Service Interpreting (SPSI)	7	6.6%	7
National Union of Professional Interpreters and Translators (NUPIT)	0	0.0%	0
None of the above	46	43.4%	46
Other (please state)	15	14.2%	15

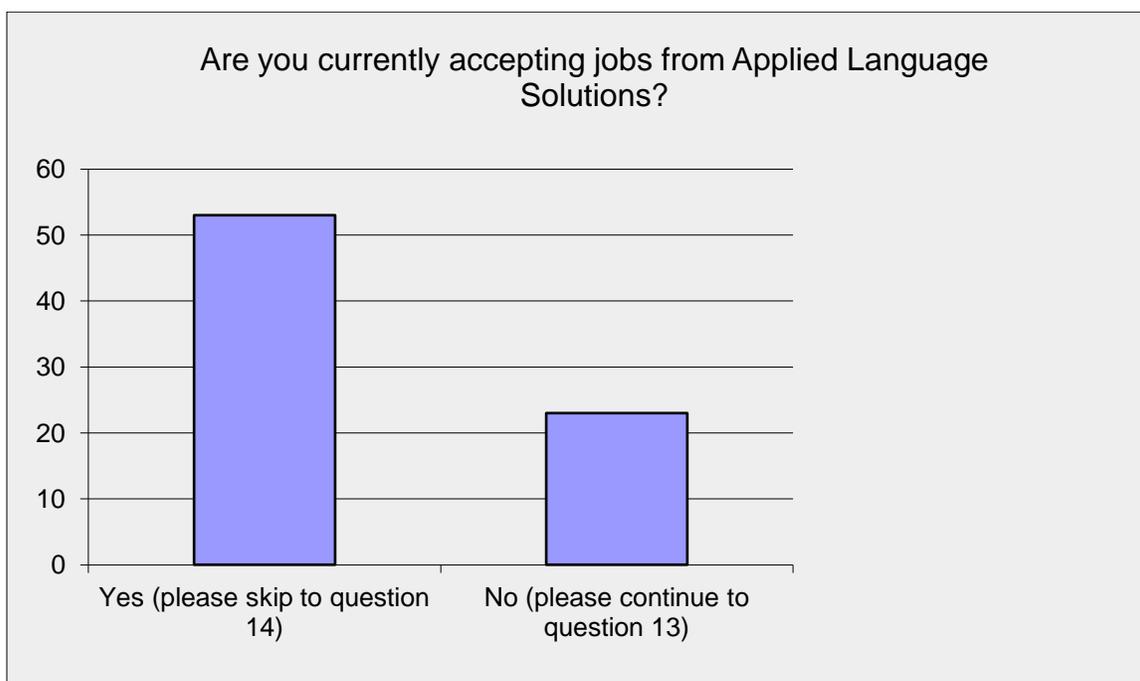
5.2 Registration with the National Register of Public Service Interpreters

85.8% (91) of ALS interpreters who responded to the survey are registered with the National Register of Public Service Interpreters:

5.3 Acceptance of ALS bookings

Of those respondents who are currently registered with Applied Language Solutions (ALS), almost a third (30.3%) stated that they are not in fact accepting jobs from the agency:

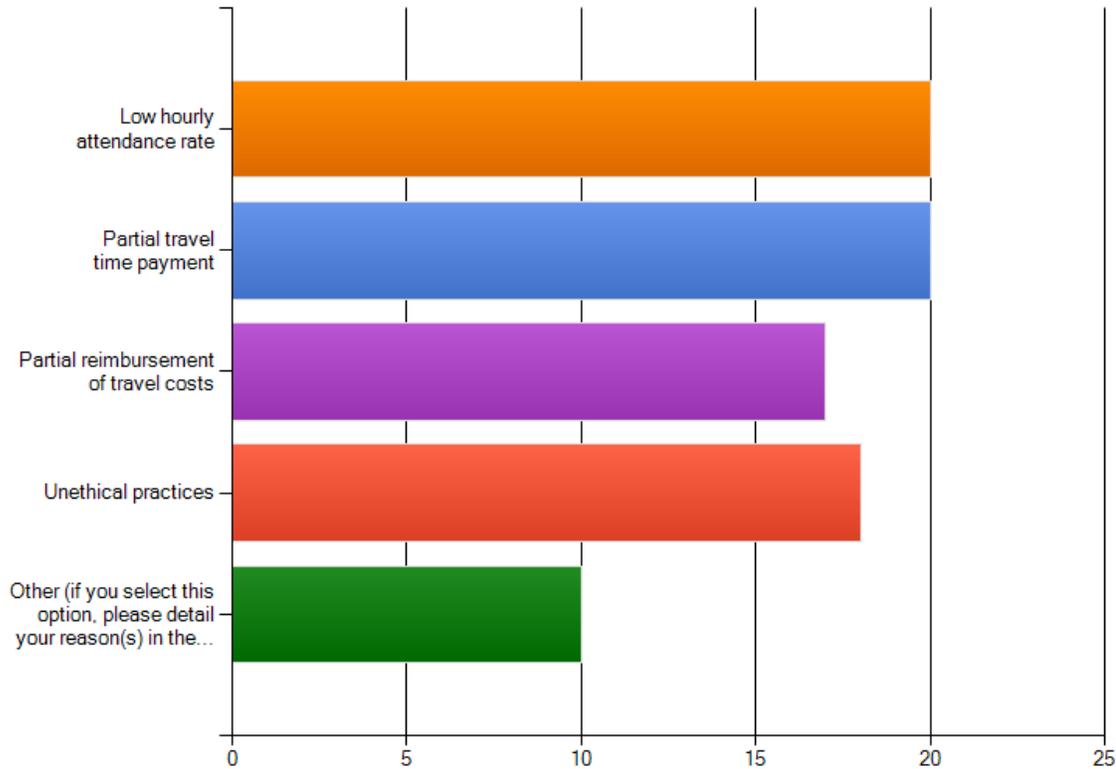
Are you currently accepting jobs from Applied Language Solutions?		
Answer	Percent	Count
Yes	69.7%	53
No	30.3%	23



In addition to this, 27.5% of those currently registered with ALS stated that whilst they did some work for the company, they have now ceased accepting jobs. The main reasons for ceasing to

work for ALS include the low hourly attendance rate (87.0%) and partial travel time payment (87.0%); closely followed by their unethical practices (73.9%) and partial reimbursement of travel costs (78.3%):

If you did some work for Applied Language Solutions but then stopped accepting jobs, please share your reasons for this: (tick all that apply)



43.5% of ALS registered interpreters put forward additional reasons for ceasing to accept jobs from the agency. These reasons (in full) were as follows:

Reasons given for withdrawing registration with ALS
1) Their request to accept a contract that cannot be downloaded or printed out which means that I cannot have it checked by any legal advisor. 2) Their failure in including a clause in the contract that would allow the "Service Provider" to terminate it: this means that whoever accepts such contract is bound for eternity. 3) Their failure to provide written evidence on the result of police vetting which was made by Warwickshire Constabulary: this means that I am unable to show NRPSI that I have been duly cleared.
The only reason for being registered with them is to stay up to date with their practices and development.
The pay is much too low, I will be out of pocket for most of the assignments offered. I did one job for ALS back in March, but was on the basis that I was paid the NRPSI rate. I have not accepted any other jobs since in support of the interpreters' campaign to have the ALS

contract with the MOJ rescinded. I remain on their register to see what jobs are available and the ridiculous rates they are offering on each booking.
I registered with ALS for the sole purpose of working in the health and local government sector in Peterborough when they won the contract to provide in this arena. They refused to pay parking and mileage fees and whilst they agreed to pay my minimum fee I found the number of jobs per week went from an average of between 4-6 with the previous contracted agency to 1 per month with ALS. I decided some months ago to stop working for them as it is simply not a viable option. I advised some regular service users and agencies that sub contract but did not alert ALS as I thought I would monitor what was offered me. After a gap of 6 weeks I received calls from them last requesting my availability - I can only assume the person/s who are happy to receive a lower rate of pay must be on holiday! From the beginning I refused to accept any MoJ/FWA work and I now see myself in a position of having to leave the interpreting profession due to the unfair practices this company follows.
Bad treatment with me: I did 3 appointments a day and it did not cover my travel costs, saved no money, got told off by Senior Royal Courts Judges because each appointment did not finish on time. There is no system. When you call them there is no reply for hours, no one picks up the phone as there are very few lines, no response. The new system of informing them about a job finished is disastrous. They don't know where a court is - from Royal courts in London they asked me to go to Birmingham in 1 hr. No one listens to your complaints. No response for Freedom of Information requests.
I sat Test in October 2011 I have not received results yet. Sat written test in January, still no results. What is the point of having assessments when they are not checked by anyone and no results given. Example of Mubarak Lone who sat test but never received results, sent to a murder trial, trial collapsed as he was not qualified. Even if you have your CRB they say they don't trust CRB, so what is the point of having CRB. There is no system at all. If you ask them why they have not replied to you they threaten us with police action and prosecution. Is this the way to treat Interpreters
Inconsistencies and deceit. One staff will tell you something and another will say a different thing when it comes to payment. Non-payment of 3 hrs minimum pay. How can one spend a day job for 20 pounds with the non-payment of the above.
Very poor liaison/ communication i.e. They seldom return e-mails.
The jobs are often cancelled and ALS does not tell me about it and even when I get to a venue having travelled for hours, I don't get paid for these cancelled assignments. It seems that there is no way to have direct communication with ALS (my phone calls are never answered).
<ol style="list-style-type: none"> 1. No cancellation fee even if the job is cancelled while I am on my way to the destination. 2. Sometimes ALS cancels our job or gives it to a cheaper interpreter even without informing us.
Booking system is bad. I used to receive phone calls in the middle of the night or early on a Sunday morning (6am) asking me to attend court the following week. Often they call with bookings for the same day - say they call at 10.15 to attend court immediately! When one goes to the court one is asked for the reason of being late. It looks that the interpreter is unprofessional, not ALS.

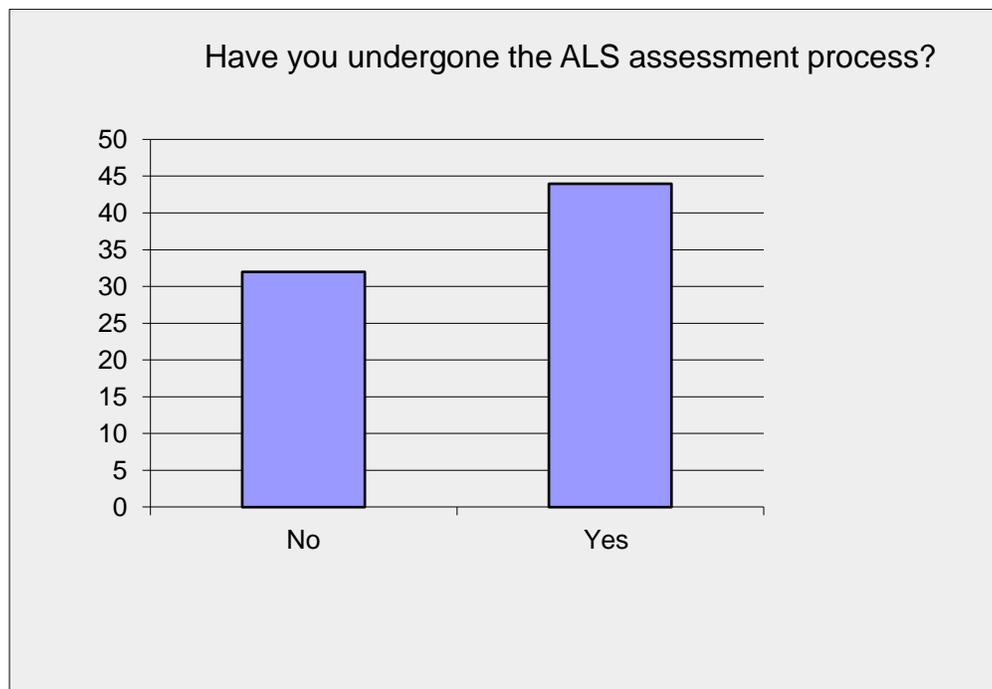
6. The ALS Assessment process

6.1 Assessment completion

ALS registered interpreters were asked whether they had completed the mandatory assessment process and whether they had been offered assignments despite not undergoing assessment.

42.1%(32) of respondents registered with ALS stated that they have not undergone assessment:

Have you undergone the ALS assessment process?		
Answer	Percent	Count
No	42.1%	32
Yes	57.9%	44



6.2 Description of assessment process

Those who did undergo the ALS assessment were asked to describe their experiences of it, with the majority stating that the process was far from perfect and that the assessment did not accurately reflect the “real life” court situation.

Negative descriptions included:

Descriptions of ALS assessment process (negative)
It was based on simultaneous one way interpreting: this mode is not the usual working situation which means that the results are not applicable to the job that we are supposed to do.
Not reflecting real work conditions and tasks
I took their professional tests to see what they were like. The one online was a shambles because the document I was supposed to translate was blank and was made available only in the last 15 minutes of the test. Although I completed the test I still have not heard the results 6-7 months after.
The tests at their offices were worse. There were supposed to be two interpreting tests following videos played on the laptop. The first one would not play and I was told that they will send me a link so I could do it at home. I did the second one and I still haven't had the results 6-7 months later.
This was two 15 minutes verbal test only. This was more like a day to day conversation rather than having a strong legal component to it. Anyone with an average knowledge of English is able to pass it.
It was done by computer only. So the assessment was not for language skill only, but on how fast you can operate the computer program. I did not receive the results of my oral tests. Written assessment was not carried out.
Some of it was done on-line, ie the written test. This was sent to my home office computer so anyone could pass it if they had someone with them who had good language skills. The assessment at Aston University with ALS representatives watching bore no relation to what court interpreters actually do so was pointless and not a good judge of the language skills required in the actual job. I met people there who just could not do the test, but they still passed and are working as interpreters.
The process in itself and the evaluation in particular where thorough, however it seems that even if you fail you are accepted on their books albeit at a lesser level and that is the whole problem.
Extremely poor way of testing. The reader was so incompetent she could not read the words in Urdu or Punjabi .Totally illiterate reader. Computer system / recording broke down every minute. No records were kept for qualifications, no records checked, no ID checked or copies kept. No results have been disclosed to me. A complete shambles. It is a very very dishonest way to mislead the Courts that interpreters are qualified. Total lie, when assessments are not checked how do they know if interpreters have qualified or they are competent .No fairness is practised .Human Rights are being violated .There is no complaints procedure in place
The assessment wasn't of the same level as DPSI exam. The spoken part was pre-recorded. I am not certain whether it was prepared by professionals. I felt that the body language of one of the English speakers was actually quite threatening. The written assessment was carried out after receiving email while present at home; and it was just a case of personal integrity and honesty whether the interpreters undertook the assessment without any outside help.
Shambles
The written assessment was a straight forward witness statement. I do not think that the part of oral assessment where I was required to interpret from my mother tongue into English was translated very well. It felt like someone had just done literate translation of a text. I found the second part (interpreting from English into another language) slightly confusing. The topic was immigration and from the very beginning the immigration judge was talking about a Sikh. It took me a while to understand who she meant and it was only when she referred to Sikhs in

Afghanistan. I speak Eastern European language and expected the topic to be more general and related to my tongue. However, the second part about articles of the Convention was probably applicable to any language. Generally do not think that this assignment assessed my skills better than DPSI exam.
A short test. Not sure what it has proved.
Interpreting consecutive and simultaneous through lap top and a microphone to record your interpreting, the worst type of assessment. The written assessment was done on line at 6:00pm to translate witness statement in a specified time.
Assessment partially completed as (a) miscommunication on ALS' part and (b) wrong variant of language on one of the oral tests.
Complete fiasco. They do it just to tick the T's and I's. No result of assessment was given to me. Complete nonsense.
The overall experience was positive in terms of the exercises completed although not so rigorous as the DPSI exam.
The assessment was fast. I did well but ALS put me in Tier 2.
Rubbish. Very unfair. Both oral and written assessment not carried out properly. I have heard of cheating in the written part. Result not given.
A joke
At University of Central Lancashire organised by other university - using equipment needed for assessment - unaware of the outcome
I was given a test page by ALS for English into Urdu Translation for MoJ work. Despite many requests I was not provided with any feedback about the test but was told that the same is under review. Two months later on 09 Jan 2012 I noted at the assessment centre that my translated English-Urdu test was being used for the assessment of new Urdu Interpreters without giving me the feedback. I reported this to the Examiner who said that she will communicate it to the ALS. Nothing happened after that.
The assessment wasn't conducted in a professional way.

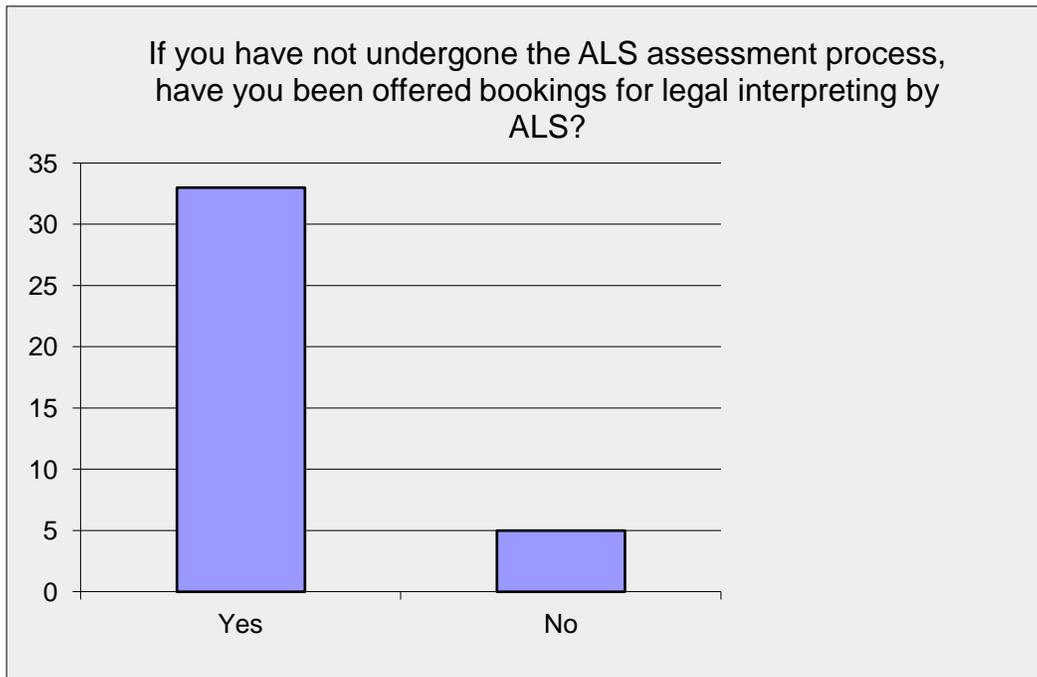
Descriptions of ALS assessment process (positive)
It was organised in professional manor.
Well organised, fully automated
It was ok
it was ok.
It was OK.
basically fine
Straightforward, written as well as software based, modern and properly timed. Overall personal experience and satisfaction with the assessment process: 8 out 10 on a scale of 1 - 10, where 10 represents maximum satisfaction.
The assessment was professionally handled and the level of what expected of me was good, not too high and not too easy.
No problem
The pieces used for both the oral and written parts of the test were realistic and reflected what I come across in my interpreting assignments. I found it a bit awkward using the mouse to pause the consecutive interpreting piece (to give me time to interpret), while at the same time taking notes etc; otherwise I did not have technical issues with the simultaneous piece or with the written test. I have been designated as Tier 1 but never got specific feedback on my performance on the test.
I did the Tottenham riots at the oral exam. It was not easy and I am pleased that I passed. The Ministry also did its own vetting and did a test on code of conduct.

Seemed quite reasonable.

6.3 Job offers received without required assessment

ALS registered interpreters who had not undergone the assessment process were asked whether they had been offered bookings for legal interpreting. 86.8% (33) stated that they had been offered work despite not having undertaken the required assessment:

If you have not undergone the ALS assessment process, have you been offered bookings for legal interpreting by ALS?		
Answer	Percent	Count
Yes	86.8%	33
No	13.2%	5



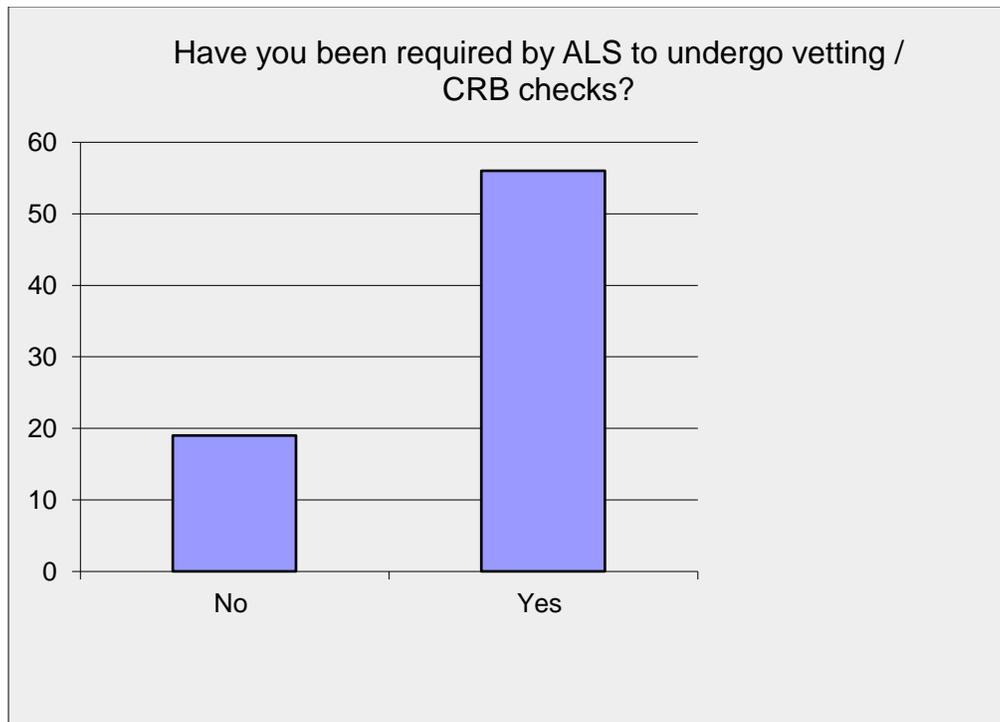
7. Vetting of ALS registered interpreters:

7.1 Requests for security vetting / CRB checks

ALS registered interpreters were also asked whether they had been required to undergo vetting/CRB checks by the agency and to describe the process.

Just over a quarter of respondents (25.3%) stated that whilst they were registered with ALS, they had not been asked to undergo vetting / CRB checks:

Have you been required by ALS to undergo vetting / CRB checks?		
Answer	Percent	Count
No	25.3%	19
Yes	74.7%	56

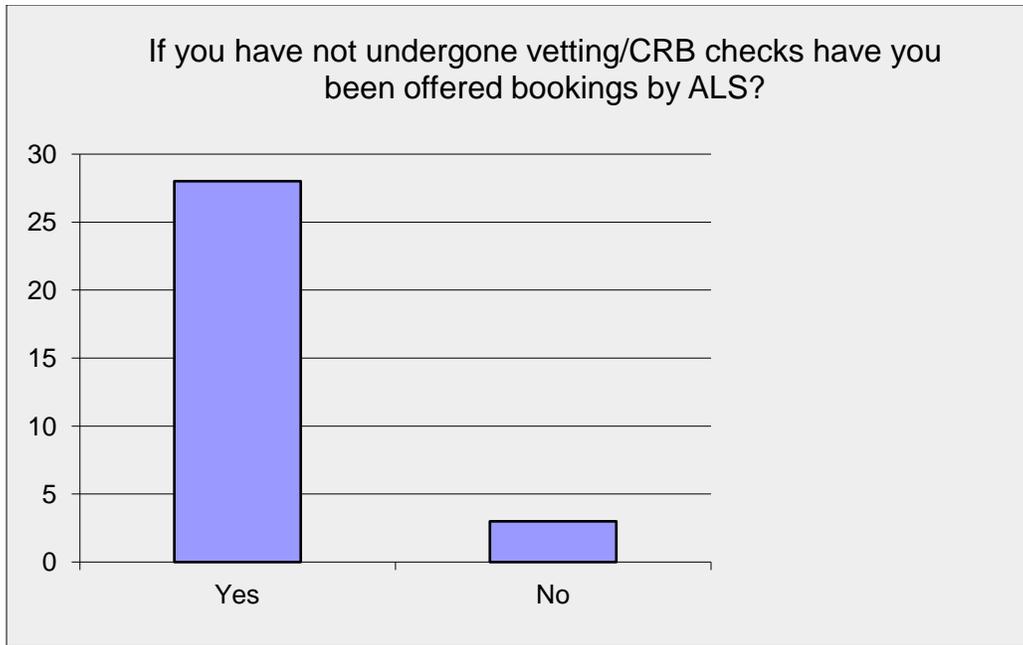


7.2 Jobs offered without required vetting / CRB checks

Respondents who had not undergone vetting/CRB Checks were asked whether they had been offered bookings by ALS.

90.3% (28) stated that whilst they had not been vetted, they were still offered bookings for legal interpreting:

If you have not undergone vetting/CRB checks have you been offered bookings by ALS?		
Answer	Percent	Count
Yes	90.3%	28
No	9.7%	3



8. Impact of FWA on ALS registered interpreters

8.1 Number of assignments undertaken by ALS registered interpreters

Respondents were asked whether they had undertaken more or fewer assignments per week than previously, since registering with ALS.

48.6% (34) stated that they had undertaken fewer assignments per week than previously.

44.3% (31) that they had undertaken more assignments per week than previously.

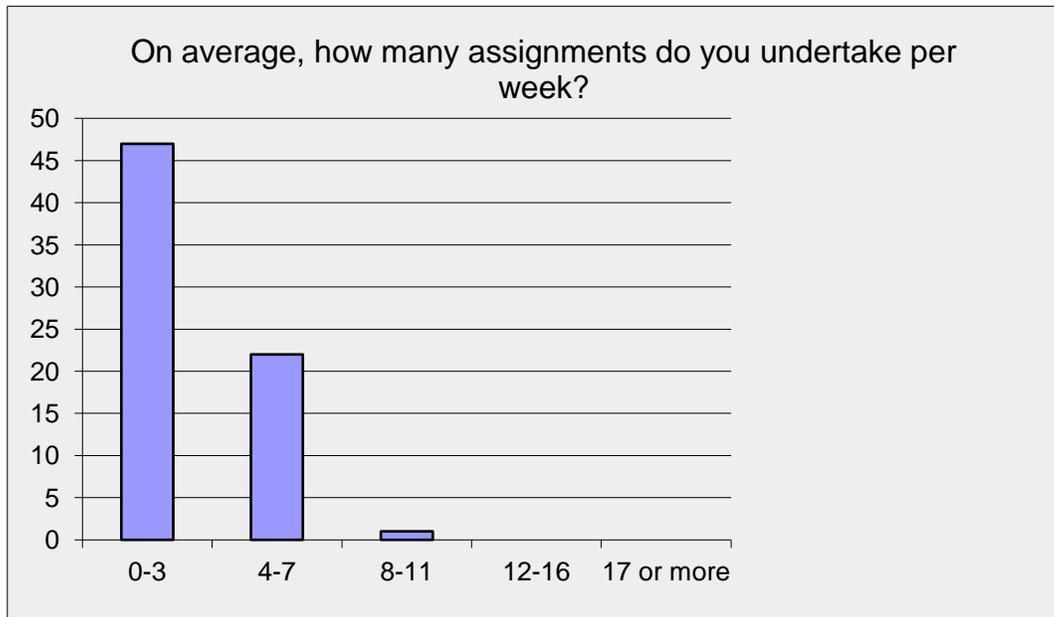
7.1% (5) stated that the number of assignments undertaken per week were the same:

Since registering with ALS have you undertaken more or fewer assignments per week than previously?		
Answer	Percent	Count
More	44.3%	31
Same	7.1%	5
Fewer	48.6%	34

The majority of ALS registered interpreters (67.1%) stated that they undertake 0-3 assignments per week.

31.4% (22) undertake 4-1 assignments per week and just 1.4% (1) undertakes 8-11 assignments per week:

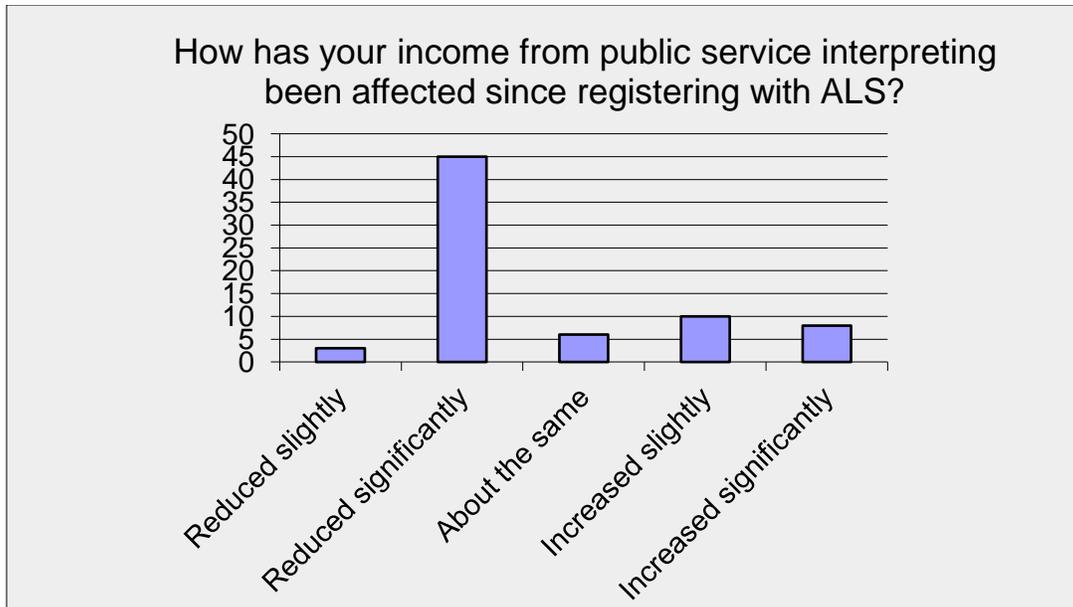
On average, how many assignments do you undertake per week?		
Answer Options	Response Percent	Response Count
0-3	67.1%	47
4-7	31.4%	22
8-11	1.4%	1
12-16	0.0%	0
17 or more	0.0%	0



8.2 Impact of FWA on the income of ALS interpreters

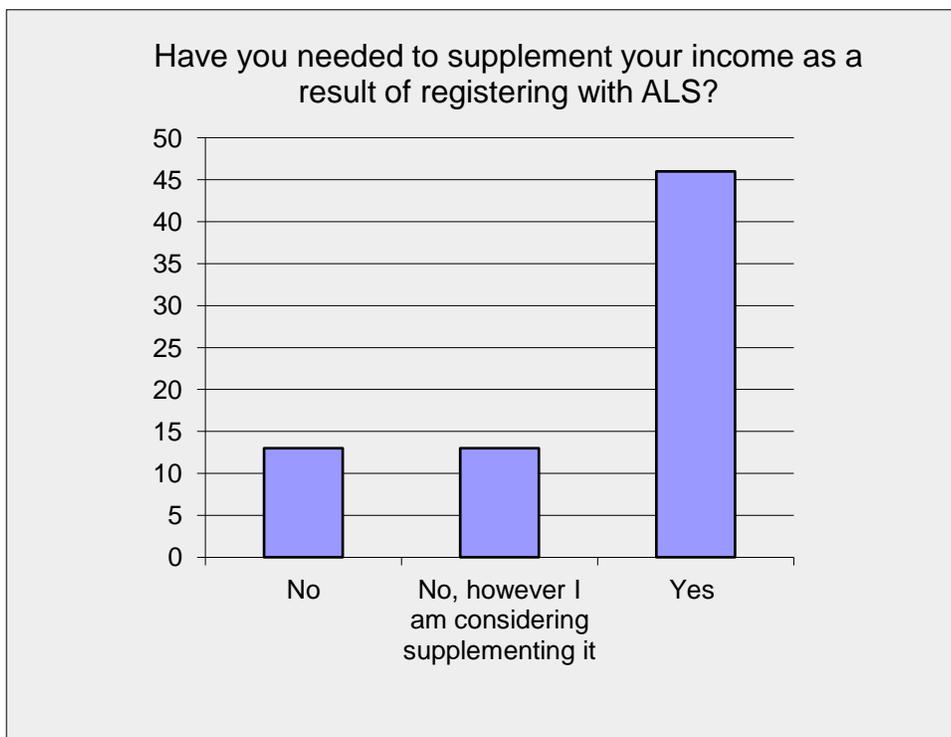
The majority of respondents (66.7%) stated that their income has reduced since registering with ALS, with 62.5% (45) stated that it has reduced significantly and (4.2%) stating that it has reduced slightly:

How has your income from public service interpreting been affected since registering with ALS?		
Answer	Percent	Count
Reduced slightly	4.2%	3
Reduced significantly	62.5%	45
About the same	8.3%	6
Increased slightly	13.9%	10
Increased significantly	11.1%	8



As a result of this reduced income, the majority (63.9%) of ALS registered interpreters have needed to supplement their income:

Have you needed to supplement your income as a result of registering with ALS?		
Answer	Percent	Count
No	18.1%	13
No, however I am considering supplementing it	18.1%	13
Yes	63.9%	46



Those who stated that they have been forced to supplement their income were asked to describe the ways in which they were doing so:

Please share the ways in which you are supplementing your income
The bulk of my income derives from other activities that are unrelated to interpreting and translating.
I am a conference and business interpreter and that is what I do 99% of the time as well as lecturing on the conference interpreting course of which I am course leader as a senior lecturer in interpreting
Look for agency jobs
I am using my savings.
Registering with several more other agencies.
I had to go back to a full time clerical employment.
I am currently dipping into savings.
Working part time in a takeaway
Event manager
My main source of income is interpreting if I don't work for them I won't be able to survive.
Translation
I also work for other public sectors than courts.
I have always been mainly working as a Translator anyway so Interpreting is only my second occupation. ALS definitely calls me far more than the courts did directly when I was on the NRPSI, but I am still reluctant to accept lots of assignments and only accept those that are long enough or nearby.
By applying for Tax credit
I have a part time job.
Still looking for alternatives
Other work
I have another job to supplement my income.
Since I started working as PSI, 5 years ago I have been doing various extra jobs (bar work, private tuitions) that would allow me to stay in the profession till I have more or less stable income. Since I started working with ALS, I was able to reduce my extra work to only one night a week as a bar attendant. However, I also receive a widows pension around £80 a week, which helps me significantly during quiet periods of interpreting.
I accept work from other agencies and clients.
Work for NHS trusts and other agencies. Do individual language tutoring, work as a trainer delivering training for an agency and working as an interpreting consultant.
I am also a qualified translator
By other related interpreting work
Took up call centre job (sales).
I have had to register with other agencies. Keep a look out to see if there is any work anywhere.
Accepting work that I would otherwise have refused.
I am working in a French-speaking call centre most evenings
Work as event planner
My husband supports me now more.
Another part time job
I am accepting jobs from other agencies
I work for a charity called Everyday Language Solutions in the North East of England

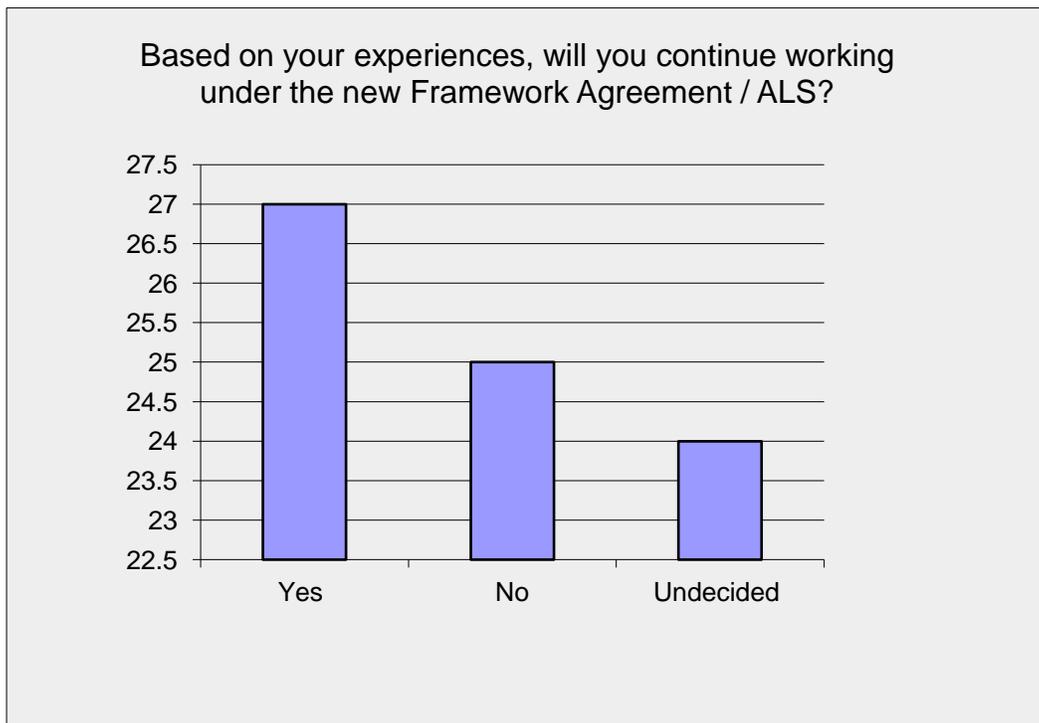
I tried to register with other agencies.
I have other job
manual work
Running school of English
I am now forced to work in a different sector
I do 20 hours per week administration job.
I am also working for other interpreting agencies.
Despite devoting my educational carrier to PSI I had to seek employment in office work.

9 The future of ALS interpreters

ALS registered interpreters appear to be divided into thirds over their future under the new Framework Agreement with 32.9% (25) stating that they would not continue working under ALS and 35.5% (27) stating that they would.

31.6% (24) of ALS registered interpreters were still undecided at the time of this survey:

Based on your experiences, will you continue working under the new Framework Agreement / ALS?		
Answer Options	Response Percent	Response Count
Yes (please share your reasons for this below)	35.5%	27
No (please share your reasons for this below)	32.9%	25
Undecided (please share your reasons for this below)	31.6%	24



Respondents were also asked to state the reasons for their decision. Responses given have been outlined below:

Reasons given for <u>not wishing to continue</u> working under ALS / the FWA
I became RPSI only after the Framework Agreement has been implemented through ALS. I did not have any choice but to join ALS. I did not have a good experience of working with ALS. I am planning to quit soon.
I think is an insult to and complete ignorance of the interpreting profession
it is disgraceful to work for them
Low pay. Not value for money. Not getting respect as a professional person
No cancellation fees, no way to communicate directly with ALS (over the phone), low rates, wasted time due to cancellations etc.
Unhappy with pay rates.
Outsourcing PSI to a private company has been practised in Ireland in the past. The outcome of this was not successful. The same is happening in the UK. Highly qualified interpreters are mixed with people who cannot speak proper English, not mentioning knowing interpreting techniques or following an impartial model. Highly qualified interpreters are offered payment similar to those doing manual work and are greatly unappreciated. Non-English-speakers (NES) are not guaranteed equal access to justice. Legal representatives have to struggle in communicating with NES. This all is wrong and has to change.
At the moment I only accept trials which last longer. ALS is a nightmare
I work more to be able to get a comparable income, and I have become disheartened with interpreting now as it is not indicative of good quality
I can't live on this income any more. According to my calculation nobody from ALS Interpreters able to earn more than £15000/year, and this amount minus expenses like car parking fee, petrol, communications...etc to me usually £8000/year. That means I earn £7000/year which is less than a person who gets benefit from the state!!!!!!!!!!
Poor treatment of Interpreters No system Poor payments
There are some positives. Faster payments
No point to work with ALS its best to get a proper job so that at least you know how much you will earn. I am thinking to leave this profession
I will NEVER work under this agreement. It is not financially viable.
The rate of pay is an insult to the interpreting profession.
I do not wish to be exploited by a private company.
It is not in the interest of the NRPSI interpreter and aims to bring us to the same level as the security guards at court, no disrespect intended, where the agency runs the show and interpreters get paid considerably lower than the market rate for this type of job.
It is simply not worth leaving the house for this kind of money - in some cases once I would have covered my petrol cost, I would have been out of pocket!!

Reasons given for <u>continuing to work</u> under ALS / the FWA
I do not have another option, I need to live and work, I am not receiving direct booking, so I have to go through agencies.
I am a single mother. I need an income every month.
I have no option it I want to keep working as an interpreter and I want to be able to support myself.

Because I have no other options
Until I find another job
Interpreting is what I want to do and what I enjoy doing - and I cannot afford to not take assignments on principle.
Interpreting is what I want to do and what I enjoy doing - and I cannot afford to not take assignments on principle.
I am getting significantly more work, in far more places, than previously, and this gives me greater experience and job satisfaction. The system whereby jobs are offered on a portal works well now, and I feel that I have more control over managing the assignments that I wish to do. I have found ALS staff courteous and responsive. They seem to be willing to take comments on board and to try to adjust/adapt their practices accordingly.
Better to work at low rates than not at all
I used to get very few offers for court work through the NRPSI, perhaps for a number of reasons: post code search, interpreters' relationships with courts, etc. The volume of job offers that I now receive increased substantially. I presume that the work has always been there but was being taken by a select few.
The workload has increased and the admin is very organised and efficient, however, the pay is low. If they had a minimum fee for half a day, it would be a lot better.
If I fail to work, I am not able to provide for my family and cover the bills that need paying. I only tend to do work that is for longer periods at venues at a distance from my home in order to bump up my earnings through travel expenses.
Current work processes and arrangements work for me. Paperless office; electronic assignments operated via online portal; job completion within 48 hours; payment by BACS transfer within 7 days; choice of assignments based on location.
There is a constant stream of work and together with income from other sources I make ends meet. However, my earnings do not reflect my qualifications and experience
Experience and money is never enough. I don't mind working for ALS because I can always ask them for better pay.
No other choice
I was not getting many bookings before ALS got the contract as the courts and police used their set of interpreters. Because I was new I was hardly ever called for a job. I got about 2,3 bookings max a year. I was struggling, Whereas now the work is more evenly spread out.
I don't any other income and I don't get jobs from any other sources.
I wish there was an alternative, but it is clear that the Govt is determined to outsource interpreting to an agency. Therefore to survive financially I feel I have no choice other than to continue working for them despite their shortcomings.
I get more work
Yes, not because I like ALS or agree with MOJ but increasingly the job was lately monopolized by certain interpreters on NRPSI and Criminal justice system. ALS unwittingly has broken up that monopoly.
Until something better turns up.
As a NRPSI I had very few jobs because (I believe) when I joined the Register, there were already too many interpreters in my language combination in my area. Since joining ALS I have had more work than I can cope with.
I believe every organisation is for profit- I do not wish to get caught in between - ALS

presented a suitable proposal to MOS. Surly if anyone else was better would have win the contract - our ego is to find fault not help to improve.

Reasons given for being undecided

I will not work for ALS unless I have some kind of contact/person I can reach rather than an automated phoneline/strange phone number. I would not rule out the possibility of working with them but I would need to feel that they respected the stringent training that interpreters go through and paid them accordingly. I would also like for them to understand the gravity of recruiting people without proper checks etc.

Should the new system collapse, I would welcome the opportunity of being able to be recognised for the quality work I do in terms of money by working directly with courts and the police

I need whatever I get from ALS since the NRPSI has no influence on how the interpreters who are registered with them survive and pay their bills.

At this stage, I am confused and am thinking of writing to the Interpreters' Manager at ALS pointing out the flaws in their system

I don't know as yet. If it carries on like this then I will have to (reluctantly) carry on as I need to earn a living for me and my family. I have been doing this for the past ten years and invested a lot of money and effort in gaining the DPSI in two languages so I cannot just let it go. It is very hard as my income is reduced by a half.

Financially the new Framework Agreement has been beneficial for me, I was hardly getting any work via NRPSI in past, as the police and courts in my area have been very loyal to another interpreter with my language pair who has been doing legal interpreting longer than myself. I also finally managed to gain some experience in court interpreting since passing my DPSI. However, generally as a PSI I cannot see myself ever earning enough so that I do not have to rely financially on other members of my family. I think I may try to obtain DPSI in another language combination and hope that I may get more work with the police or do a degree in translation, but meanwhile I may start look for a full time work not connected to interpreting.

I am not sure I will be able to keep up with low income. When the jobs come we have to bid for them first come first served. Why can't ALS call because not all of us have access to the internet all the time and if it does come on the phone, it denies access and requires me to either phone or find a PC. By the time I call, the job is already gone!

It is obvious the value of this profession is not recognised and appreciated. ALS and other agencies keep the money due to the interpreters, who carry out the work. It is ridiculous to be paid only for part of the travel time and travel costs. As self-employed you don't even have the same rights as agency worker, who is still paid for his holiday.

I only accept work in one court near my home.

When the demonstrations went on, I stopped working for ALS for about 4 months in order not to imper my colleagues' movement which was fully justified. However, nothing seems to have changed, the NRPSI never actually seemed to do much for us either (so I let my registration lapse at the time) and I still want to maintain my interpreting skills doing PSI so I will accept

some interpreting assignment from ALS in the future again probably.
Although the rates are lower, at least I am able to work in courts. Previously assignments (in my area) were offered either to an untrained interpreter or a RPSI who had to travel 150miles each way (to the court). ALS allowed me to work in my profession. Having said that, I no longer take assignments in my local court and only take jobs I need to travel to (around 2-2.5h each way). However I am not prepared to work for ALS-Police for the same rates.
If I have a better job I will not work for ALS because the payment rate is low.
I need any work to pay my bills. It is a simple as that. It is better £50.00 than 0 in my pocket. Unfortunately, for many years lots of our colleagues "so called professional interpreters" were abusing their position and claiming lots of money, so now we are paying price for it.
I am trying to find another job until I do I have to accept jobs from ALS
Feeling frustrated with arguing about the payments for every assignment, uncomfortable and unfairness of the ALS's rate to professional interpreter, of no claim.e.g.no claim for parking, first 20 miles of mileage, first 2 travel hours. Booking procedure are sometimes confusing. Booking staff cannot provide enough information to the interpreter.
Low esteem for the interpreting profession in general, now and before. Low pay not reflecting real sacrifices, e.g. unpredictable income, unsociable hours of work etc.
If conditions offered by ALS are substantially improved I would have no problem working for them or any other company.

Appendices

Appendix A

Reasons for refusing to register with Applied Language Solutions

95.4% of respondents to the survey refuse to register with Applied Language Solutions. The main reasons for this are highlighted in the body of this report, however 'other' reasons given are listed below:

Other reasons for refusing to register with ALS
Shameful disregard by ALS towards the international agreement signed by the UK to provide professional interpreters in the criminal justice system for foreign defendants.
They have no standards, interpreters have been insulted by judges, as they have been late, no quality, professions, they employ any one? how can I work for them? i do not wish to lower my interpreter standards!
As a qualified, experienced interpreter I do not want to be a part of the ALS army. I have tried and I regretted it very quickly
Why pay a middle man?
Solicitor
No direct human communication with ALS, I see that as a major drawback.
Complete degradation of the profession.
No minimum rate- e.g. 2 hours minimum
No minimum rate e.g. a minimum 2 hours paid for a booking
Profession devalued with ALS.
Having to go through and pay for assessment six months after I passed my DPSI
The contract is sold as a "money saving" scheme, whereas not only the outcome has shown the contrary, it is only taken the work away from the qualified and the accredited and earned a few pounds for the desperate and the unqualified
Degrading the profession and making a mockery of the British justice system as a whole.
I would never work for people like Gavin Wheeldon and similar. Also outsourcing of court interpreting is a nonsense.
Not worth working, as I will incur more expenses than recovering those expenses incurred by working for such low rates. I have many other skills to use in other sectors, so I can't afford to waste my time by working for such rates.
I refuse to be assessed by ALS as I am already a qualified interpreter and have passed the MPS exam with A+ throughout. I have over 20 years experience as an interpreter, so I feel that the ALS is humiliating. Qualified doctors, nurses etc do not have to be reassessed every time take up new employment.
It is always cheaper to go directly to interpreters although the majority of specialist BSL agencies (who have been wiped out as a result of contracts like this and who were a source of employment for deaf people - hard for many to get work) were much cheaper than this. I do not see how a double booking fee before a sign language interpreter is even engaged can be justified as an acceptable use of public funds that both myself and deaf people pay into. Particularly given that the best court interpreters will not work under the contract so it can hardly even be said to be value for money. I do not believe that ALS were very honest about what they would be able to provide for sign language users and they cannot have done their

homework properly to have come up with the payment and T&C's as few BSL interpreters entertain the pay and T&C's and the ones that do are the ones who are desperate for work because they can't get work elsewhere - is that really the caliber of interpreter that you want working in such an important and difficult setting?
The management and structures of ITALS provision must be kept as not for profit in order to have any credibility with interpreters. It is perfectly possible to make national arrangements that are self funding without compromising quality, or keeping shareholders fat. It is important that it be regionally focused but nationally consistent.
I have a number of fundamental objections. I consider this new system as insane. I rather leave this profession than ever work for ALS. I will not work for ALS even if I am offered very high rates of pay.
I do not want to work for private agencies. I think it is not ethical to do so.
There is no evidence that ALS provides any savings whatsoever for the MoJ.
Why change a system that worked perfectly well!
Concern for my professional reputation - would not want to be associated with this outfit
In professional terms ALS is and has been one of the worst translation agencies ever, even before they got the MOJ contract.
As well as all the above I have received calls from ALS asking me to travel to Scotland (from Bolton, Manchester) for a two day job and to stay overnight with family (I don't have any in the area) or a charity! I was also asked to state what rate I was willing to work to undercut colleagues as the lower the rate the more jobs I would receive.
Someone in the Government is making money on the back of the interpreter. The court interpreter never earned 6 figure salaries, merely 25-30 thousand a year. Someone decided to get a share of our hard working money. This is what's it all about.
All of the above plus: ALS has unclear and unethical practices, making the taxpayer pay more for interpreting services under FWA than it was before FWA; thus, wasting public funds. The owner of the agency actually committed fraud by bidding for the contract and providing false information to win it. Court and police interpreters should be independent and free, not related to any commercial agency. The main interest of ALS is obtaining income at any costs.
No previous experience of providing a service for Deaf people and a total lack of knowledge about what constituted a qualified British Sign Language interpreter.
Usage of unvetted and/or unqualified "noninterpreters"
ALS have never contacted me to ask me to register, or put together a convincing argument for registering with them.
Clear willful ignorance of NRCPD Code of Conduct; willful ignorance of the extended training & CPD that BSL Interpreters undergo compared to community spoken language interpreters; existing shocking reputation of Capita - invariably late payment, unaccountable, no apology for errors, rude etc. Shall I continue...
No specialist knowledge about the Deaf community. Unaware of industry standards. Therefore impossible to work with them
BSL is sub contracted out to clarion. It has taken me approx 6yrs to qualify several more years to gain experience & further developmental training to a standard where I can accept legal work competently. Standards are being driven down & fees also. This is unacceptable.
Profiteering using other people's skills
Previously one had a personal contact and developed relationship with the court staff. That is now impossible as the listings officers seem almost scared to talk to interpreters. Sad.
This institute is unethical in their practice. They try to call interpreters with pretence names.
Interpreters details outsourced to countries non compliant with the Data Protection Act.
They are devious.

Long term adverse effect on interpreting standards because interpreting incomes will not attract the best brains, or allow an adequate return on investing in developing language and interpreting skills
I feel totally devalued by ALS after having trained hard for 7 years, spent £1000s and still continue to volunteer for the profession as well as undertake CPD. Legal interpreting is challenging, and should attract the most experienced, proficient interpreters. These fees are less than I would earn in any other interpreting domain and make me wonder why I trained. I feel I am lining the pockets of a corporate fat cat, without any regard to my welfare or recognition of my value.
How can you win a service contract when you do not have the staff to cover it and just sub it out!
They do not match my benchmark for agencies I will work with
One cannot devalue years of experience (backed by years of studying the chosen subjects all of which led to achieving very high standards in this profession) by such shameful U-turn (ie: ALS and what followed). I have my pride which is not for sale. Our rates have not been raised for at least 7 years, they were never very high in the first place, the work is challenging, stressful and outsourcing benefits exclusively those running the scheme.
Their hourly rates are appallingly low. In my case, they would not even cover childcare expenses. Fortunately, I am in a position where I can work elsewhere, in an environment where my Oxbridge education and professional experience are valued and properly remunerated.
NO CRB checks
No choice for Deaf people with only one service provider in place [Clarion who are sub-contracted by ALS] and who have poor standards of interpreters.
General discomfiture with the whole system and ALS in particular
I found their advertising on ALS web site horrendously unprofessional and insulting with respect to their comments as to how I as a professional interpreter achieved my qualifications according to them.
I do not want to be associated with a company with such a bad reputation known for employing "interpreters" without qualifications. I worked and studied hard to become a qualified interpreter and would like this to be recognised and valued.
I believe the costs to Deaf people are enormous and cannot be measured. I believe this contract will erode rights, freedom and access for Deaf people
after passing my exam to get onto the NRPSI and having paid my enrolment onto the NRPSI the sudden change in system seemed so unfair
I do not wish to be associated with this company
ALS are a cowboy outfit and even if they weren't the principles underlying the MOJ's Framework Agreement are fundamentally flawed. They cannot allow a commercially driven operator to control the whole market and determine the rates interpreters are paid.
We are taking the business risk not the companies. Yet we are treated badly by them and are never sure if our co-workers of provided are qualified or have the experience to work at this level.
It is a scandal in the British Justice System
I spent time and considerable money to follow the courses and pass the examinations required by the Metropolitan Police Test, to have the necessary security clearances and to continuously learn and improve myself in the Interpreting profession. During my work I observed ways which could be devised to make costs reductions in the Interpreting service, but we were not asked for our views when the MoJ contracted out the Interpreting to ALS. Registered Interpreters were suddenly dismissed from working in courts, who called for our help only when the ALS could not deliver a good service. This rendered most of us jobless,

<p>while still paying for our chartered professional bodies we rightly belonged to. Meantime the 'Interpreters ' sent by ALS to perform in Courts, had none of our qualifications, Security Clearance or obligation to adhere to a Professional Charter, even to make a declaration on oath. This is an illegal action, unfair treatment of citizens willing to work and not be a burden on the Social Services, like I am. Consequently the MoJ and the Government must be asked to justify their action.</p>
<p>They couldn't run a bath or organise a cup of tea - my few conversations with them convinced me that they are totally, utterly and completely out of their depth and do not have the slightest clue what interpreting is all about.</p>
<p>As any other private company in the public sector profit will have to come before quality services.</p>
<p>I am a registered interpreter on the "National Register"..why should I register with ALS ?</p>
<p>It is another example of parasitic private company which indeed is paid from the same budgetary money, but is for no use and under no control, either to our clients-The Justice Courts, and to us the only real and highly qualified suppliers of interpreting -translating services. Outsourcing is unfair to us.</p>
<p>I do not wish to be associated to a company that has very low ethical standards</p>
<p>I have been appalled by the amateurish way the MoJ appointed a "Fly by night" company to "run" its professional interpreting services. Mr Blunt had displayed complete contempt for NRPSI and total lack of any understanding of the agenda he was attempting to deal with. He then substituted insults for any cogent arguments when asked to explain how the crisis in his resort was created.</p>
<p>Their lack of professionalism.</p>
<p>As an interpreter working independently I charge reasonable amount for my work. I am working on self employed basis and the prices reflect current economic climate, includes holiday pay, includes opportunity cost. I am not guaranteed a fixed salary and I earn an amount that varies on a weekly basis. In order to carry on interpreting I need to be available 24/7 but without guaranteed amount of income it makes no sense to do it. ALS is an AGENCY that provides no safeguards for it's interpreters and this is the reason why I will never register with them. This is a job that requires a particular skill set and an in depth knowledge of foreign language, legal system. I know that not everyone can do this job who is doing it at the moment, but ALS lets it slip.</p>
<p>I feel so sorry for people who need an interpreter and they have to face such incompetent interpreters from ALS. This is so unfair and unjust !</p>
<p>+ in particular, ALS appears as an untrustworthy company to be granted operation in the legal business.</p>
<p>Giving the MoJ contract to such a cowboy outfit was a disgrace (which has been amply demonstrated by their performance). The owner of the company was so committed to public service interpreting that he sold the company immediately after gaining the contract and has now left.</p>
<p>After passing 2 DPSI, having been Registered with NRPSI Ltd since April 2007 and having over 1200 hours interpreting experience in courts, Police and other PUBLIC bodies I do not feel it is appropriate that I present myself for ALS assessment and pay fee as well.</p>
<p>Just like most of agencies, ALS does not understand interpreting profession and giving interpreters the necessary support they required to do a good job. ALS is only interested in milking the taxpayers and interpreters.</p>
<p>I did not spend two decades of my life enhancing my skills, getting CPD, attending conferences, developing my career only to be disrespected, unappreciated and unvalued as evidenced by pitiful rates of pay which wholly fails to recognise my years of study, training and development.</p>

Potential personal criminal and civil liability that might arise as a result of working for that entity.
The National register was set up to avoid miscarriages of justice. Using a middle man ought to be more costly anyway.
The MoJ should have nurtured and developed the NRPSI; the MoJ should have talked to, and listened to, interpreters.
I WORK FOR PUBLIC SERVICE NOT FOR PRIVATE PROFIT INTERPRETING. WHY SHOULD MY SKILLS AND EXPERTISE HELP TO LINE THE POCKETS OF ENTREPRENEURS WHO KNOW THE PRICE OF A PINT OF MILK BUT NOT THE VALUE OF ETHICS OR EXPERIENCE IN OUR FIELD.
The way the contract was granted borders on criminal (actually my father, who is a solicitor, is of an opinion that a crime has been committed). I believe the contract was won by ALS with a view to sell the 'business' on to Capita who is currently focused solely on acquisition of public contracts with a view to make a long-term profit partially beyond market forces.
Lack of respect shown to interpreters by the MoJ throughout the process and no attempt of meaningful consultation prior to implementing the changes.
ALS/Capita is a manifestation of standards being lowered to an unacceptable point - standards for justice and for interpreting.
ALS does not recognise interpreting as a profession. They think that any bi-lingual speaker of any educational level (or without any education) can be an interpreter.
Practically non-existent minimum payment. ALS has a poor understanding what goes on in courts and, under their terms, an interpreter can earn as little as £20 for a day.
Personal sense of outrage at being treated like a casual worker when I have worked hard to reach a professional standard and have always behaved in a professional manner.
Interpreting System was working perfectly with few little problems which could be addressed with small changes.
Too much pressure to join when I'd already said I wouldn't
Perhaps this comes under unethical practices, but an outsourced contract such as this needs to be independently monitored - which is not being done. In the absence of effective independent monitoring, the Company is at liberty to cover up all sorts of lapses and corrupt practices. Does the MOJ believe the Company is going to report every failure impartially??
Total lack of even minimal standards of professionalism, ethics and fair just practices. Complete absence of accountability, transparency and fair payment rates in their service delivery and performance.
Discrediting the profession
The profession shouldn't be part of any profit making business
using unqualified people
We were told the MOJ was looking for quality as well as reducing costs. ALS are sending to court interpreters that have NO professional qualifications.
Law enforcement and justice system of a country should not outsource the engagement of a significant professional such as an interpreter to a private company. The state should have the overall responsibility of the quality of such professional, not a self serving company as ALS.
Clear & robust evidence of ALS' total lack of both understanding & respect for the importance of high professional standards. I refuse to work for organizations that do not value my skills.
Treatment degrading the profession professionalism independency and impartiality of interpreters. Interpreters treated as commodity. ALS run by people who haven't got a faintest idea about interpreting and especially legal interpreting no idea about legal process in two words- dishonest cowboys trying to make a quick buck at the expense of the interpreters and people who need them

ALS is using interpreters not CRB checked.
ALS is an agency without ANY experience in the field of interpreting, no knowledge whatsoever about the work involved within this profession. ALS's approach to the whole contract has been an arrogant one, they never tried to understand the logistics of our profession, it is obvious that ALS has only been interested to rake in great profits and provide a poor quality of interpreters to the justice system.
Degrading the profession as never seen before, interpreters on NRPSI are qualified professionals with adequate qualifications. There is no need for them to sit exams as requested by ALS at the start, That was a pure daylight robbery.
I still get enough work, there're very few interpreters in my language.
Unsustainable.
ALS is unable to deliver .
Very bad reputation
My personal integrity and a professional status (not only as an interpreter) does not allow me to work with or for any unethical or non- professional body to use my expertise
I am registered with ALS but I am not working for them by refusing all the jobs offered to me
I have NO intention of registering/working for ALS!! Never, ever!!
Lack of professionalism
Unprofessional; policies geared towards maximum profit & minimum standards
Unprofessional conduct by ALS interpreters.
There are no standards, no checks, no qualifications required, even the cars and rabbits are accepted as interpreters into ALS books. No CRB or any other security clearance.
As a professional, qualified and accredited legal interpreter, I will only represent a professional body as I abide the interpreter's code of conduct.
Company's bad reputation
I find outsourcing of core services in general abhorrent, not just outsourcing within the world of professional interpreting. I find outsourcing to be an utterly suspicious and insidious exercise when it concerns core services. I understand that stationery provision and construction work, to give two examples, are outsourced to specialist companies when the service requiring these is not concerned in those areas. But in terms of health, interpreting, security and other areas, the use of agencies in response to fluctuating demands, when the reasons given are - in order of priority - cost and increase in availability, and the supply of professionals is not one that can be created out of nothing, then the availability goes down in quality due to the companies throwing anyone they can get into the activity, or the availability goes down. If after six months, the evidence has shown that both quality and availability have dropped dramatically when compared to a system that prior to the contract was alleged to have shortcomings, it leads me to think that reducing interpreters to agency workers is a very suspicious manoeuvre. A drop in quality and availability and an increase in cost. Entirely the opposite of what the aims of the contract were - so why does it continue? I don't support outsourcing of core services at all, and I will not support this by adding to the ranks of Applied Language Solutions - or any other company that might be put in place in some future attempt to keep this profession in the hands of another feudal overlord. That is how I view it - the government palms off a service it can't be bothered running to a single company that then treats dignified professionals as chattel. It is not just a matter of me making a living - it is a matter of dignity and respect. Outsourcing my profession has stripped me of any remaining professional honour I felt the title of interpreter bestowed on me.
Unimpressed when working for them in the past with their failure to answer specific questions on rates they were willing to pay. Also very tardy in actually paying me for work done
They have no consistent rules governing their relationships with people who work with them. Nor can they be trusted.

Interpreters' membership organisations have offered savings adding up to 46% year on year. The MoJ has yet to reply.

They do not give a toss about quality and who will provide interpreting during a trial, police interview and in fact there is hardly a personal contact and checking between ALS rep and would be interpreter. I felt disgusted and outraged when an ALS interrupter called/addressed a Judge in Inner London Crown "No problem, mate" would I really wanna sit next to that interrupter for 3-4 days trial. professionalism and standards dropped outrageously.

Appendix B

Reasons for NRPSI's to withdraw their registration with Applied Language Solutions (ALS)

83 NRPSI respondents declared that they had previously registered with ALS, however that they had since withdrawn their registrations. A complete list of reasons given can be found below:

Reasons given for withdrawing registration with ALS
I went once to register with them and realised that they did not meet my benchmark for agencies whom I will work with. They had no knowledge about the skills and experience needed to be a sign language interpreter. I told them I was not prepared to work for them.
I did not take any assignment from them, mistakenly I joined at beginning
They have shown unprofessionalism in dealing with the registration procedure.
Poor terms and conditions for interpreters, especially under the MoJ contract.
I had months of ongoing discussions because they did not pay my invoices, they finally paid after I threatened to take them to court for non payment. They agreed they owed me the money but their system refused to process my payment and no one could override the system nor draw a BACS payment.
I did not wish to be registered with this agency as I did not want to work with them on the Framework Agreement, due to unfair rates and use of unqualified linguists
Lack of offered jobs, short notice and low rates.
When ALS became the sole provider taking all our jobs I withdrew my registration because of inadequate pay and conditions
I registered back about 4 years ago, did one job and did not take any further as their payment and communication was very weak. I did ask them to delete my details from database several times since July 2011 after I was informed about FWA.
After I know about their cheaper rates and that they have no respect for the quality of the interpreters.
Extremely low rates for interpreting and hardly any travel time paid for despite long distances
I did one odd assignment for them which included reading a text for videorecording. Getting the payment was confusing and difficult. I thought I had to register to get the payment. I did not intend to interpret or translate for them.
Boycott
Once I got a call to go to a police station for a case in July last year. Being a police interpreter I went. Then I found out that it was ALS who had booked me. Since I did not wish to register with them, they never paid me for the job that I did.
I registered with them about two years ago. When I heard they had won the bid for the Olympics via corruption and were paying peanuts, I withdrew my registration immediately.
I registered ages ago and since the contract I withdrew my registration but they keep calling me and I keep rejecting them
The registration process has never been completed and it took more than two months. All the paper work they had requested and which I have sent to their official address has gone missing. They said they could not find it. At the end of my endless e-mails, I have decided

that I had enough of them. No reply as usual when I asked them to remove my details from their register.
I registered before I knew about the intentions of taking over all court interpretations. I de-registered because I did not get paid for about 3 months after a few assignments and I learnt about their plans to monopolise interpreting services, which I do not agree with.
The low level of rates they were offering .
They have such a dreadful reputation I would never register with them or accept work from another agency (In this case Clarion) with regard to the MOJ contract because both agencies are making themselves very rich at the expense of good access for foreign and sign language users in addition to offering poor terms and conditions for the real workers here.
I registered years ago on talkbase before FA and de-registered when realised that ALS was using my details to support their FA
I was given in october a job . I told them that i did not want to work with them
Accepted one assignment in 2009. Normal rates paid (£30/h) but very late. Asked to be removed from they data base after ALS won the contract.
I initially registered as I thoughy it was a professional organisation but after seeing the criteria required i.e examination I thought that it was insulting to think that professional interpreters like myself. The examination could be passed by a school child.
I think they struck me off, as I have never accepted a job from them on the basis that if I want to work for less than the minimum wage I can sweep our street and not pay bus fares. They gave up phoning me in the end.
Withdrew before taking the examination organized by ALS due to the major issue caused by the new MOJ framework with the ALS
Low rates
Unprofessional dealings
I realised belatedly who they were and want nothing to do with them
Reducing rates for interpretation continually without any notice or consultation. Not paying travel expenses, giving assignments where you have to travel for mor hours than actual interpreting Haggling for rates on many assignments. Not responding to your emails, phone calls, messages left.
I was misinformed and having been accurately informed I immediately withdrawn my registration; I confirm I have never undertaken any assignments with the ALS.
Rarely contacted (only once in years) - difficult to contact - rude and ignorant call centre (yes, call centre !) staff - poor pay
Firstly, I did not expect that terms and conditions of payment to be so - massively reduced , an approximate 60% decrease in payment compared with the previous N/A rates . As the work of a court interpreter is extremely difficult and requires specialist skills , a corresponding reward /incentive should be attributed to that interpreter .Secondly , the combination between the commercial provisions and regulatory powers at a national level within a private entity is wrong in principle and if outsourcing is decided then it should be done according to strict government criteria and regulation.
I have registered before the Famework Agreement and withdrawn after its introduction. I have removed my details, though they appeared again on their site. I have never worked for LSA, I refused and shall refuse to work with them.
I was approached by ALS before The Framework Agreement took place, and sent withdrawal email to them when I know who they are.
Fees unacceptable
Late and missing payments
I was not happy with their attitude

I was registered but I have never done any work
I did not agree with their terms and conditions along with rates of payments.
Not agreed with their professionalism their payment and time they call for booking. not easy to contact. They have premium telephone line which cost me to call them.
Inefficient organisation. Wasting time. Conditions of service unsatisfactory including poor remuneration.
Registering with NRPSI
current company policy and payments policy
They are clearly dreadful and their terms and conditions a joke. I only registered out of curiosity to see what their system was like - de-registered as soon as I'd explored it
Pityful payment and no recognition of experience or qualifications.
Poor terms and conditions for interpreters
Low standard agency, interested in no more than profit, last minute cancellations for interpreters without cancellation fees, hiring convicted, unqualified and inexperienced people, not making payments on time, etc.
They approached me, but I refused to sign up as I did not want to accept their T&C's
I registered as a conference interpreter and as a translator but they took advantage of that and kept calling me for Public Service Interpreting, even when I explained my mother tongue is Portuguese and I was only registered as a NRPSI in Portuguese they kept me to interpret from French and Spanish, it was infuriating and it took a lot of persuasion to stop them from contacting me and removing my name from their lists
Briefly registered a few years ago and withdrew my permission for them to hold my details on their interpreter database once I realised they treat interpreters as commodities and not as professionals.
Poor rates, conditions, cancellations
I do not wish to work for this company.
Yes via its subcontractor Clarion but now am not working for clarion due to 45% pay cut, no cancellation period and self taking the risk of trials finishing early or not going ahead due to court issues.
Stopped ringing me about jobs after a month; always felt exploited because of their payment rates
Rate of pay is simply unacceptable for a qualified
I have never been interested to join Applied Language Solutions because it was clear they have been given the Framework without consulting the interpreters. After receiving various calls and deceitful promises from ALS I decided to check their website online, however I was forced to give my details and after making a inquiry of how my details where in their hands, I was told that MOJ had allowed them access to all the interpreters information from NRPSI and agencies. I decided not to sign the contract and after that, I was constantly harassed and contacted by ALS centres in the UK and India, repeatedly threatening me that I will be taken off any interpreters list and not given any work by any agencies.
After all this trouble, I made an in-depth search about ALS on the web, and found that this company is blacklisted in many European countries and the USA because they refuse to pay their interpreters and they always try their utmost best to profit from interpreters' services. From this, it is clear that ALS are expecting me to subsidise them by not paying interpreters well, and also not paying for travel expenses, which means that I am not being paid anywhere near as I should be for my services and even in terms just being used.
Ridiculous rates of pay, horrendously low levels of professionalism, or lack thereof
I worked for ALS only on one occasion, interpreting for the police. After completing my assignment, it took me three months and numerous phone calls to the agency to obtain my

<p>payment. Finally, the money was paid to me through Paypal and my payment was further decreased with £19 during the transfer to my bank account. Overall I received just a fraction of the usual pay that I receive when I get booked directly by the police forces and I think the way ALS manage their interpreters is appalling. No one should be made to beg for their rightly due payment for three months.</p>
<p>Problems with payment arrangements. Treated very unprofessional.</p>
<p>Their evasive tactics made me register at the beginning. Once i viewed their web site i was not interested in working for them.</p>
<p>In the beginning JFI joined ALS with a solemn agreement by their manager David Joseph that we would be paid £30 for the first hour £25 for the 2nd hour, £10 travel time and 25p mileage but ALS backed off its agreement.</p>
<p>ALS registered me without my agreement and continued my registration even after I expressly asked them to delete it.</p>
<p>Simply wanted to find out inside information by registered with ALS.</p>
<p>filled application and realised that i have to be assessed and to add salt to the wound pay for my assessment, later on realised that ALS is not interested in providing a service to the public, but instead in making money on the expenses of professional interpreters.</p>
<p>unhappy with the terms and conditions of the contract</p>
<p>I never gave them permission to add my name to their list, but they had put my name on their database without my consent anyway. When I found this out I was extremely angry. Even after asking them to remove my name from their database they ignored my request - until I threatened them to report them to the Information Commissioner. I would die first before working for a company that desecrates my profession.</p>
<ol style="list-style-type: none"> 1) E-mails from ALS come with phishing warning 2) No CRB check was requested for court work 3) I was asked to take exams (and pay ALS for the exams!), after decades of belonging to CIOL and being their exam assessor and examiner 4) The payment conditions were not satisfactory
<p>Poor working conditions and pay</p>
<p>I registered with them as Language Line lost NHS contract in my local area but when they took over courts, I withdrew my registration and do not work for them in medical or legal environment.</p>
<p>I withdrew from ALS's list in July last year, effectively in August as ALS took their time to remove me and still I was getting emails from them asking me to register again despite requesting that my personal data be removed under the Data Protection Act. I withdrew after hearing the news of ALS winning the MOJ contract, their proposed rates and their new powers as the industry's 'regulator' by means of assessing PSI's qualifications and skills. A profit-orientated company supplying a service that is purely public cannot at the same time decide on the criteria of entering the profession in the first place as those 2 aims (profit and quality) will always clash if unchecked by an independent, public body. The 2nd reason is that I only signed up with ALS in the early 2011 as I was contacted by them to provide a one-day interpreting job in the private sector to which I agreed. My standard rates were accepted and I was asked to register in order to process the payment. I received the payment but never heard from ALS again. I strongly believe that I got this one job in order to appear on their books as a registered public service interpreter. I also suspect, having spoken to a few people, that this happened to others too. I feel that my qualifications have been used by ALS to win the contract and they had to intention to work with me in the future unless I agree to their unviable rates and conditions.</p>
<p>I read about the way they operate in NRPSI posts.</p>
<p>Although language agencies play a valid role in private sector, I oppose their use in public</p>

service interpreting. Furthermore, the rates and conditions offered by ALS and other such agencies are unacceptable.
Never did any work for them at all, rates too low
I registered ALS many years ago before all this started. and I did work for them couple of times and stopped working for them due to small fee(same as now I guess) and unorganized system. I asked them withdraw my registration and expressed my intention of not wanting to work for them many many many times. However they do not seem to listen and act as if I still work for them and keep calling and emailing me when any opportunity arise. My guess on this is because nobody knows what they are doing within the company. I just ignore them.
I withdrew my registration when ALS was appointed as the sole provider of interpreters for 5 counties in the NW. Following their expansion to 5 counties they would call for an enquiry and then haggle over price. I realised that if they could not get the price they wanted to pay they told their client that there were no interpreters available. I did not want to work with/for an organisation with such poor ethics.
At first the rate of pay was acceptable, although nothing like what we were paid directly from police and courts. but as time past the rate plummeted, no travel time unless after an hour travel, no mileage unless after 10 miles etc. so I left
They are a joke, it is worth to mention that have never worked them although i receive continuous job offers from them.
They didn't pay me for the translation. That's all I ever did for them... one translation which I never got paid for. Plus they were rude and unprofessional.
I did so before they had obtained the contract with the MOJ and withdrawn later as I do not approve with their policies using unqualified interpreters and without security check. They do not value the importance role of the profession by way of its impact on the justice in practice. They offer low rates so to make the maximum profits and irresponsibly disregard if the interpreters they used are professionally trained.
I don't feel I can be a party to this new system
Do not want to work with ALS
I was registered just to see how they work,not happy with their payments and they are not bothered who registers with them.
That was a mistake.
I do not like to work
I wasn't aware of the full facts and what ALS stood for.
Registered before dispute but wrote to withdraw registration when it started, stating support for interpreters' action.
In protest against the T&Cs offered under the new agreement
Not interested in cheap labour
Not interested. It is below dignity to work below the professional fee
I registered with them five years ago, but asked my name to be removed when I heard what they were up to last October
Disappointment in pay rates in 2010
Will not work for cowboys, liars and cheats. I am a professional
I did two jobs for them on consecutive days before they had won the contract and would not work for them again.
I registered with ALS in 2006, never had any work offers from them and withdrawn my registration in 2008 when I learnt that ALS started bidding for public sector contracts.
I completed a few assignments on behalf of ALS back in 2010. I withdrew my registration as soon as I found out that ALS was awarded the contract to provide interpreters for courts and police throughout the country. I find their working and pay conditions unacceptable and do not wish my name to be associated with a company that has turned a well respected profession

into a shambles.
Framework agreement
The company has a very poor reputation and is always surrounded by bad publicity, I never wish to be associated with them.
Registered as a translator years ago. Withdrew this year as had no intention of working under FWA.
Never worked for or registered with ALS under the FWA.
I registered 3+ years ago. I deleted my details and have checked that I no longer am on their database. This is because I found out back then about their low rates and working practices.
Have done one assignment with ALS in September 2009 after long negotiations of the price, then had to wait for payment till March 2010. After that never ever worked for them, even did not have calls - think because there is another Bulgarian interpreter working for them for no money.
Total dissatisfaction with the business and total distrust.
I worked for ALS a couple of times BEFORE they were awarded the contract, but declined to REGISTER when they got it and asked me to do so.
ALS owes me money from 2009
Apparently they signed me up without my permission

Appendix C

How professional interpreters see their future in interpreting for the UK Criminal Justice System.

Responses
I do not see any future for professional interpreters in the UK criminal justice system.
I will wait and see until after the judicial review, but I don't think I could ever earn a living from it.
I don't see myself doing that in the future
If the contract with ALS is not stopped there will be no future for the UK professional interpreters working within the criminal justice system.
I will continue to work for law enforcement agencies, other than that there is no future in CJS.
Bleak.
Very pessimistic. FWA will gradually destroy one of the most efficient and developed models of provision of interpreting services to the justice system in Europe.
No future
If FWA remains then I will quit interpreting altogether. I do not see my future as a professional in the diluted, degrading FWA.
Not bright at all. Planning to change to other things not related to interpreting.
So far this been a disaster. I hope the situation will improve otherwise I am going to leave the profession
If they completely change the booking system as before
bleak!
Very bleak
Doomed. Basically we are barking at the wrong tree and it is the government does not want interpreting QUALITY & DECENT PAY RATE for interpreting so I do not anticipate a positive outcome for my career in interpreting and Also do not think CJS will be successful in obtaining linguistic services through MoJ - ALS arrangements.
Very bleak
I look forward to the cancellation of the FW and the reintroduction of the National Agreement that uses the NRPSI without outsourcing to an agency or agencies.
Difficult
Bleak
Dark unless the MoJ discards the FWA and negotiates with interpreters' membership organisations
I am still positive and hoping to return to interpret in courts as it was before the framework agreement, or something similar but definitely I would only work direct for courts and police, not through any agency.
Non existent while the FWA is in use
I do not see any future in interpreting.
I see no future unless the MOJ withdraws its contract with ALS and resumes the conditions for interpreters as usual.
Bleak
I will continue to rely increasingly on TRANSLATING rather than interpreting as long as the current FWA is in place

At present having only come into this (a new profession for me after 30yrs plus in Public service/quango/charity management) I see no future until the contract is cancelled.
I can't see it unless the Framework Agreement is Scrapped
Bleak! Unless something serious is done, like returning to the old system of requesting interpreters directly from the NRPSI
Bleak. The government will not listen and we are very few
Unless the FWA is scrapped and we return to the system it replaced, then there is very little future for me in CJS work.
No future
See answer to question 10: I will not return to public service interpreting until and unless (1) I am given back my work under previous arrangements and NOT under any other private sector monopoly and (2) until the arcane terms and conditions are updated to a realistic level for 2012 (or whenever we are restored) and not 2001 or 2007 - and my definition of 'realistic' is a set of terms that recognises and values the combination of rarity of skill and achievement through qualifications and the rigours and unpredictability of the work, both in terms of what we do and the no-reaction-time demands made on us at all times of day/night on any day of the week.
It's hard to say. The problem is not about 'outsourcing' as some people say, because previously the previous system was based on outsourcing, most of the professional interpreters are self-employed and were not employed by the MOJ - so it was outsourcing! The problem is about monopoly, previously the courts could choose from at least 2300 professionals on the NRPSI - now they have to take whatever ALS will give them!
Very Bleak
At the moment, under the current situation, I see no future at all.
I am positive about the future, I hope to see the Ministry of Justice improving on quality as it has used to be than quantity, for now.
It's never been my main source of income but it is a shame that I have invested so much time, effort and money preparing myself to achieve the required standards to work as a court and police interpreter and nowadays any 'cowboy/ amateur/ joker' can do it via ALS.
I am hopeful that the situation will improve and the MoJ come back to its senses.
I will not be working as an interpreter before the end of 2012.
shocking and unclear
Under FWA nil. If abandoned and previous arrangements re-instated i have a future.
Working mainly as a translator from home and take the occasional work from ALS when I have nothing better to do.
The present FWA brought injustice to the UK criminal justice system. There is no future in this system if FWA stays the same.
I am happy to provide my services again once the FWA is scrapped. Otherwise I have taching qualifications which will enable to me to change career completely if I need to.
The future . can exist if Framework Agreement will be scrapped. I can interpret only as an Independent Interpreter, or if I have proper payment.
There is no future in interpreting in the UK if the current situation becomes a norm. I find it very disappointing for UK government to take such dreadful decision for such sensitive area of life. The new generations will not have any interest in interpreting due to unacceptable terms and conditions.
Unless ALS is no longer used, I will only work for direct clients e.g. solicitors etc.
BLEAK
Do not know, really do not. Pease note I only received 2 direct requests in 6 months so question 9 does not apply
Very grim indeed if outsourcing continues, whether with ALS or any myriad of agencies

waiting in the wings to take over. There will be no place for the true professional, only those seeking to fill in the gaps and who are not linguists and not trained.
Continuing at a much reduced level at Police Stations till next Summer. Then it depends on the implementation of the Police Procurement recommendations which will emerge out of the consultation process
At the moment I feel it the end of my interpreting career for the UK justice system.
Bleak to say the least. I lost my trust in the system.
Not very bright if things stay the same (if the Framework Agreement stays in place), which would be a shame as I love interpreting for courts...
I am going to change my career and will not return to interpreting if ALS takes over all criminal bookings (including police forces)
I will return to interpreting for UK criminal justice system when they either reinstate the National Agreement or put something equivalent in place,
None
Non-existent - it has been made clear the qualities I can offer, which are professionalism, experience, dedication and years of learning, are not required
NRPSI under new strict rules and non profit independent register. Very simple
It is presently rather chaotic, to say the least. The service user is fractured as the right hand does not seem to know what the left hand is doing. The Interpreter must be paid his dues and not undermined. It is time the authorities realised the value of a professional Interpreter/Translator and the part he or she plays in the UK criminal justice system.....
I haven't done any court/police interpreting since January 2012. I am now working part time as a teaching assistant, I still do translations and I occasionally do some commercial/business interpreting.
I will NOT do any public service interpreting until the contract with ALS is stopped!
If things don't change I will never work in criminal justice system again....regretfully
No idea
None.
No future unless the Framework Agreement is scrapped
Poor
very bleak
no future
Doing mainly translation work
do not see it at all as "money saving" is the main aim not the quality
Uncertain
Unpredicable
No future until this FA scrapped.(I will supplement my income by claiming benefit).
I feel very passionate about my profession and proud of what I do. I am keen to carry on working as an interpreter in the criminal justice sector IF courts and police forces are willing to revert back to the old booking system and call us directly. I do not believe in outsourcing our profession as I think it would lower the quality of service. Bringing a third party supplier into the "chain" who are obviously there to make a profit will not save any money. Savings can be made without outsourcing, MoJ need to communicate with us!
Unless the arrangements which applied prior to the outsourcing to Capita/ALS are reinstated, I see no future for myself in interpreting for the UK criminal justice system.
I see no future whatsoever until the National Agreement is reinstated. I have been waiting since January for this to happen but with no immediate change in sight I am forced to look for a stable job elsewhere.

Only way is forward and keep fighting and will get there
nothing
hopeless
I have a future in interpreting for the criminal justice system only if the contract with ALS is stopped and framework agreement scrapped, otherwise
If the Framework Agreement succeeds, the quality of interpreting will go down and it will come a point that it will become obvious that it can't go on like that. Then it will come the realization that years of wrong polices and practices have lowered the standards of public service interpreting to inadequate levels and will be calls for another reform to bring it back to pre - FWA ones.
Unless active measures are taken quickly to adress problems associated with FWA, interpreting profession is doomed
I am considering leaving this profession and move to a different country.
Bleak
No idea
no future under current Framework Agreement and ALS
Unless this FA is removed and better rates of pay are introduced I doubt that I will continue to interpret for much longer.
I doubt there is any future in interpreting in this field.
bleak
I do not have any future in interpreting for the Uk criminal justice system unless the contract with ALS is stopped and the Framework Agreement scrapped
very worrying
I hope ALS will collapse and us professionals will get our jobs back but of course it all depends on our new agreement with the government as an old system was not perfect and it needs some improvement
Depends on the presence of FWA and ALS
I hope that ALS will stopped and the Framework Agreement scrapped and we will be able provide a professional interpreting services as before the contract with ALS.
No future
Unless they agree to talk with us, not very bright at all, but I can't see this continuing, because which ever court I attend for CPS and that's not many, everyone is so happy to see me, like a long lost friend, they ask when are things going to get back to normal and have many things to complaint about if can't understand ALS English language; fail to attend and don't act or dress like professional, no respect for the court; don't take the job serious, they leave before the case is complicated to go to another job and don't bother to tell anyone, what do these people think this is I wonder?
Very bleak; it shames me to be associated with colleagues who have failed the courts and the defendants so miserably, let alone those posing as professional interpreters.
Not very bright But hope and waiting for good senses to prevail
Very unlikely
The current system is clearly failing and it is inevitable that CJS will talk to us, but I do not know how much they are prepared to lose before then. Rate were already poor in the old system and I never wanted work in the CJS to account for a significant part of my income. I am very happy to work on freelance basis for this reason (market forces working in my favour ;-))
Not so positive as MOJ still ignores the failures of new system and shows no signs of changing its inappropriate decision in good time.
It all depends on whether the Framework Agreement is scrapped or not. I would be delighted to go back to interpreting for the justice system but there is absolutely no way I am prepared

to do that if it involves working for ALS.
There will be no future until the FWA is scrapped.
I would love to offer my service to the UK criminal justice system under the previous arrangements
Doubtful. Much as I would love things to go back to the way they were, I really can't see this happening. I will also find it very hard to work alongside those who NR interpreters who have been working for ALS since they took over. Some interpreters have said they will find it hard to go back to courts after the way we have been treated, but that is not something that would affect my decision - I don't see it as a personal issue. If the conditions are right and the quality is reinstated/improved, I will be happy to return - having said that, I fear that Capita will make conditions *just* good enough/collude with the NR to reduce standards in order to entice sufficient interpreters to work with them.
I hope the Ministry of Justice will see sense and scrap the Framework Agreement.
There is no future unless this shambolic system is removed.
Since ALS takeover my interpreting services for UK CJS have limited to assistance to solicitors/barristers (mostly direct bookings, occasionally through agencies) and court interpreting for CPS. Unless FWA is abandoned, I see no or very little future in interpreting for UK CJS.
I do not see any future at all as long as the present situation continues and I consider the GBP 190.- spent on renewing my NRPSI registration an utter waste of money.
Future depends on whether the Framework Agreement is scrapped.
I am looking for a new job or opening a business.
Not optimistic at all. I will not work for Applied Language Solutions under any circumstances.
Bleak!
I do not know
I am the only one registered so my service will be in demand
Don't know
The action must be won for all the reasons mentioned in 6
If the agreement continues in its current form, I will be forced to give up interpreting completely as I will be unable to maintain a living from it. I interpret in a 'rare language' and earning a satisfactory living from it even before the FWA came into effect was bad enough, and now it is almost becoming impossible.
Not very bright.
Unpleasant
Very Dark! I worked for the last 13 years as an Interpreter. This was my only job during this time. After all these years I must start all over again to find another job in a different field. The ministry of Justice is so unjust to us.
No future at all until the FWA is terminated.
Depends on whether the FWA is scrapped or not.
down & up: in the long run, protection of title must come to those who are REALLY trained, ie at post-graduate level
There is no future in Interpreting in the UK, the Cowboys will prevail. Then the whole system will collapse.
Bad
ALS will not survive as a supplier of interpreters to the UK criminal justice system because the way in which they approached the contract was unprofessional and careless. ALS was never interested to improve the poor quality of the service they undertook to provide, they went in just for a quick profit. To prove this point, please note that ALS was sold by its owner after the contract with the Ministry of Justice was awarded to ALS and before the Framework Agreement was up and running, so that seems to prove that his intention of the owner of ALS,

was not to run a successful company, but just to make a quick profit.
UK Criminal Justice system is only concerned about their costs and has shown that it would go to any length and depth to cut its costs. It is amazing that the decision makers can't see their short vision and the cost their cuts in the long run. On that basis it would be impossible for me to work as an interpreter, both morally and financially.
Nonexistent
Grim
There is no future within current arrangements, qualified interpreters including those who are working for ALS and directly for courts will leave the profession because it is impossible to survive with the rates paid , amount of actual work which as such is of interminant nature. Working in a shop, bank or even cleaning brings regular hours and additional benefits , most of us are highly qualified with two or more degrees so we can find other positions or establish new businesses
Unless the MoJ reviews the situation, I will have to consider other options despite having being fully committed to public service interpreting for the last 12 years.
If nothing changes, I will leave the profession for good. I am currently looking for part-time office work.
very bleak
I wish the masquerade - deal with the ALS will end so I can continue to offer my services to the justice system in this country. I have prepared for this work for years and always treated it with respect and great responsibility from my part. Depends on the MOJ to change things and make me stay in this profession.
None
The future is bleak; the MOJ has already wasted millions on this disgraceful FWA contract with ALS. Even if it were to be withdrawn with immediate effect, the existing and future costs in terms of the failure to deliver justice, the waste of Court time & the huge expense of setting up a new, efficient, properly planned, workable system that delivers both high performance, efficiency & a decent income for interpreters will be high. The system desperately needs reform, but there is neither the will nor an intelligent approach to deal with the complexities of this.
My work will fizzle out as more and more Police Forces are forced into using ALS and I will retire
If ALS contract continues, many professional interpreters will leave the profession and unqualified/ unprofessional people will take these assignment which will result in Injustice and many cases will end up in the appeal courts, costing the state a lot of money. But the most important and significant point is that many innocent people will get convicted because of poor and in-accurate translation/interpreting.
No Future
Both as an interpreter and as a UK taxpayer, I am convinced that the MoJ's Framework Agreement with Applied Language Solutions Ltd does not serve the interests of justice. I believe that outsourcing interpreting services to a commercial agency means destroying all that had been achieved so far to raise the standard of interpreters who work in the public service sector. Professional legal interpreters wish to keep the National Agreement and the National Register of Public Service Interpreters to maintain quality and standards, against the cut-price employment terms imposed by the FWA. The majority of legal interpreters have not and will not register with ALS and they are also refusing requests from court officials who have been given permission by the MoJ to revert to the NRPSI, as this is only a temporary measure

designed to prop up the FWA and its contractor. Professional interpreters are simply not prepared to work for the Terms & Conditions on offer. I am one of them.
If the situation does not change, I'll have to change careers and will not return to interpreting.
As a linguist I will always find work that involves languages; however I foresee that many trials will collapse as a result of incompetent interpreters interpreting for witnesses and victims in court.
It is a mess
Inclining to be pessimistic.
if ALS Contract is not cancelled my career as Interpreter will be over
I never thought that i will be out of work and would struggle to pay my bills but future looks dark if the same situation persist.i might decide not to even pay £200 fee of NRPSI registration
Not very optimistic
...challenging future indeed ...not sure I will get back to this career if situation drags on...
Uncertain
Bleak
I believe that the standard of interpreting slipped beyond minimal third world countries requirements.
Chance of receiving a fair treatment in a CJS in England and Wales is close to winning in a lottery. And above all it is the judges who pushes for trials to go ahead without the presence of a requested interpreter who allow co-accused to "interpret" for the other one. It is also the solicitors who turn blind eye when they see the standard of interpreting is poor but they do not want any delays for which they would not be reimbursed.
UK CJS has fallen to standards that are unthinkable in many democratic countries and it will have to take long time a possibly some peoples lives before anything get changed. This is the reason why I not only changed my career but also a country to live in.
very bad
I see no future
ALS will fail and MOJ will come back to proper previous arrangement
I can't see any future, everything it is becoming a major jok!!!!
According to present situation No future
Bleak, unless the framework agreement is revoked. I work for the Met so I still have some income, for the time being at least. I might consider supplementing my income with other non related work
Poor quality, at risk (interpreting by unqualified, not CRB checked, even people with "some past" such as friends, membersof the family, people who think they can interpret/translate) of lack of interpreting/translation. A dictionary or access to internet will not INTERPRET.)
Uncertain
No future at all.
I do not see it
Bleak
Doubtful
It will backfire and all the good interpreters will be doing other things as they can not survive in a current climate
Bleak and unprofessionally managed if outsourcing remains in place
Precarious
Negative career and work day by day, no future if ALS framework is not scrapped. Need to

change another career.
Concerning!
I do not see a future as long as we are run by incompetent and semi-corrupt civil servants / politicians.
This future is not very bright as long as the ALS F/A not scrapped.
I am going to retire before I had been planning to do so, because the heart of my work (tribunal work) has been taken away.
I will not work through an agency for the Uk courts. I will only consider interpreting for the courts if the work is distributed to interpreters by a government, non-profit organisation.
At the moment I still have quite regular work for the police and I am building up my translation and related work. If the situation continues and the police change to ALS/Capita or are contracted out I will concentrate on building up the translation and or find a new direction. At the moment I am still maintaining my language skills relating to legal interpreting but if I do not work for the police either then I do not think there will be any motivation to do that or to keep renewing my subscriptions to organisations.
As the situation stands I see it as a thing of the past
sad and lamenting
Bleak
Dead
I do not see myself working as an interpreter in the CJS
I continue to work for the excellent Humberside Police, who are steadfast in rejecting approaches from ALS. At 73 years old, this provides as much work as I want and I would not return to courtwork anyway
There is no future. I have no hope that the the CJS will return to hire their interpreters directly.
Bleak
Without an independent verifying body there can be no guarantee that a person who purports to be an interpreter is competent both linguistically and technically (especially in the more abstruse and arcane terms used in Courts)
I have great doubts anything will change as the government never admit they made the wrong decision.
I think there will be fewer opportunities for interpreters registered with the NRPSI
Gloom
I love working as Professional Interpreter in Justice System but can not work for peanuts. I am trying to establish other business while working with Solicitors and Court Direct bookings at the moment. If its carry on for other six months I may leave it for good. What a shame..
I believe that there's no future in interpreting for me
I will not be returning to interpreting for the criminal justice system if, through outsourcing the services, the government carry on lowering the standard of professional interpreting.
If this contract is not cancelled the future is gloomy for registered interpreters. No self respecting professional will work under the current conditions and if they do it will lower the standard further down.
If the current contract continues the future is very bleak, for interpreters, the clients and for the legal system. It will benefit absolutely no one, including, I suspect, Capita as there is a chance that it will suffer from adverse publicity, much like G4S
As coming to an end...I'm seriously contemplating leaving this country.
No future as long as FWA is in place
BLEAK
I will apply for Job Seekers Allowance in nearest future. I will start working for for Courts when Flawed Work Agreement (FWA) scraped, Agreement obtained by ALS by deception.

fairly bleakly!
No future if FWA is in place
I have great concerns because ALS has changed the meaning of interpreting from a serious profession into an "hi mate I can help you out with that no probs..." quality which is really sad and worrying. They are simply destroying the profession and humiliating my fellow interpreters and I. Interpreting should be registered as a profession and only registered and regularly vetted interpreters should be allowed to work within the criminal justice system. This is not a joke!!
Not sure
I am pleased to be working occasionally still for local police forces who are using Reliance/Language Line or booking interpreters directly. I hope to continue but if they move to ALS I shall lose this strand of work too.
Interpreting directly and not through any private agencies for the UK criminal justice system with my profession identified and regulated as a legally recognised occupation.
uncertain
Until the FWA is ditched I see no future as an interpreter in the Criminal Justice System.
I hope the decision-makers will finally see the importance of our profession and start appreciating our irreplaceable skill. I hope that our title will be protected, and we (the qualified interpreters) will return to working directly for courts without any middleman undercutting our rates and/or undermining quality of interpreting.
very murky at the moment; agencies should not be allowed to operate in this field
I enjoyed working for the UK cjs and I will work for the Courts again once the Framework Agreement is scrapped.
I have only accepted two jobs and will not accept any more work till the contract with ALS is stopped.
I see no future unless the Framework Agreement with ALS is scrapped and we go back to Courts using the NRPSI and calling us direct. Also police making the first court booking as sometimes it is very late and courts would not have time to find an interpreter in time.
I want to return to working for the Police and Courts via direct calls.
pretty bleak in the present situation. I have hardly any work at the moment and sorely feel the pinch.
It is worrying and if things don't change the options are very limited.
I have to mention that I see no future in this job for the UK criminal justice system, as the government has ignored all the miscarriages of justice and will continue to ignore them.
bleak
This profession has always been undervalued in this country. Now it is even more so. The future is BLEAK!!
If the agreement stays in place, I will have to reconsider my future as an interpreter and possibly take up other career.
I don't believe I have a future in interpreting for the UK criminal justice system as long as the FWA stays in place.
I am still working for the police and solicitors and I enjoy it. I hope I will still be able to work for courts once the FWA is scrapped.
None, if ALS contract still goes
The more Agencies the poorer service for the judicial system.
I can see myself slowly moving into different field and leaving interpreting for criminal justice system completely
i AM VERY WORRIED ABOUT THE FUTURE AND I AM SERIOUSLY THINKING OF RE-TRAINING .I AM VERY DISAPPOINTED THAT NONE OF THE RELEVANT ORGANISATIONS HELPED OR SUPPORTED US.

If the contract with ALS will not be stopped and this Framework Agreement will not be scrapped I will not be able to interpret for the UK criminal justice system.
Very bleak, unless the department makes a u turn
Bleak, unless clients are allowed to deal with me direct.
none a all
Less work or no work at all.
The interpreting community's concerted response to the FWA has been inspiring; its success is the only hope for justice, when persons whose first language is not English are involved; for interpreting is a vital link in the delivery of justice. To be clear: if a vital link is broken, the corresponding part withers and dies. An honest and proper attempt to improve the provision of interpreting would see work done to enhance the existing bodies, like the NRPSI.
At the moment I can not see my future in interpreting, mainly because of the FA
Uncertainty
Unless the system reverts back to the original use of the National Register, I will not be working within the Criminal Justice system.
Bleak
Obviously I would have liked to carry on interpreting for the criminal justice system, however the new agreement has pushed my hand in giving a go at something else. However if the old system was to be reinstated I would go back to interpreting without a second thought
Dire
As many attempts at privatisation, this is proof of the provision all public services being ruled only by the bottom line with a complete disregard for individuals, fairness and quality. It is one of the most heart-sinking aspects of observing the way Britain is currently being governed. I have had to depend on another, unrelated part-time job for a livable income and, through lack of practice of interpreting skills, may well have to decide to give the profession up, especially as agencies, whichever they may be (or so it seems) operate with what I consider to be a totally unacceptable profit margin, especially when it comes to non-commercial interpreting.
I very much hope the previous arrangements will be introduced
Unsecure, uncertain and unable to make a living.
Not certain
BLEAK!
If this contract with ALS is not stopped, i dont see any future at all, i will be forced to change profession.
I see 2 outcomes from the parliamentary enquiry: FA scrapped or ALS will be penalised like G4s and the MoJ will continue with them
I think courts should go back to previous arrangement but be more careful with double/triple bookings...
As long as ALS is allowed to hold the contract. there is not much hope to continue as a National Register interpreter
Unknown
Uncertain
Dim.
But will carry on fighting against the Government's Framework Agreeet.
I would come back to full time interpreting once FWA proved inefficient.
Can't say. The current situation is certainly not satisfactory
At present, I do not have a future within the UK CJS. After all, when you pay peanuts, you only get monkeys working for you!
Interpreting for the CJS only represented a small fraction of my workload, so I've completely

given up on that and tried to fill this time with more business interpreting/translation work. I'm extremely dissapointed at what has happened, as I was looking forward to developing my career as a court interpreter (only joined the NRPSI in January 2012).
i truly hope that i could go back to what i know best - my interpreting career which i had since 1996
hope justice prevails
None: I will give it 1 more year. I aim to move across to conference interpreting which is better paid and has better perks. I am seriously considering leaving the UK.
Fine as long as the National Register regains its status as a professional body, otherwise I fear for justice in this country.
Eradicated and destroyed. Interpreters will move to other fields never to return.
no future as long as ALS still exists
Bleak unless things change, and I am recognised as a hard working interpreter with 19 years experience in Criminal/Civil Justice.
I cannot see the light at the end of the tunnel just yet as FOI came into force 6 months ago and I've heard that the situation was improving. I don't think I will be interpreting in the future because if FOI will not collapse I am prepared for the complete carrier change.
I do not see the move to the Framework Agreement as reversible.
difficult
What future?
Only see it in translation
I would very much looking forward to working with them provided they scrap the unworkable FWA with ALS.
It is utterly wrong for ministers to double-cross professional interpreters for the sake of saving a few million pounds. This will backfire spectacularly in a few years time and cost the nation many times more in so many different ways. The UK is a multi lingual and multi cultural society. As such, interpreters and translators are an absolute prerequisite. It was government policy to open the doors to 5 million Eastern Europeans. Ministers have allowed double the number of immigrants to enter the country as the total number of immigrants who came to our shores over fifty years. By reason that the interpreting and translating bill has gone up, you are making the interpreters pay for your failures, your misjudgment and your misguided policies. If a country goes to war the defence budget will naturally rise. By the same token, if you open your doors to millions of immigrants the interpreting budget will rise. Killing off the profession is not the right and proper way to go about it.
As long as the current Framework Agreement goes on and there is no healthy competition from suppliers for interpreting jobs in the system, the future is small and dark.
Not good at all.
If the FWA is not scrapped, there is no future for interpreting in the UK criminal justice system
Hope it will revert to previous system, when interpreters are booked directly
Bleak
Grim
I would like to continue to work in the interpreting/ translation industry, but will have to supplement the income by jobs in teaching.
Everything will go back to normal eventually.
Very bad
AS long as agencies like ALS are around to manipulate the system, only intrersted in making money and getting the contract and not ensuring the quality of the service delivered, I do not personally see any future for many qualified interpreters like myself. It amazes one to think how is MOJ saving money, after interpreters not turning up on time and the amount of times there have been adjournments, poor interpretation, at times totally misleading, is this not a

miscarriage of justice? Clearly in instances like these, where the interpreters working for AIS don't have a clue of the legal system or terminology !
In the short to medium term there is no scope for professional interpreters in the UK, whether they be in the criminal justice, public health or other public sectors due to culture of propping up commercial enterprises by the government without any regard to public interest. How can anyone expect a professional interpreter with degree-level qualifications earn more than a school leaver when agencies are already offering only £10 to £15 per hour without any travel time and at the most two assignments a day for the most common languages?
Bleak if the Framework Agreement with ALS continues.
Gloomy
I don't think I have a future as an interpreter in the UK criminal justice system. I have changed the composition of work and shifted from public work to commercial work such as conference simultaneous interpreting and business interpreting. I'm also doing a lot of translation work for commercial companies.
Hopeless. I really believe interpreting for the UK criminal justice system has been totally messed up.
Doomed
unfortunately very bleak.
Grimly.
Not good.
I see no future in that
critical, terrifying, impossible
If ALS contract is stopped and appropriate practice is put in place, I am going to provide my services to the MoJ.
No prospect!
None as long as the current contract stays in place.
It used to be my main job and enough to make a living, from now on I will only treat it as my side business and I am considering change my career.
None
I would be forced to consider some of the above (under 10).
uncertain
This is not a profession anymore. Professional interpreters have been degraded and insulted to the core. Its the situation before nrpsi came into existance. There is no more quality or standard.
the responsibility in intepreting for the criminal justice system is so great that I will not accept lower rewards for such undertaken.
I wish MOJ wakes up and see what they really are doing to people. This is a disaster !
Don't see it at all.
It's not considered as a profession and the instability and low payment make it not worth doing. If the situation has been improved and I have been offered an assignment I am happy to help but otherwise it would not be my main source of income, nor would I claim myself as a court interpreter/ legal interpreter.
I am ready to give my service once the Framework Agreement/ ALS is scrapped.
Uncertain !!!
No future
Bleak.
This is now only occasional work for solicitors and the CPS with some police bookings through Language Line which pay National Agreement rates for police work - the only rates acceptable to me for any CJS work.

Uncertain
Whilst I have no doubt that the current Framework Agreement will be scrapped I can foresee MoJ paying substantial compensation to the victims of unprofessional interpreting they have unleashed in the years to come since every verdict will be challenged in future where no interpreter was provided or MoJ supplied knowingly an unqualified one
I don't see any future in interpreting for the UK criminal justice system unless the contract with ALS is stopped and Framework Agreement is scrapped
The government has no respect for our profession and there is no prospect. I have decided to changed to another field.
If the framework not stop , no future.
I am now constantly receiving calls from ALS, which never happened before, I hardly had any work,s o this is something very very positive. On the other hand the fees are so low that I have to say no to the smaller cases, which has a huge impact on the system, as everyone is doing the same. Unless we are given a minimum fee, a lot of cases and preliminary hearing will be delayed or not dealt with.
In limbo until the mess is resolved. Very annoyed,but not surprised, by the government's lack of concern.
If it does not change quickly, the word "justice" can be removed to define the provision of the UK criminal system to non-English speakers.
at present not very good, but I am hopeful that things will improve in the foreseeable future.
Relying on my husband's income and savings
Not very bright
No sure to continue if the ALS contract is not revoked/stopped.
Very bleak
There is no future unless I accept to work for peanuts.
Having hope that actions taken will secure the better future for interpreters and the true recognition of the interpreting as a Profession
Very poor
I am confused
Disaster in Justice, if real and qualified suppliers of legal interpreting services are being outsourced and replaced with people who believe they know, but without to pay the price of a high level education, in this field.
hopeful ..
Non existent if ALS continues
I will be leaving the profession in the near future !
Bleak! Lost faith in it.
Bleak
Only provide my services to the system as it used to be before ALS agreement, i.e. directly to the Courts
Not much of a future left now in interpreting work unless something drastic happens. I suppose I will just have to carry on working for ALS.
Bleak! Unless the ALS contract is terminated and other similar agencies are not used by the Courts and the Police in future.
If there is no revert to the old system, I will probably leave profession all together.
If the outsourcing continues in future, then I will have to consider changing my career. It will be a huge disappointment if the contract carries on and unqualified interpreters can work in court.
I hope that the contract with ALS is stopped and the Framework Agreement scrapped. I trust that the courts will be allowed to book interpreters directly again.
Very uncertain.

I wish to resume my work when Courts book me as before to work on cases I am already familiar with from working with the police prior to hearings.
Hopefully a satisfactory solution will be reached with the Government outside ALS.
None - with the ridiculous remuneration package offered by ALS
Very uncertain because of FWA
I don't
No future.
not promising
Lowering its past standards.
I do not feel the present situation will change and am despondent about the future of the profession in the UK.
The future of interpreting under ALS will be a complete failure. The UK criminal justice system for non-english speakers will be unfair and many communities lodged complaints against ALS and the UK CJS.
I am an interpreter with more than 10 years' experience of interpreting in the public sector. After investing a lot of effort, money and time to register my name on NRPSI, I feel badly let down by the MoJ for forcing us to register with ALS. I have already applied for a course that will eventually lead to changing my career, and to the loss of a much loved and fulfilling profession.
very bleak
All depends on change of policy
Once the contract with ALS has been abolished and a fair system for interpreters established (or should I say "re-established", as there was nothing wrong with the old one) then I will have a future within the UK criminal justice system
Working directly for Police and Courts after FWA is cancelled.
I will not work for ALS under any circumstances. i will, however, continue to work for Immigration and police forced that do use ALS.
Bleak unless the MOJ reverts to the previous system, i.e. direct calls from Courts by using the NRPSI
Bright, once the MOJ finally admits that it has been royally conned and rescinds the F W A and cancels the contract with ALS
I am still registered ith Kent Police and Surrey Police, plus NRPSI provides a good link for others to approach me, and I have been given jobs by SOCA. Hopefully the situation with ALS will be sorted soon and we can go back to direct bookings
GONE
NOT GOOD
Disintergrating
No future at all
We should be asked to regain our positions we held before the Agreement was introduced, but agree in consultations with the MoJ and even with the Home Office to devise methods of making the Interpreting costs acceptable to the planned Government savings, BUT reflecting our own expertise, responsibility towards the public and professional standards, which were obtained with hard work and considered faultless by the justice system, before the Frame Work Agreement was imposed.
I see that profession being destroyed.
I have lost an occupation I enjoyed immensely and I know I was doing it well.
The biggest problem is security, using these unknown interpreters will end up by a big disaster that will cost our government and the public a huge price that is above any saving of any money. Before certain interpreters were used in certain jobs and at certain times, now it is a

big mess of cattle.
bleak
uncertain
Bleak but I am still hopeful!
The future in interpreting is very bleak, unless the Framework Agreement is scrapped.
I would love carry on working as an interpreter in the CJS, but only if the NRPSI will be used again.
I was a police and court interpreter for 33years. I have not worked within the justice system since ALS was awarded the contract. If the situation stays the same I will never work as an interpreter within the justice system again.
NONE AS LONG AS FWA IS ENFORCE
Non-existent if the Framework Agreement is not scrapped.
I see no future, until unless the FWA is scrapped I have invested a lot of time and money in developing my career in Interpretation.
Detrimental
It is conditional on the FWA being scrapped and sensible arrangements being put in place. Even at the old rates I was underpaid for the level of service I provided.
I can work with the ALS and am happy to work with the ALS. I do not exclude direct calls as a principle but these are rare these days and sometimes do not work out. The national call centre is an excellent idea and it does not really matter what that is called. The ALS does try very hard to keep us occupied to inform us electronically and on the phone about assignments as promptly as possible. The task they were given is not an easy but there is no reason why they should make a success of it. It is a matter of being on the ball coordinating the assignments effectively and efficiently and keeping us busy.
Unlikely
What's happening at the moment is so bizzare! I feel sorry especially for victims of crime, who have to put up with ALS unqualified "interpreters". My client reported recently extremely serious case of DV - rape, physical and emotional abuse. There is plenty interpreters in the area who would have been able to attend. She had to wait for 8 hours for an ALS one. I've seen two ALS interpreters in Bradford Court who failed to interpret the most of the hearing to the defendant, defendant looked puzzled and confused not understanding and nobody cared! Where are the human rights and equal opportunities in UK Justice System??!! As it is now, I do not see myself working for Justice System, I do not wish to be a part of this mess. I also can't financially afford to work as freelancer for current rates. With my education and knowledge of languages I can earn more anywhere else.
I do not see any future unless I regain my professional status, so that I continue to compete based on the skills I offer.
To be a professional requires a clearly defined level of competence. It also means being able to work and earn a living through the application of such a knowledge.
not sure
Currently bleak since I am not receiving any work from the UK criminal justice system, except the very rare police job from the few forces that have not signed for FWA yet
Bleak
I am unable to see a professional future in the legal system. All of us as a professional group worked very hard through the years to give the judicial system a reliable and professional service. It is very sad to see that justice has been substituted by costs. Although this is not true. A much higher amount of money is being or will be spent in appeals, adjournments and miscarriages of justice. The day ALS won the contract it was a very sad day indeed to the legal interpreting community and the judicial system.

I don't see any future for the qualified court interpreters. The doors have been open to anybody who can speak another language. I am looking for another job, despite of years of experience and qualifications. If the situation continues huge percentage of qualified interpreters will leave the profession and it will be difficult to go back to the old system.
I see it bleak due to ALS taking over the bookings, if I do not register with them I will be sitting at home and get depressed for not using my knowledge, skills, experience and education in the field.I am also worried for not earning an income for my living expenses.
Not possible to continue in this job, looking for alternative career
Very bleak. I am no longer earning enough to support the needs of my family now that ALS have appeared. I have already started working in a new field and may have to do that on a full time basis.
I will do less interpreting for the UK Criminal Justice system, and explore other avenues. I feel this is unfortunate, as I am wasting my qualifications and experience.
There appears to be no future in legal interpreting for fully qualified and experienced interpreters unless the FWA is abolished
As it stands now I do not see a future,I am a professional and I have ethics.What is happening to our justice system is very wrong, our profession is very demanding and the way we are being treated now is also wrong.How can it be right for us to pay to gain qualifications, have the correct legal checks and then all of a sudden anyone with no qualifications and no legal checks then appear in courts and carry out a job they are not qualified to do, next it will be anyone can be a judge or a barrister with the aim to save money and like ALS it will not work. I think the British Justice system is the best in the world and we should keep this example that every other country looks up to and tries to copy.
Waiting for MOJ to change their mind
Until the contentious issues of single agency and the ridiculous rates of remuneration is resolved I can see no future for serious minded professionally qualified interpreters
If it is outsourced then there is no future or a sustained income for interpreters and they will ultimately switch to some other profession.
Entirely dependent on whether the MOJ heeds the advice of the professional interpreters' associations or not.
I don't see it all from the professional point of view
Very bleak
als will collapse and I hope the system will go back to what it was before
Unless it reverses back to before ALS I do not see any future for the properly qualified interpreters.
bleak! Perhaps I'll stop doing it and retire.
bleak
I do not see any future in interpreting unless the MOJ cancel the ALS contract
Will not be involved in interpreting for the UK CJS unless the ALS/FWA is scrapped.
Dead and unjust
I do not see good future when all the work put into the system was simply dismantled. The profession is damaged and disregarded as such already.
Very disappointing. Unqualified people are working in the court and causing injustice to appellants and defendants.
Vague
There is no future work for me in Police/Court interpreting until the ALS contract is withdrawn.
VERY BLEAK and most DEPRESSING.
After this phenomenal failure of G4S ministers came to the conclusion that you cannot rely on the private sector. This contract made with ALS has shown to be another complete failure

and most costly for the government. I feel sorry for the many foreigners who encounter an unqualified interpreter in court. Justice is not being served. This outsource caused an immense damage to justice.
I will only accept bookings directly from courts and police. Period.
Bleak if it continues to be outsourced to a for profit agency
No future until FWA is scrapped. When it is scrapped and replaced by NRPSI-registered interpreters, hopefully I will work for the criminal justice again.
While the FWA is in existence, I do not see myself as having any part to play in interpreting in the UK criminal justice system.
Unsure future
There is no future in this area. I do not think MoJ will retract this contract - this kind of contracts are entered into by national and local govt. depts all the time.
Disaster for as long as the ALS will continue to operate!
Notwithstanding still accepting some direct requests from Courts, normally as a follow up from assignments at Police Stations, I feel that my future in interpreting for the UK criminal justice system is no longer a viable proposition and that unless things change very soon I will have no option but to veer away from it and do more corporate work or work in a different field of work.
I do not see the future in that field unless something changes.
Bleak.
Very difficult to say because it will take a long time for the mistakes to be identified, accepted and a new plan to be implemented.
I do not see any future within the criminal justice system while the Frame work agreement exists
Doom and gloom!!
still hopeful that FWA will collapse
If the current situation does not change I can not see I have got a future in interpreting for the UK criminal justice system
I am still hoping for change for the better, and firmly believe that the contract with ALS is unsustainable due to ALS flawed approach and solely profit driven attitude in providing interpreting services for the justice system.
It depends on how soon this contract with ALS is stopped and the Framework Agreement is scrapped.
Declining
Bleak. Unless the previous, direct booking system sourcing interpreters from the NRPSI is to be re-implemented I will either have to register with ALS to earn any money at all, or I will have to look for work in a different field thus forsaking a profession I have enjoyed and was proud of for more than 12 years!
Unsustainable
In limbo. It seems obvious that MOJ is wasting public money in the name of saving. To reduce the fees of interpreters is not justified.
In a reduced capacity if the government contract with ALS continues. Current income too low to sustain long-term work in profession.
Bleak
with such a low standards presented by ALS and FWA there is no future for me in UK CJS. I have spent years to obtain necessary qualification and it seems in vain.
Dead Duck unless the contract with ALS is cancelled
Unless the contract with ALS is stopped, I can't see any future at all for me in interpreting for the UK justice system.

miserable
I remain optimistic.
Ministry of Justice is ultimately answerable to the Parliament and to the public at large for the decisions made.
Not a possibility much longer until and unless the ALS framework is scrapped
no future
I do not see a future interpreting for the UK criminal justice system. I am appalled at the way qualified, experienced and professional interpreters are being treated which in turn is proving detrimental for the dispensing of justice.
It is very difficult for me to get the required 400 hours to be a full member of NRPSI as the work is just not there despite the fact that I am one of only two registered interpreters in my area.
Bleak. But no bleaker than the prospects of justice for non English speakers (witnesses as well as accused, complainants or appellants) in the now-disgraced justice system.
With the contract of ALS, there would be no future for this job. NRPSI has not done what it should have done in first place, and that is standing for the interest of all registered interpreters, not to be a bypasser!
Should the Framework Agreement still be in place, I will have to leave the profession as there is not enough work in other sectors for my language combination and the work offered by outsourcing agencies is dramatically underpaid.
I am hopeful, this manic situation can not last for ever.
I am not feeling secure at all. A lot is spoken about but nothing is done.
Non existence unless ALS has gone and only Nrpsi interpreters used
very poor, qualified interpreters refusing to work under the new system
Professionally qualified interpreters will leave the profession
I would like to work for the police and courts directly. I have always had a good relationship with them. I will not work for agencies.
Under FWA none. Under previous arrangements positive.
I have no future left and that is after years of service provided.
I am very sad that our valuable contribution to the UK criminal justice system which took many years to built had been destroyed by ALS. As an experienced interpreter for twentytwo years I will certainly refused to work for such organisation who does not realise the importance of wetting process when establishing their panel of interpreters. ALS borught a shame to our profession
No future at all
Very bleak
Very uncertain, because of ALS contract
I am very worried and can only hope that the MoJ will climb down and will retreat from the ban on NRPSIs at court. It has done a lot of damage but maybe there is still something to salvage from this debacle.
Poor!!!
If the suggestions and views and comments of interpreters, that are based on facts are not taken into account and FWA deos not get scrapped soon enough, sadly the UK criminal justice system will damage its reputation beyond repair at the cost of qualified and experienced professional interpreters.
Very, very bleak
Very gloomy
At an end

I have accepted the fact I will no longer work in courts for as long as the FWA is in place, even if I have been told repeatedly by the numerous court officials who tried to get me to attend that I would still be paid in accordance with the 'old arrangements' (i.e. National Agreement rates). I continue to provide interpreting services to the police forces who have not signed up to the FWA and were not part of pilot projects involving ALS, but I have reduced drastically the amount of hours working as an interpreter as I am now focusing on new projects that have nothing to do with the CJS. The reason for this is the fact that I see clearly that there is NO future whatsoever for a qualified, professional interpreter in the CJS
Uncertain
No.
not very good
I do not know
There is no future in interpreting for the UK criminal justice system until the contract with ALS is stopped and the Framework Agreement scrapped. There is no future in outsourcing any public services!
I wish I could say that I see a long time future in interpreting for the UK criminal justice system, however I am sceptical due to the current situation with ALS. I am currently looking for an alternative career as I don't see I have any choice.
black
What justice?
Bleak and uncertain. Als took over, human rights violated by allowing unprofessional and unqualified interpreters to work in courts. A blind eye was turned to their innumerable blunders. The incompetence with which AIS has operated so far has completely disgraced the interpreting profession. I can only envisage a future full of misunderstandings created by an improper use of language, no regard for court etiquette or the devastating impact an unqualified interpreter can make on the lives of those wretched people for whom he/she is interpreting. When I started my career it was with the understanding that Criminal justice system is a serious business therefore there was no room for mistakes. We as interpreters have always carried that sense of responsibility while doing our job in Courts. However, after having witnessed the recklessness and disregard Als has demonstrated toward the decent standards that had been valued, maintained and protected by us i.e. Interpreters who have been trained to assist the Court with their interpreting skills. We were deprived of our livelihood because of this lightheaded experiment which has turned out to be absolutely futile. ALS has repeatedly failed to provide a good service so far and unless they are sacked immediately, UK Criminal justice system can erase the word justice altogether. I amongst others who have worked in Courts are appalled.
very pessimistic
Bleak
Hopeful
I will not rely on it as the main source of income
When booked either directly by courts (once the outsourcing to APL is discontinued) or through reputable agencies paying standard interpreting fees, my profession is in legal interpreting (including commercial arbitration, family law, etc) and having specialised for 20 years I am highly regarded and expect to continue providing a good service.
I work for the Metropolitan Police and the CPS, and intend to continue to do so.
very very bleak indeed There is no future M o J via ALS have killed the profession
Dim, and the justice system is at risk if the framework agreement is carrying on.
I think that the FWA will be scrapped and interpreters will be booked directly again
plan to leave the interpreting profession unless things improve
I do not know, I hope I can work for them as before, but I am not sure.

I hope the old system (which worked perfectly well) shall be reinstated. I have been interpreting for the Immigration Appellate Authority for many years; they have developed a very good and successful system of booking interpreters and a very good database of professional interpreters. They also provided training at earlier stages. They organised meetings with judges and court personnel. A few years ago an official delegation from Japan that arrived to the UK to study the experience of court interpreting were quite impressed by the system and wanted to implement it in their country. It would have been so easy to develop this system further to cover criminal court bookings and payments.
I feel Quality Service is denied for non English Speakers and justice is denied for that reason by providing poor standard interpreters
very uncertain
Very bleak! I am waiting to see if the situation will change to give interpreters a better deal.
under the threat of money makers, business people and commercial agencies as this outsourcing to ALS is absolutely a big madness, cheat and mislead.
Not sure.
Unfortunately, I will have to quit this profession as I think the government does not have a serious approach to interpreting. Nor do they seem to have the idea what interpreting involves.
finished
It is now a difficult time for an interpreter in the UK criminal justice system but I do hope that things will go back to normal and furthermore the court interpreter will receive the long-awaited statutory judicial protection within the English Justice System.
The only way to continue working as an interpreter in the CJS is to stop the ALS contract ASAP. I will never consider working for ALS. If this contract continues I will have to change my profession.
It has always been a struggle to get work. I qualified in 2001. I worked for an agency (the only one which responded to my many enquiries) which paid badly but which furnished me with more assignments than anyone I have worked for since; several years ago they 'went under' - I had to fight long and hard for monies owed; I believe they had been running their business illegally. I believe there are still many similar ones still out there. Employing unqualified interpreters and translators (I am also a qualified translator). Paying less than cleaners in some areas of London. Result? Putting us out of work. Failing the system. Bringing disgrace to our profession. Wrecking our lives. What other profession suffers these indignities? Do you want more? I could go on.....
minimal - I expect to get very little work in CJS. I get work from other agencies & also do other types of work, such as teaching and examining.
Not very bright
I don't see a future until the work of interpreters in the UK criminal justice system is valued and allocated fairly. Until then I will concentrate on corporate and conference work.
Potentially entirely finished unless the Framework Agreement is scrapped. Incidentally I have only accepted one court interpreting assignment so far as it came directly from one government body which does not work with ALS.
not very bright
none
not very positive,, Dwindling over the years and currently finding it, its become less source of income for me
Non-existent. I am moving away from being a court interpreter, which became a degrading word now, thanks to ALS. I don't want to identify myself with those who lack the skills and the knowledge a court interpreter must have and are employed by the ALS, for the sake of ALS and that someone from the government earn on the back of the taxpayer.

Bleak if ALS is in charge
messy, unprofessional; outsourcing will stay
Good,poor quality service can't last long,no one would work for poor wage,and cost of living is going up,but the quality is going down. I would not like to be part of it.
bleak, following 33 years of impeccable aknd glorious service
I would hope to continue working directly with the Police and the courts as I have worked in my field and this area for 21 years now. I miss the various relationships I had built over the years as well as the fees, however this can only happen if the outsourcing is discontinued. I also envisage the possibility of never assisting the UK criminal justice system again, my dissapointment is tremendous as ny career, my experience counts for nothing when unqualified and inexperienced interpreters are attending courts for serious matters including murder, child sex grooming etc. I have witnessed this as I have been instructed by solicitors acting for the defence.
Bleak
I can't really while als is operating, work is on decline and I can't support even a small family of two - my daughter and I anymore
It is not looking good at present.
Only if ALS is removed from this sphere and direct bookings on NR rates and conditions are reintroduced
the involvement is less and less rewarding, so I will find something else to do in the future
Desperately hoping to return to court interpreting. My biggest concerns are over the very low minimum payment and the use of unqualified interpreters which is contrary to the Agreement.
Hopeless
I have doubts about any kind of future in interpreting for the UK criminal justice system if the Framework Agreement remains.
uncertain
Bad, unless ALS is scrapped
Very uncertain. If the Framework agreement is not scrapped I am unlikely to have a future in interpreting for the CJS.
If booked direct by the Crown Prosecution service, various police agencies, probation services, UK Border Agency, Met. police, and courts at old rates of compensation I can accept voluntary cuts of 10%.
Critical if standards are not kept.
difficult
Hoping TVP will not go to ALS. If they do, my future is bleak re int.
Until ALS goes I see no future as an interpreter for the criminal justice system
I hope to provide my professional services under a fair work and pay conditions, not FA.
In the hands of fraudsters!
Bleak to non-existent
Agencies like ALS have effectively killed the profession and not only that - human rights are being breached. I personally do not see a future for interpreting and that is why I changed professions. No qualified professional should be made to work in such a way that he/ she loses rather than earns money in the course of his/ her business. I have been interpreting for 4 years and I love it, however, I can unfortunately no longer afford to work as an interpreter.
with outsourcing there won't be future for me as an interpreter
not good
I hope that the contract with ALS is stopped and the Framework Agreement scrapped. After that I will be glad to accept again bookings made through direct calls by the courts..
The damage is already done. Many qualified interpreters have left the profession and FWA

should be scrapped as soon as possible. Unless the FWA is scrapped, this situation is bound to get worse beyond a point of repair.
INSECURE AND UNKNOWN.
as peripheral, given the other avenues that have opened for me.
no future
UNCERTAIN, I HAVE BEEN WORKING AS AN INTERPRETER FOR 10 YEARS, NOW I AM WORRIED ABOUT MY FUTURE. I WILL NEVER WORK FOR THE AGENCY!!!!
I believe that the system will change and interpreters will be paid normal rates, which will allow for the quality of interpreting to improve. I believe this happens when the Conservative party no longer rules.
Frankly as things stand at the moment I do not see the future for me in interpreting. Simply put Our (Interpreters) skilled labour is now worth much less on average than people who run those firms/agencies who are much less qualified. Current situation is simply a further exploitation of minorities in the UK.
uncertain
I am not seeing any future in interpreting so am currently lookin for alternative employment.
Although the current situation is appalling, I still live in hope that the MOJ will see sense soon and revert to the old system with SENSIBLE and ACCEPTABLE adjustments in place to increase the efficiency and economic viability of the system.
Non existing untill Framework still in place.
bleak
I believe that ALS agreement is going to be scraped.. It cannot continue as it is. I am hoping to get back to interpreting when we achieve the cancelation of the ALS contract
Very bleak at the moment
It all depends on the MOJ and when and if it decides to abandon the FA.
I am considering leaving the profession and possibly changing my career if ALS remains the supplier of interpreting services.
I might take on few assignments offered directly by Courts because I need experience.
No future
unsecure
Depends on whether the FWA will be scrapped. If so, I will be back to the profession I have dedicated myself for the past 8 years; if not I will find another career.
No future unless ALS contract scrapped
No future at all if ALS continues. I will take early retirement and work part time in another field if ALS agreement is not changed.
I am a fully qualified and experienced PSI interpreter and would like to continue to work for the criminal justice sector after the Framework Agreement is scrapped. However, until then I am not prepared to work with ALS and have to find ways to get more work in other areas (I am currently expanding into teaching).
I accepted a couple of direct calls from courts just to assess the situation and to talk to court personnels about failures by ALS. I see no future if the contract with ALS is not stopped and the FA abandoned!
I hope to work with the police and UK Borders Agency but it is some months since I did any interpreting for either.
Sad, if no formal qualifications are required, if pay will go to the level of a cleaner etc., i.e jobs no requiring any qualifications and no exams or proof of knowledge of the subjects involved. It may also be breaking human rights rules for the people arrested juzstly or unjustly.
When the Framework Agreement fails I will gladly return to interpret for the criminal justice system.

don't think there is a future
If the Moj would not stop the contract with ALS/ Capita and the Framework would continue, then is no future in interpreting for CJS in the UK.
not good
If it continues like this, very bleak, but I have hope in the power of the ordinary people!
I do not see it AT ALL
Bleak. Professional interpreters have been sold down the river by government, NRPSI, and the multiple associations, allowing ALS/CRAPITA to pounce.
I feel like most of the qualified interpreters that the government's framework agreement gave such a blow to the standards of our profession and demonstrated how great disregard the Ministry of Justice officials hold to the importance of qualified interpreters in criminal justice system if not total ignorance about our profession that probably I won't be working for them again.
Bleak. I am desperately trying to find another career. I have also lost 95% of my Police work because of Languageline. Policemen and solicitors started complain about "these people that turn up and know nothing" but it seems to me that our profession has been destroyed and there is no coming back.
The Framework Agreement will be scrapped in due course and interpreters' profession saved.
The interpreting industry has been stained in the UK forever. There are hundreds of so-called interpreters working at the moment at court, robbing the livelihoods of qualified interpreters. Where is justice? The Gov. must get rid of ALS and these horrid so-called interpreters. Why not protect the title of interpreter?
I have never believed compromising with quality.
I have been a freelance interpreter for 20+ years and I have worked for many different clients in different markets. Clients come and go. As long as I am offered T&Cs that are acceptable to me, I will accept a booking in the CJS irrespective of whether it is offered directly or via an intermediary.
Complete shambles if outsourcing involved.
I am still working for the Met Police. Unless changes are made, I will not consider interpreting as a full time job. I am currently interpreting only in my spare time from my other employment rather than relying on it as my main work.
good
I am quite pessimistic about it.
Unfortunately, I do not see any future at all for myself under the current environment. It is quite depressing.
Not good at all
I don't know.
Future is bright and I believe that ALS along with all their puppet agencies, would not be able to clean the mess they have now created.
Bleak
very uncertain, very sad after 10 and half years of experience and obtaining 2 diplomas, my experties is not valued and thrown out, very demoralising!
Terminated, if the framework agreement still stands!
I believe that i will be part of it again in the future as the current system (ALS) will fail.
I am hopeful that the ALS bubble will soon burst, However, as time goes on, and no changes are made I can see that my 20 years of experience in this field will go to waste. More worrying, though, is the misrepresentation and the fact that lowest bidders are able to pull the wool over the MoJ's eyes...a very false economy.
I will still work with solicitors and with the Metropolitan police, who pay the decent fees and are professionals.

Sadly, I do not see my future as an interpreter in this country unless things go back to how they were.
Uncertain. I'm hopeful that it will return to normal soon. I will have to wait and see!
Pretty limited if ALS keeps the contract
I will only interpret for solicitors firms / prisons which do not work with ALS. It seems to me I will not be back at court unfortunately.
There is no future in it.
I am still working for CPS. but will not work for the courts if booked by ALS. now or in the futur.
Plenty re-trials if recording are reviewed. Innocents in jails due to inexperienced interpreting and so on.
I hope that the Framework Agreement will be scrapped. If not at least I hope for work conditions to improve
I hope that the framework agreement will be scrapped or at least that ALS will improve their work conditions
I have worked as a law interpreter for the last 15 years, and feel that the crushing lack of government respect for the expertise, professionalism and dedication of all interpreters is shameful; it reflects its attitude to the Criminal Justice system in general in wanting something for nothing.
This attitude leaves me no choice but to try to work in another field, thereby wasting years of experience and hard work. Interpreting in the criminal courts is not simply translating like a parrot and the understanding and legal knowledge acquired over the years is wasted.
I hope I will be working for the UK criminal justice system through National Register otherwise I will need to consider changing my professional career.
very grim. so far, all my work from court has ceased.
I am an official Metropolitan Police interpreter and I will continue to work in this capacity for as long as the MET work with interpreters on a direct basis. I also receive bookings from the CPS. However the volume of thie work is not sufficient, so I am in the process of obtaining qualifications allowing me to work in a related area. If the FWA persists/spreads, I will move away completely from interpreting within the CJS.
I have only received 1 call requesting an interpreter that was not through ALS since they won the contract. I did register with ALS initially out of curiosity but am shocked by the bad service - I've had several messages left on my voicemail but then been unable to get hold of anyone/ been given very strange phone numbers/spoken to an advisor who seemed unaware of the voicemail/job. I was also contacted several times regarding interpreting in Italian - whilst I do speak quite fluent Italian I am certainly not a registered Italian interpreter! I am now unable to make enough money to work as a freelance interpreter and have been forced to take another job 4 days a week in a different sector. I used to get approximately 5/6 bookings a year which would be enough to supplement part-time work in a different sector. I do not really see a future for me in interpreting unless the ALS contract changes.
Very very bad
I am a highly qualified professional interpreter and will return to court work as soon as the FWA is cancelled.
I don't.
extremely bleak
I am not optimistic about my future work as an interpreter for the UK criminal justice system until new chages are brought to the current agreement.
ALS means the end of the profession
My qualifications, training and experience have been ignored and insulted by the MOJ. I am thinking of leaving the profession.

very bleak
I am trying to survive at the moment. I am going to change my careers in the future.
The current situation has to change. Unqualified interpreters are allowed to work in places where non-English-speakers' liberty is at stake. This will lead to appeals and will cost the government even more. I do not mind outsourcing but the conditions have to improve dramatically. £20/h without minimum payment and partial reimbursement of travel costs, and no payment or partial payment for travel time is ridiculous! I cannot be bothered leaving home for this money. I could do admin job without any responsibility and be paid £15/h. It took me years to obtain my interpreting qualifications (BA, MA, DPSI) and £20/h is simply an assault.
I'll not be working as a criminal justice interpreter at all
Hope to return to work in CJS when the Framework agreement is scrapped
I do accept direct work from police forces that book me directly. Currently I only accept court work if it is recorded as an ALS/Capita failure. If ALS/Capita or any other commercial agency booked interpreters for all CJ assignments, I would not continue to interpret in the CJ sector. I would then only interpret in the commercial field charging commercial rates that are actually much higher than CJ rates.
not promising
Doesn't look good at the moment
unless als vanishes??
even my local bus driver mentioned this MOJ news to me? moj-worse service due to k of professional interpreters???
Without a future due to a wrong leadership of the government.
I will not be providing my services under the current circumstances.
Very bleak as long as the current situation continues
As nonexistent
There is no future for me in interpreting for the UK criminal justice system until the contract with ALS is stopped and the Framework Agreement scrapped.
My future interpreting within the UK CJS seems very unreliable at the present time.
none