



Ministry of
JUSTICE

Statistics on the use of language services in courts and tribunals

Statistical bulletin, 30 January 2012
to 31 January 2013

28 March 2013



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Main findings

Introduction

The data presented in this bulletin are for face-to-face language services provided to HM Courts & Tribunals Service (HMCTS) and the National Offender Management Service (NOMS). These services are supplied under a contract with Capita Translation and Interpreting (TI); formerly known as Applied Language Solutions (ALS). The information published covers requests for services made and completed between the start of the national language services framework on 30 January 2012 and 31 January 2013. Requests made before 30 January 2012 were part of the pilot phase, and are not reported here. Requests are made in advance and may be subject to adjournment, delays or cancellation.

Data are not centrally held for the number of completed language requests under previous contracts and therefore it is not possible to say whether performance levels since 30 January 2012 are higher, lower or similar to those under the previous arrangements.

The bulletin covers courts and prisons in England and Wales, and all UK tribunals not transferred to devolved governments.

The data used for these statistics are generated from management information reports taken from the web-based request system. As with any large set of data from a live management information system, there may be inaccuracies and errors. This means that the data, and the statistics derived from them reported here, must be regarded as provisional, and subject to revision in later publications.

Number of requests for language services

During the period covered by this bulletin (30 January 2012 to 31 January 2013), there were 131,153 requests for language services covering 259 different languages. Of these requests, 55 per cent were for criminal cases (including cases in the Crown and magistrates' courts, and requests made by prisons), 39 per cent were for tribunal cases (including immigration and asylum cases), and six per cent were for civil and family cases.

The criminal courts make the greatest use of face-to-face language translation services. This in part reflects the numbers of people dealt with by the different courts and tribunals, with volumes of criminal proceedings at magistrates' courts and criminal cases heard at the Crown Court significantly higher than the number of civil and family cases heard in court and tribunal receipts.

Statistics on the use of language services in courts and tribunals

Of the total requests, 14,823 (11.3 per cent) were cancelled by the requesting customer (HMCTS or NOMS). Of the remaining 116,330 requests, 104,932 were fulfilled or the requesting customer failed to attend – a success rate¹ of 90.2 per cent over the whole period.

¹ 'Fulfilled' plus 'Customer did not attend', as a proportion of the total relevant completed language service requests excluding those requests cancelled by the customer.

Table 1 – Number and rates of completed language service requests by outcome, split by requester type and month: 30 January 2012 to 31 January 2013

UK ⁽¹⁾		Number of requests					Total requests
Type	Month	Fulfilled	Not fulfilled by supplier	Cancelled by customer	Did not attend		
					Supplier	Customer	
Criminal ⁽²⁾	Feb 2012	2,800	1,360	423	50	2	4,635
	Mar 2012	4,276	930	464	83	9	5,762
	Apr 2012	4,479	463	466	70	5	5,483
	May 2012	5,307	288	598	62	8	6,263
	Jun 2012	4,898	276	520	49	3	5,746
	Jul 2012	5,596	287	640	78	7	6,608
	Aug 2012	5,478	207	566	48	9	6,308
	Sep 2012	5,189	207	587	46	3	6,032
	Oct 2012	5,709	295	590	84	10	6,688
	Nov 2012	5,614	276	584	80	5	6,559
	Dec 2012	4,351	273	468	53	9	5,154
	Jan 2013	5,238	556	746	95	4	6,639
	Total Criminal		58,935	5,418	6,652	798	74
Tribunals	Feb 2012	972	447	267	63	-	1,749
	Mar 2012	3,347	523	664	232	3	4,769
	Apr 2012	3,104	206	541	133	3	3,987
	May 2012	3,763	213	744	91	6	4,817
	Jun 2012	3,317	143	642	76	4	4,182
	Jul 2012	3,547	140	658	99	4	4,448
	Aug 2012	3,134	115	595	79	2	3,925
	Sep 2012	3,331	136	620	91	-	4,178
	Oct 2012	3,979	212	621	134	2	4,948
	Nov 2012	4,280	237	630	146	5	5,298
	Dec 2012	3,075	164	495	117	3	3,854
	Jan 2013	4,047	591	788	219	1	5,646
	Total Tribunals		39,896	3,127	7,265	1,480	33
Civil & Family	Feb 2012	231	71	25	6	-	333
	Mar 2012	435	69	66	13	-	583
	Apr 2012	460	31	62	6	-	559
	May 2012	571	28	82	6	-	687
	Jun 2012	469	21	91	3	-	584
	Jul 2012	542	34	104	8	-	688
	Aug 2012	472	20	89	11	2	594
	Sep 2012	492	23	86	8	-	609
	Oct 2012	643	20	77	12	1	753
	Nov 2012	633	38	64	14	1	750
	Dec 2012	480	36	50	7	-	573
	Jan 2013	521	66	100	23	1	711
	Total Civil & Family		5,949	457	896	117	5
MOJ & NOMS HQ ⁽³⁾	Feb 2012	2	-	-	-	-	2
	Mar 2012	5	-	-	-	-	5
	Apr 2012	5	-	-	-	-	5
	May 2012	5	-	-	-	-	5
	Jun 2012	1	-	-	-	-	1
	Jul 2012	3	-	1	-	-	4
	Aug 2012	3	-	3	-	-	6
	Sep 2012	3	-	-	-	-	3
	Oct 2012	1	1	2	-	-	4
	Nov 2012	5	-	3	-	-	8
	Dec 2012	3	-	-	-	-	3
	Jan 2013	4	-	1	-	-	5
	Total MOJ HQ & NOMS HQ		40	1	10	-	-
All requests	Feb 2012	4,005	1,878	715	119	2	6,719
	Mar 2012	8,063	1,522	1,194	328	12	11,119
	Apr 2012	8,048	700	1,069	209	8	10,034
	May 2012	9,646	529	1,424	159	14	11,772
	Jun 2012	8,685	440	1,253	128	7	10,513
	Jul 2012	9,688	461	1,403	185	11	11,748
	Aug 2012	9,087	342	1,253	138	13	10,833
	Sep 2012	9,015	366	1,293	145	3	10,822
	Oct 2012	10,332	528	1,290	230	13	12,393
	Nov 2012	10,532	551	1,281	240	11	12,615
	Dec 2012	7,909	473	1,013	177	12	9,584
	Jan 2013	9,810	1,213	1,635	337	6	13,001
	Total requests		104,820	9,003	14,823	2,395	112

Statistics on the use of language services in courts and tribunals

UK ⁽¹⁾							Percentage ⁽⁴⁾
Type	Month	Fulfilled	Not fulfilled by supplier	Cancelled by customer	Did not attend		Success rate
					Supplier	Customer	
Criminal ⁽²⁾	Feb 2012	60.4	29.3	9.1	1.1	0.0	66.5
	Mar 2012	74.2	16.1	8.1	1.4	0.2	80.9
	Apr 2012	81.7	8.4	8.5	1.3	0.1	89.4
	May 2012	84.7	4.6	9.5	1.0	0.1	93.8
	Jun 2012	85.2	4.8	9.0	0.9	0.1	93.8
	Jul 2012	84.7	4.3	9.7	1.2	0.1	93.9
	Aug 2012	86.8	3.3	9.0	0.8	0.1	95.6
	Sep 2012	86.0	3.4	9.7	0.8	0.0	95.4
	Oct 2012	85.4	4.4	8.8	1.3	0.1	93.8
	Nov 2012	85.6	4.2	8.9	1.2	0.1	94.0
	Dec 2012	84.4	5.3	9.1	1.0	0.2	93.0
	Jan 2013	78.9	8.4	11.2	1.4	0.1	89.0
	Total Criminal		82.0	7.5	9.3	1.1	0.1
Tribunals	Feb 2012	55.6	25.6	15.3	3.6	-	65.6
	Mar 2012	70.2	11.0	13.9	4.9	0.1	81.6
	Apr 2012	77.9	5.2	13.6	3.3	0.1	90.2
	May 2012	78.1	4.4	15.4	1.9	0.1	92.5
	Jun 2012	79.3	3.4	15.4	1.8	0.1	93.8
	Jul 2012	79.7	3.1	14.8	2.2	0.1	93.7
	Aug 2012	79.8	2.9	15.2	2.0	0.1	94.2
	Sep 2012	79.7	3.3	14.8	2.2	-	93.6
	Oct 2012	80.4	4.3	12.6	2.7	0.0	92.0
	Nov 2012	80.8	4.5	11.9	2.8	0.1	91.8
	Dec 2012	79.8	4.3	12.8	3.0	0.1	91.6
	Jan 2013	71.7	10.5	14.0	3.9	0.0	83.3
	Total Tribunals		77.0	6.0	14.0	2.9	0.1
Civil & Family	Feb 2012	69.4	21.3	7.5	1.8	-	75.0
	Mar 2012	74.6	11.8	11.3	2.2	-	84.1
	Apr 2012	82.3	5.5	11.1	1.1	-	92.6
	May 2012	83.1	4.1	11.9	0.9	-	94.4
	Jun 2012	80.3	3.6	15.6	0.5	-	95.1
	Jul 2012	78.8	4.9	15.1	1.2	-	92.8
	Aug 2012	79.5	3.4	15.0	1.9	0.3	93.9
	Sep 2012	80.8	3.8	14.1	1.3	-	94.1
	Oct 2012	85.4	2.7	10.2	1.6	0.1	95.3
	Nov 2012	84.4	5.1	8.5	1.9	0.1	92.4
	Dec 2012	83.8	6.3	8.7	1.2	-	91.8
	Jan 2013	73.3	9.3	14.1	3.2	0.1	85.4
	Total Civil & Family		80.1	6.2	12.1	1.6	0.1
MOJ HQ & NOMS HQ ⁽³⁾	Feb 2012	100.0	-	-	-	-	100.0
	Mar 2012	100.0	-	-	-	-	100.0
	Apr 2012	100.0	-	-	-	-	100.0
	May 2012	100.0	-	-	-	-	100.0
	Jun 2012	100.0	-	-	-	-	100.0
	Jul 2012	75.0	-	25.0	-	-	100.0
	Aug 2012	50.0	-	50.0	-	-	100.0
	Sep 2012	100.0	-	-	-	-	100.0
	Oct 2012	25.0	25.0	50.0	-	-	50.0
	Nov 2012	62.5	-	37.5	-	-	100.0
	Dec 2012	100.0	-	-	-	-	100.0
	Jan 2013	80.0	-	20.0	-	-	100.0
	Total MOJ HQ & NOMS HQ		78.4	2.0	19.6	-	-
All requests	Feb 2012	59.6	28.0	10.6	1.8	0.0	66.7
	Mar 2012	72.5	13.7	10.7	2.9	0.1	81.4
	Apr 2012	80.2	7.0	10.7	2.1	0.1	89.9
	May 2012	81.9	4.5	12.1	1.4	0.1	93.4
	Jun 2012	82.6	4.2	11.9	1.2	0.1	93.9
	Jul 2012	82.5	3.9	11.9	1.6	0.1	93.8
	Aug 2012	83.9	3.2	11.6	1.3	0.1	95.0
	Sep 2012	83.3	3.4	11.9	1.3	0.0	94.6
	Oct 2012	83.4	4.3	10.4	1.9	0.1	93.2
	Nov 2012	83.5	4.4	10.2	1.9	0.1	93.0
	Dec 2012	82.5	4.9	10.6	1.8	0.1	92.4
	Jan 2013	75.5	9.3	12.6	2.6	0.0	86.4
	Total requests		79.9	6.9	11.3	1.8	0.1

'-' = Nil

(1) Courts and prisons in England and Wales, and all UK tribunals not transferred to devolved governments.

(2) Criminal includes: Magistrates' court, Crown court and Prisons

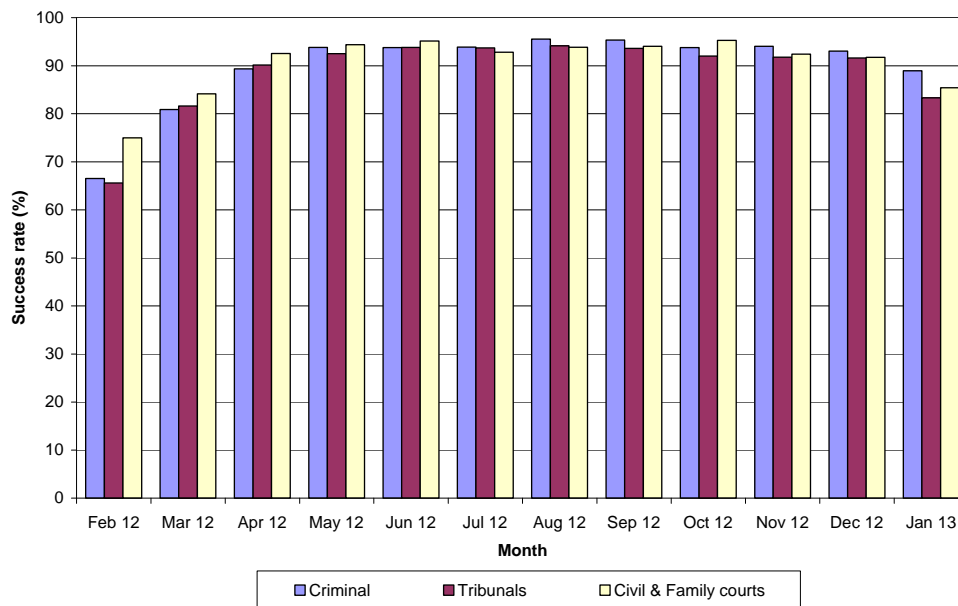
(3) Includes requests made by MoJ Shared Services and policy teams within MoJ and NOMS HQ.

(4) Completion rates for outcomes (such as the fulfilled rate) in the table are the proportion of a particular category of completion (such as fulfilled) as a proportion of the total completed. The "success rate" is different. It is calculated as: (Fulfilled + Did not attend Customer) / (Fulfilled + Not fulfilled by supplier + Did not attend Supplier + Did not attend Customer).

Presenting a single success rate does not provide the whole picture on the changes in the operation of the contract over the first 12 months.

- In the first month of the contract (January 30 to February 29, 2012), the contractor was able to fulfil the request or the requesting customer failed to attend for 67 per cent of all requests. Over the second month of the contract this increased to 81 per cent and increasing by a further nine percentage points in the third month. For the remainder of 2012 the success rate was relatively flat at between 92 and 95 per cent.
- However, by the end of January 2013 the success rate had fallen to just over 86 per cent; this fall coincided with the contractor reducing the mileage rate paid to interpreters.
- The changes in trend were broadly similar across the different requester types. For example, language service requests for criminal courts and prisons were fulfilled or the requesting customer failed to attend 67 per cent of the time in the first month of the contract. Between May and December 2012 this stabilised at around 94 per cent, however by the end of January 2013 the success rate fell to 89 per cent.

Figure 1 – Success rates for completed language service requests, by month and requester type, February 2012 to January 2013



In the period covered by this bulletin, requests were made covering 259 different languages (the full list of languages is presented in Annex B). Four languages (Polish, Romanian, Urdu and Lithuanian) accounted for more than a third of all language requests received.

- In criminal cases (requests made by the Crown and magistrates' courts and prisons), the most frequently requested language was Polish (14,364 requests);
- Similarly, Polish was also the most frequently requested language at civil and family courts (1,402 requests);
- The most frequently requested language at tribunals was Urdu (5,692 requests).

For the 20 most requested languages overall, the success rates for requests made by criminal courts and prisons over the whole period varied across languages, between 79 and 98 per cent. The range was similar for the other requester types – between 74 and 98 per cent at civil and family courts, between 70 to 96 per cent at tribunals.

The lowest success rate for criminal cases was Lithuanian. At civil and family courts, the lowest success rates were for Slovak, and at tribunals Lithuanian.

Complaints

During the period covered by this bulletin (30 January 2012 to 31 January 2013), there were 6,417 complaints recorded relating to completed requests made. The majority of the complaints came from tribunals (4,050 complaints, 63 per cent), with the most common reason for complaint being that the interpreter was late getting to the assignment (970 complaints, 24 per cent of complaints from tribunals). At criminal courts and prisons, the most common reason for complaint was that there was no interpreter available (35 per cent of complaints by these requesters).

The complaint rate² has increased between August 2012 and January 2013. The rate of complaints at criminal courts and prisons increased from 1.7 per cent in August 2012 to 2.2 per cent in January 2013. The complaint rate at civil and family courts remained relatively stable at around one per cent from June to January 2013

Although higher than other courts the complaint rate at tribunals decreased by a greater extent, from a high of over 19 per cent in the first month of the contract to less than five per cent in October 2012. Since October 2012 the complaint rate for tribunal cases has increased and by the end of January 2013 was 10 per cent, coinciding the change in mileage rate paid to interpreters.

² The number of complaints as a proportion of completed requests

Table 2 – Complaint rate by month, split by requester type, February 2012 to January 2013

UK ⁽¹⁾	Percentage ⁽²⁾		
	Month	Criminal	Civil & Family Tribunals
Feb 2012	10.6	6.3	19.2
Mar 2012	7.2	5.7	12.7
Apr 2012	5.1	2.9	7.6
May 2012	2.7	2.8	7.6
Jun 2012	2.1	1.0	7.8
Jul 2012	2.0	0.9	6.2
Aug 2012	1.7	0.8	5.6
Sep 2012	1.5	-	6.3
Oct 2012	1.3	1.3	4.6
Nov 2012	1.6	1.6	6.5
Dec 2012	1.6	1.6	6.4
Jan 2013	2.2	1.4	9.6
Total	3.1	2.0	7.8

(1) Courts in England and Wales, and all UK tribunals not transferred to devolved governments.

(2) The number of complaints divided by the number of completed requests.

Background

Framework for language services

The Ministry of Justice (MoJ) has established the Language Services Framework Agreement which will have an initial period of four years. Services are delivered by Applied Language Solutions in accordance with a standard set of terms and conditions. This allows eligible participants to procure the services they require without recourse to further competition.

The framework agreement creates an overarching relationship between the service provider Capita TI and collaborative partners in the Criminal Justice System through which the language services required can be satisfied.

Criminal courts in the North-West began to use services under the terms of the contract from 12 December 2011 onwards. The remaining courts, tribunals and prisons used the services from 30 January 2012 onwards.

Services provided under the framework

Capita TI provides interpretation, translation, sign and other non-defined language support services to MoJ, HM Courts & Tribunals Service and NOMS prisons. The service is not available for use by Probation Trusts but the framework agreement is available.

- Face-to-face interpretation that can be divided into three tier-based needs.
 - Tier One: the interpreter is able to both speak fluently in the language required and is also able to provide a written translation to a pre-determined standard.
 - Tier Two: the interpreter can provide fluent spoken interpreting services, but will not be able to provide a written translation that would suffice for justice sector needs.
 - Tier Three: the interpreter can provide an interpreting service, but not to the standard that would be required for court, tribunal or other evidential requirements; this may be used, for example, in community-based settings.
- Telephone interpreting;
- Translation services – written (including Braille and Easy-read) and recorded (including transcription);
- Services for the deaf and deaf blind (including, but not limited to, British Sign Language, Sign Supported English, Note Taking, Finger Spelling and Lip Speaking); and,
- Other non-defined language support services as and when they arise.

Translation of Welsh in Wales is not included in the framework.

Statistics covered in this bulletin

The contractor provides a range of management reports through a web-based portal. These include: the number of interpreters available, details of complaints received, gaps in the availability of languages and performance against key performance indicators.

This bulletin provides summary statistics on face-to-face services provided to HM Courts & Tribunals Service and NOMS prisons, covering the time period from 30 January 2012 to 31 January 2013. The statistics are taken from the reports provided by the contractor from their web-based portal of the numbers of assignments and details of complaints received. The data are from two snapshots of the system: on 12 March 2013 for the data on completed requests; and on 20 March 2013 for the data on complaints relating to those completed requests.

In this bulletin, the time that the language service is provided is taken to be the starting time for the request, even if the request extended over several days. The location for the service at courts is assumed to be in the region of the requesting court. Courts may request services to be delivered at secondary locations, but this is assumed to be rarely outside the region. Tribunals are more likely to request services to be provided away from their main location; for example, some Scottish tribunals have taken place in Northern Ireland.

The classifications used in this bulletin, such as 'complete' and 'fulfilled', are taken directly from the management information system, and are decided according to the rules laid down by the contractor. A glossary list of terms used in this bulletin can be found at Annex A.

A small amount of data has been corrected in the process of preparing this bulletin, namely correcting certain spelling mistakes and typographical errors in the names of languages.

Comparisons with figures in previous bulletins

As the data are taken from a live management information system, the data should be considered provisional, correct as at 12 and 20 March 2013 respectively for requests and complaints raised. Any updates or corrections to the data will be reported in the next bulletin. In particular, the status of requests for services near the end of the reporting period may be updated, and complaints may be raised after 31 January 2013 relating to services provided before that date.

For this reason, some differences will be observed between the February to August 2012 figures in this bulletin and those included in the bulletin published in October 2012, based on a snapshot of the system on 20 September 2012. The largest proportion of differences occurs in August 2012 figures.

This bulletin provides statistics on 72,738 completed languages service requests during the months February to August 2012, compared with 72,043 completed requests during the period reported in the October 2012 bulletin.

Statistics on the use of language services in courts and tribunals

Since the October 2012 bulletin, it has become apparent that some jobs booked for Criminal cases, mainly for magistrates' courts, were incorrectly allocated to Civil & Family accounts. HM Courts & Tribunal Service staff have worked with the contractor Capita TI to identify the incorrectly allocated bookings and these have now been amended. Of requests for languages services made and completed between 30 January 2012 and 31 August 2012, 1,932 requests have been reallocated from the civil and family category into criminal.

Since the October 2012 bulletin, it has also become apparent that instances of multiple complaints against a single completed request were not being reflected in the published statistics, with only a single complaint per request captured within the data received in these instances. Officials in the Ministry of Justice have worked with the contractor to receive a separate dataset which contains all complaints made against completed requests. The figures presented within this bulletin reflect all complaints made against completed requests, and previous figures for February to August 2012 have been revised.

Originally it was reported that during the period 30 January 2012 to 31 August 2012 that there were 3,937 complaints against completed language service requests. Taking into account all the work that has been undertaken to identify multiple complaints against similar requests the revised complaint figure for the period January to August 2012 is 4,250.

Numbers of requests dealt with

Requests are made in advance via a web-based portal, by email or by telephone. There is no minimum period of notice, and some requests are made less than an hour before they are needed. The supplier will attempt to assign a translator for the requested service, and once the service has been provided, or the date for the requested service has passed, the request may be closed by the requesting court or tribunal. If the request is not closed by the court or tribunal within 48 hours of completion, the translator involved may close the request.

Requests completed according to the framework agreement are called 'fulfilled' in this bulletin. However, requests may be cancelled by the customer (i.e. the court) or the supplier Capita TI may not be able to provide the requested service (called 'not fulfilled' in this bulletin). Requests may also fail because either the supplier (translator or interpreter) or customer does not attend (or arrives so late that the job is cancelled). These terms are defined in the glossary at Annex A.

This bulletin presents statistics on completed requests as classified on the management information system. However, requests may be subject to adjournment, delays or cancellation, and any data taken from a live management information system is subject to continual change and updating. Therefore the statistics presented here are provisional and subject to revision in future publications. Requests made before 31 January 2013 for language services to take place after 31 January 2013 will be included in future bulletins.

Courts and prisons

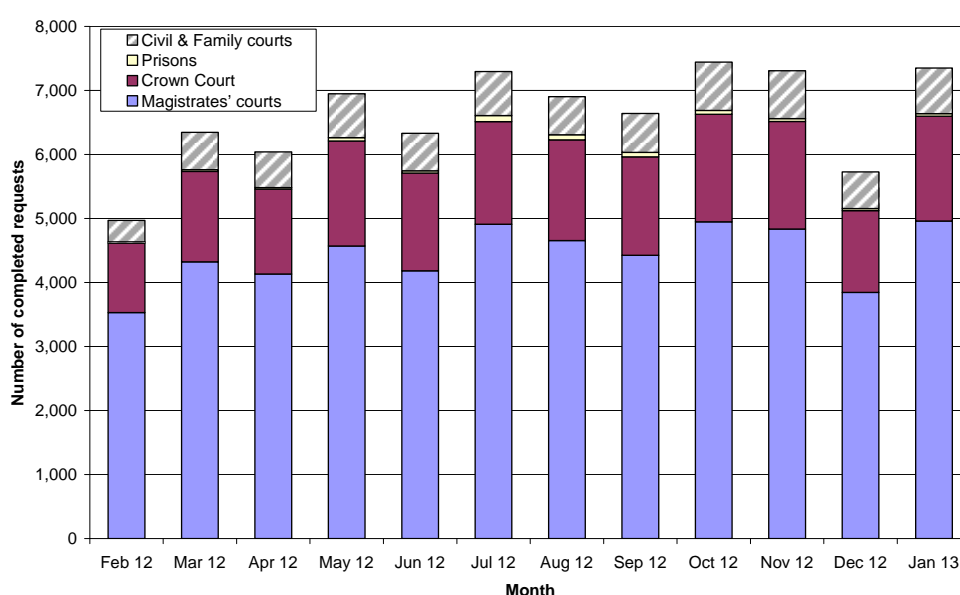
Statistics for two groups of requester types are presented:

- 'Criminal', comprising of criminal courts (includes magistrates' courts and the Crown Court, including the Central Criminal Court and criminal appeals at the Royal Courts of Justice – see note (1) to Table 3 in the accompanying Excel workbook) and at NOMS prisons;
- Civil and family (includes family courts, County Courts, and other civil and family courts of various types, such as the Administrative Court at the Royal Courts of Justice, Civil Justice Centres etc – see note (1) to Table 5 in the accompanying Excel workbook).

Tables 3 (criminal) and 5 (civil and family) show the number of completed language service requests for each requester type, split by outcome, region and month. Tables 4 and 6 convert these outcomes into rates when compared to total completed requests, including an overall "success rate".

Criminal cases accounted for 71,877 languages services requests over the period, 55 per cent of the total languages requests covered by this bulletin. The criminal courts make the greatest use of face-to-face language translation services. This in part reflects the numbers of people dealt with by the different courts and tribunals, with volumes of criminal proceedings at magistrates' courts and criminal cases heard at the Crown Court significantly higher than the number of civil and family cases heard in court and tribunal receipts. Caseload statistics for criminal, civil and family courts and tribunals can be accessed in the *Court Statistics Quarterly* and *Quarterly Tribunal Statistics* bulletins, both published on the Ministry of Justice website.

Figure 2 – Number of completed language service requests for courts and prisons, by month, split by type of requester, February 2012 to January 2013



The requests are classified according to the starting date for the requested service. Language services under a single request may be provided for several days. If the service extends over the end of a month, it will be classed as happening in the month when it started.

Of the total criminal requests, 6,652 (nine per cent) were cancelled by the requesting customer (HMCTS or NOMS). Of the remaining 65,225 requests, 59,009 were either fulfilled or the person for whom the translation service had been requested (the 'customer') failed to attend – a success rate of 90 per cent over the whole period.

Civil and family courts accounted for 7,424 languages services requests, six per cent of total requests. Of these, 896 (12 per cent) were cancelled by the requesting customer, and 5,954 of the remaining 6,528 requests were either fulfilled or the customer failed to attend – a success rate of 91 per cent.

'Region' in the tables means the region of the court requesting the service. Occasionally, a court will request a service to take place at a secondary venue. It is assumed that this is the same region as the requesting court, but there may be a small number of occasions where this is not true.

Table 3 shows that London courts and prisons used language services the most in criminal cases (24,993 requests, 35 per cent of all criminal requests). Similarly, Table 7 shows that London courts accounted for the highest proportion of civil and family requests (1,661, and 22 per cent of all civil and family requests). Tables 4 and 6 show the success rate (and the proportion fulfilled) is highest in the North West region for all types of court.

There has been little change in customer cancellation or non-attendance levels, but the number of non-fulfilled requests has reduced considerably – from 1,360 requests not fulfilled in February 2012 for criminal cases down to 556 requests in January 2013, and from 71 non-fulfilled requests in February 2012 to 66 in January 2013 for civil and family court requests. Tables 4 and 8 show that, in general, the success rate increased from month to month between February and July 2012 and levelled-off between August and December 2012 but shows a decline in January 2013. In the case of prisons, there were too few language service requests for reliable trends in success rate from month to month to be seen (Table 4) – it may be more reliable to look at trends from quarter to quarter for prisons.

Tables 9 (criminal) and 13 (civil and family) show the number of completed language service requests for each requester type, split by outcome and top 20 languages requested. Tables 10 and 14 convert these outcomes into success rates when compared to total completed requests, including an overall success rate.

In criminal cases, the most frequently requested language was Polish (14,364 requests), followed by Romanian (10,087), Lithuanian (6,614), Russian (3,993) and Urdu (2,910). These five languages together accounted for over half of completed requests for languages services for criminal courts and prisons. Specifically in prisons, 382 of the 581 requests (66 per cent) were for British Sign Language.

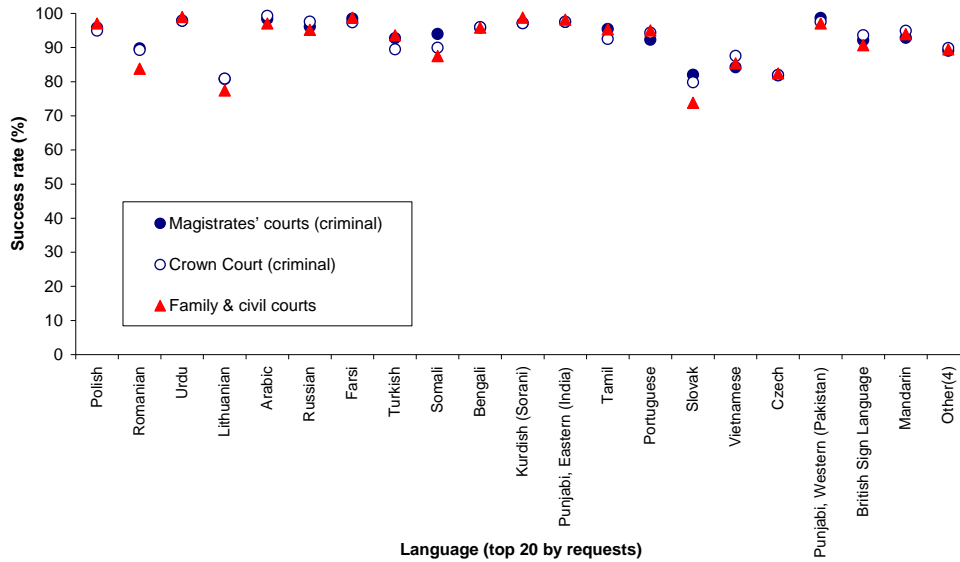
The success rates for requests made by criminal courts and prisons across the twelve months vary across languages between 79 and 98 per cent. The highest success rates (above 97 per cent) were for Punjabi, Western (Pakistan), Farsi, Arabic, Urdu and Russian. The lowest success rates (below 85 per cent) were for Czech, Slovak and Lithuanian.

At civil and family courts, the most frequently requested language again was Polish (1,402 requests), followed by Urdu (771), British Sign Language (447), Bengali (353) and Portuguese (250). These five languages together accounted for 43 per cent of completed language requests for civil and family courts.

The range of success rates across languages was similar in civil and family court requests as for criminal cases – between 74 and 98 per cent. The highest success rates (above 98 per cent) were for Urdu, and Punjabi (Eastern India). The lowest success rates (below 85 per cent) were for Vietnamese, Romanian, Czech, Lithuanian and Slovak with the latter two below 80 per cent success rate. It is worth noting that virtually the same languages appear on the most/least successful language lists for criminal and civil and family cases.

Figure 3 illustrates the success rates for the top 20 languages requested overall, split by type of court. The figure does not show prisons data as request numbers are small for all languages aside from British Sign Language.

Figure 3 – Success rate by top 20 languages, split by type of court, 30 January 2012 to 31 January 2013



The numbers of ‘cracked’ or ‘ineffective’ trials, with a breakdown of key reasons for ineffective trials, are published in *Court Statistics Quarterly* on the department’s web site³. An ineffective trial does not commence on the due date and requires re-listing. An ineffective trial is usually the result of action or inaction by one or more of the prosecution, the defence or the court. In contrast, a cracked trial does not commence on the day and the trial is not re-listed, as the case has reached a conclusion. Cracked trials are usually the result of an acceptable plea being entered by the defendant on the day, or where the prosecution offers no evidence against the defendant.

The table below provides provisional figures on the effectiveness of magistrates’ court and Crown Court trial hearings, including numbers of ‘ineffective’ trials due to the unavailability of interpreters.

³ www.justice.gov.uk/statistics/courts-and-sentencing/judicial-quarterly

Effectiveness of magistrates' courts' trial hearings in England and Wales, 2012

Total	Effective trials		Cracked trials		Ineffective trials		<i>of which: Key reason for ineffective trial</i>	
	Number	Percentage of total trials	Number	Percentage of total trials	Number	Percentage of total trials	Interpreter availability	Percentage of total trials
156,671	69,515	44%	60,652	39%	26,504	17%	608	0.39%

Effectiveness of Crown Court trial hearings in England and Wales, 2012

Total	Effective trials		Cracked trials		Ineffective trials		<i>of which: Key reason</i>	
	Number	Percentage of total trials	Number	Percentage of total trials	Number	Percentage of total trials	Interpreter availability	Percentage of total trials
38,434	18,729	49%	14,367	37%	5,338	14%	34	0.09%

Note: All figures are provisional

Source: Court Statistics Quarterly, October to December 2012

Data sources: Cracked and ineffective trial monitoring form, HM Courts and Tribunals Service's Performance Database, HM Courts and Tribunals Service CREST system.

Tribunals

Statistics for four types of tribunal are presented:

- Employment Tribunal,
- Immigration and Asylum Tribunal,
- Social Security and Child Support Tribunal,
- Special Tribunals (Asylum Support Tribunal, Care standards Tribunal, First-tier Tax Tribunal, Mental Health, Special Educational Needs and Disability Tribunal, Criminal Injuries Compensation Tribunal and War Pensions and Armed Forces Compensation Tribunal).

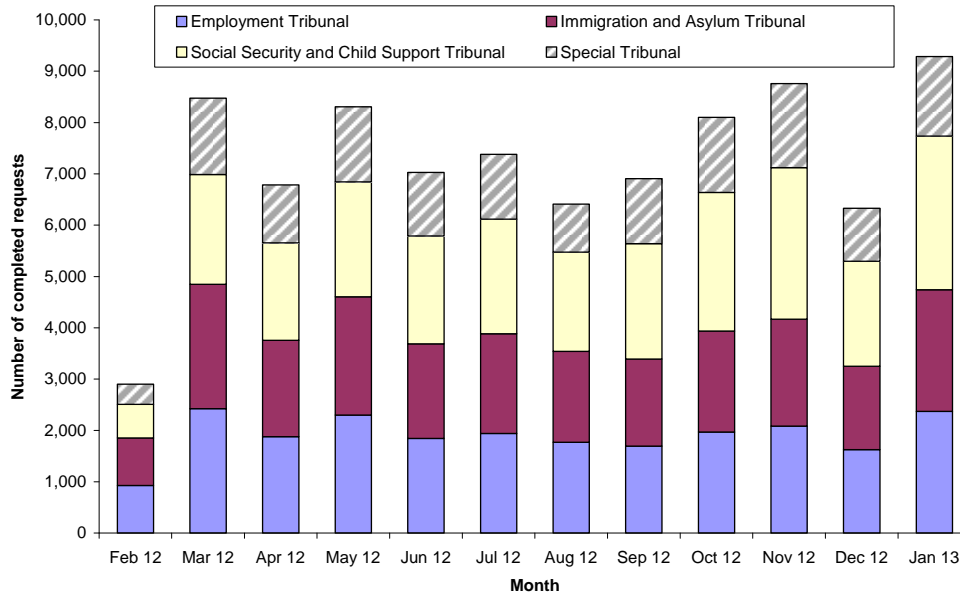
Table 5 shows the number of completed language service requests for each tribunal type, split by outcome, region and month. Table 6 converts these outcomes into rates when compared to total completed requests, including an overall "success rate".

Tribunals accounted for 51,801 languages services requests over the period, 39 per cent of the total languages requests covered by this bulletin.

Table 6 shows that the Social Security and Child Support Tribunal and the Immigration and Asylum Tribunal made most use of language services, with 50 and 44 per cent of total tribunals requests respectively. The differences between the types of tribunal are more marked when the total volume of cases is considered. During the 12 months January to December 2012, there were 172,340 Employment Tribunal receipts, 100,119 Immigration and Asylum Tribunal receipts and 453,716 Social Security and Child Support Tribunal

receipts⁴. As may be expected, Immigration and Asylum Tribunals have the highest demand for language services of any court or tribunal relative to caseload.

Figure 4 – Number of completed language service requests for tribunals by month of completion, split by type of tribunal, February 2012 to January 2013



Of the total tribunal requests, 7,265 (14 per cent) were cancelled by the requesting tribunal. Of the remaining 44,536 requests, 39,929 were either fulfilled or the customer failed to attend – a success rate of 90 per cent over the whole period.

Table 5 shows that London Immigration and Asylum Tribunals and Midlands Social Security and Child Support Tribunals used language services the most (8,229 and 11,911 requests respectively). In the same way as for criminal and civil and family requests, Table 6 shows the success rate (and the proportion fulfilled) is highest in the North West region for tribunals overall.

There has been little change in customer cancellation or non-attendance levels, but the number of non-fulfilled requests has increased – from 115 tribunal language requests not fulfilled in August 2012 to 591 in January 2013. Table 6 shows that, in general, the success rate for tribunals increased from month on month between February and June 2012 and has levelled off since, with a decline in January 2013.

The success rates do not vary greatly between different types of tribunal and are similar to the success rate for criminal courts. The exception is the proportion of fulfilled requests for Employment Tribunals, which is low (57 per cent) compared with other tribunals (68 per cent for Special Tribunals, 72 per cent for Immigration and Asylum, and 83 per cent for Social Security and Child

⁴ 'Quarterly Tribunals Statistics': 1 October to 31 December 2012, Ministry of Justice statistics bulletin, 28 March 2012.

Support). This is chiefly because the customer cancellation rate for the employment tribunals is high, at 37 per cent overall.

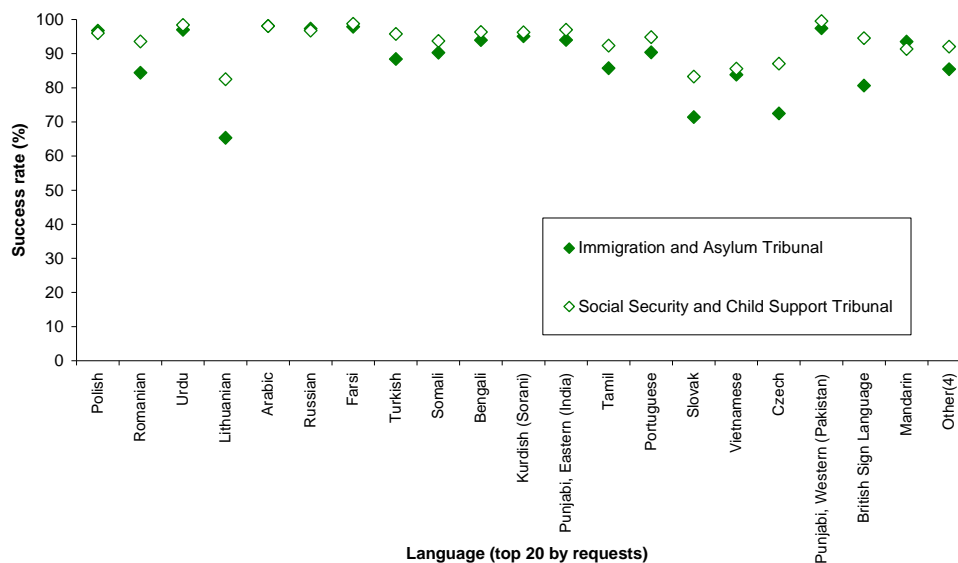
Table 11 shows the number of completed language service requests for each requester type, split by outcome and top 20 languages requested. Table 12 converts these outcomes into rates when compared to total completed requests, including an overall success rate.

The most frequently requested language by tribunals was Urdu (5,692 requests), followed by Arabic (3,290), Somali (3,148), Farsi (2,939), and Polish (2,804). These five languages together accounted for 35 per cent of completed requests for languages services for tribunals.

The success rates for requests made by tribunals over the whole period vary across languages between 70 and 96 per cent. The highest success rates (above 95 per cent) were for Punjabi (Western Pakistan), Farsi, Arabic and Urdu. The lowest success rates (below 83 per cent) were for Vietnamese, Slovak, Tamil, and Lithuanian, with the latter only a 70 per cent success rate.

Figure 5 illustrates the success rates for the top 20 languages requested overall, split by the main two types of tribunal.

Figure 5 – Success rate by top 20 languages, split by Immigration and Asylum Tribunal and Social Security and Child Support Tribunal, 30 January 2012 to 31 January 2013



Complaints

There were 6,417 complaints recorded relating to completed requests made between 30 January 2012 and 31 January 2013.

Two different schemes for categorising complaints have been used. Under the earlier classification scheme, complaints were simply described as 'closed' once they were dealt with. A more advanced scheme has been introduced that can classify complaints as founded, unfounded or duplicates (complaints submitted twice in error), and only founded complaints are reported to the Ministry of Justice. It is not possible to break down the 'closed' complaints further, so this bulletin reports all complaints, which will include a small number of unfounded or duplicate complaints from the earlier classification scheme.

The majority of the complaints came from tribunals (4,050 complaints, 63 per cent); with the most common reason for complaint being that the interpreter was late getting to the assignment (970 complaints, 24 per cent of complaints from tribunals). At criminal courts, prisons and civil and family courts, the most common reason for complaint was that there was no interpreter available (35 per cent of complaints by these requesters combined).

The number of complaints per region is shown in Table 15 (criminal courts and prisons), Table 16 (tribunals) and Table 17 (civil & family courts). The number of complaints per month is shown in Table 18 (criminal courts and prisons), Table 19 (tribunals) and Table 20 (civil and family courts), with Table 2 providing an overall summary.

The complaint rate⁵ varies by requester type and from region to region. The highest rate of complaints at criminal courts and prisons came from the North West and South West (five and six per cent of completed requests respectively). Complaint rates at tribunals are on average higher than at criminal courts and prisons, and the highest rate of complaints at tribunals came from the North East and London (11 and nine per cent of completed requests respectively). Complaint rate at civil and family courts are on average lower than at criminal courts and prisons and tribunals, the highest rate of complaints at civil and family courts came from the North East and Midland (four and three per cent of completed requests respectively).

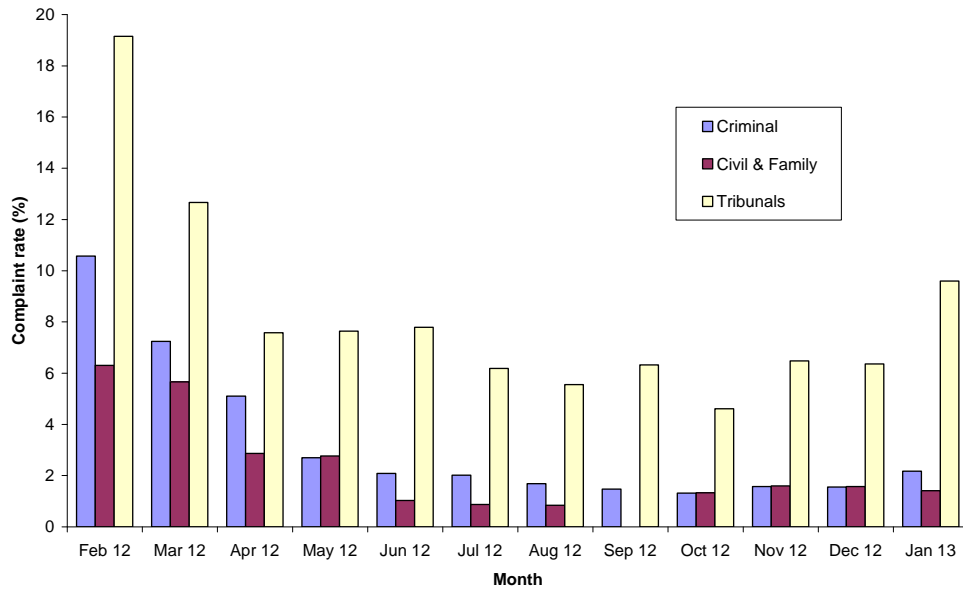
The complaint rate increased between August 2012 and January 2013. The rate of complaints at criminal courts and prisons increased from 1.7 per cent in August 2012 to 2.2 per cent in January 2013..

Although higher than other courts the complaint rate at tribunals decreased by a greater extent, from a high of over 19 per cent in the first month of the contract to less than five per cent in October 2012. Since October 2012 the complaint rate, at tribunals, has been increasing and by January 2013 was just under 10 per cent, a rise of more than three percentage point compared to December 2012. As with the decline in the success rate in January 2013, the

⁵ The number of complaints as a proportion of completed requests

increase in the complaint rate coincided with change in the mileage rate paid to interpreters. In January 2013 an interpreter not attending or not being available for a tribunal hearing accounted for 70 per cent of complaints received, an increase of over 20 percentage points compare to the previous month.

Figure 6 – Complaint rate by month and requester type, February 2012 to January 2013



Data Sources and Data Quality

This section gives brief details of data sources for the figures given in this bulletin, along with a brief discussion of data quality assurance processes.

Data for this bulletin are taken from the interpreter's booking portal managed by Capita TI. This bulletin used raw data from the portal covering 30 January 2012 to 31 January 2013 for completed requests. All requests for translation services are booked by HM Courts & Tribunal Service staff, who are responsible for closing completed requests within 48 hours of the booking being concluded. If it goes beyond 48 hours, the interpreter is permitted to close down the booking, as this is the mechanism by which they are paid.

All bookings closed by interpreters are scrutinised by HM Courts & Tribunal Service staff, and any discrepancies are reviewed with the Ministry of Justice Contract Manager and Capita TI with the necessary action taken.

All data is subject to quality assurance. Officials in the Ministry of Justice routinely check the data to ensure that no cases are removed and that data received matches with information already held. HM Courts & Tribunal Service staff can see this information and, if they do not agree, it is reported through the complaints process. Staff at Capita TI carry out monthly verifications of data for example every month they spot check five per cent of cancelled jobs entered as Customer cancelled. This is to determine if they have been closed correctly.

As part of final checks, Ministry of Justice officials and Capita TI staff work together to identify and correct wrongly allocated bookings. For example bookings made via telephone on-behalf of the requesters, can on occasions be allocated to the court making the request instead of to the location that requires the interpreter.

Annex A – Glossary

Descriptions of outcomes of requests dealt with

Fulfilled

The supplier (Applied Language Solutions) provided an interpreter or translator as requested by the court or tribunal.

Not fulfilled by supplier

The supplier (Applied Language Solutions) has been unable to fill the booking request.

Cancelled by customer

The customer (i.e. the court or tribunal) no longer requires an interpreter and has cancelled the booking request.

Customer did not attend

The interpreter arrived at the requested location for the service but the customer (as specified by the court or tribunal) did not attend.

Supplier did not attend

The interpreter was assigned and booked by the supplier (Applied Language Solutions), but failed to attend.

Categories of complaints

Interpreter did not attend

The assigned interpreter did not go to the assignment and did not inform anyone.

Interpreter quality

The quality of the interpreting skills is being questioned.

Interpreter was late

The assigned interpreter was late getting to the assignment.

No interpreter available

The supplier was unable to provide an interpreter.

Operational issue

Operational issues include: incorrect tier assigned (the customer has requested a specific tier of assignment and an incorrectly tiered interpreter was assigned), issues with the web-based request portal, occasions when the customer has not been able to request one of the services that the supplier supplies and other occasions when the supplier has not supplied the service that is expected.

Other Interpreter issue

Any areas concerning the interpreter which are not covered elsewhere, e.g. dress code.

Time sheet error

Either the customer or the interpreter has closed the assignment's time sheet entry down incorrectly.

Unknown

This includes complaints where no category was recorded in the data.

Others terms used in this bulletin

Cracked trial

Cracked trials are usually the result of an acceptable plea being entered by the defendant on the day, or where the prosecution offers no evidence against the defendant.

Ineffective trial

An ineffective trial does not commence on the due date and requires re-listing. In contrast, a cracked trial does not commence on the day and the trial is not re-listed, as the case has reached a conclusion.

Success rate

This is calculated as the number of completed requests that count as successful supply of the service:

i.e. 'Fulfilled' plus 'Customer did not attend', divided by the total relevant completed language service requests excluding those requests cancelled by the customer.

Annex B – List of languages

Two hundred and fifty nine separate languages were requested between 30 January 2012 and 31 January 2013:

Acholi; Afrikaans; Akan; Albanian; Albanian (Kosovo); Algerian; Amharic; Arabic; Arabic (Classical); Arabic (Modern Standard); Arabic (North African); Arakanese; Aramaic; Armenian; Azerbaijani (North); Azerbaijani (Southern); Ashanti; Assyrian; Azari; Azeri; Babar; Bajan; Bajuni; Balochi; Balochi - Eastern; Balochi - Southern; Balochi - Western; Bamanankan; Bambara; Basque; Belarussian; Bemba Zambian; Bengali; Bengali Deaf Mute and Sign; Berber; Bilen; Bisyan; Bosnian; Braille; Bravanese; British Sign; Bulgarian; Burmese; Cambodian; Cantonese; Catalan; Cebuano; Chechen; Chichewa; Chin; Creole; Creole - English; Creole - French; Croatian; Czech; Danish; Dari; Dari (Afghan); Dari (Iranian); Deafblind (BSL Hands on/ hand-under-hand); Deafblind (BSL Visual Frame); Deafblind (Clear Speech Communicator); Deafblind (Large Print communicator); Deafblind Manual; Dinka - North Western; Dioula; Dutch; Ebu; Edo; Efik; English (Pidgin); English (US); Eritrean; Estonian; Ethiopian; Ewe; Fanti; Faroese; Farsi; Filipino; Finnish; Flemish; French; French (Algerian); French Arabic French (Belgium); French (Canada); French (Congelese); Fula; Fulah; Ga; Garze; Georgian; German; German (Austrian); German (Swiss); Gorani; Greek; GuaranÁ-(Ava); Gujarati; Gurung; Hakka; Hausa; Hazaragi; Hebrew; Herero; Hindi; Hindko; Hungarian; Ibibio; Idoma; Igbanke; Igbo; Ilocano; Indonesian; Ishan/Esun Ewohiri Dialect; Italian; Jamaican Patois; Japanese; Javanese; Jola-Fonyi; Kachi; Kannada; Kashmiri; Khmer; Kibajuni; Kikongo; Kikuyu; Kinyamurenge Kinyarwanda; Kirundi; Kiswahili; Konkani; Kosovan; Korean; Kpelle; Krio; Kurdish (Bahdini); Kurdish (Kahor); Kurdish (Kurmanji); Kurdish (Sorani); Kurdish Zaza; Kutchi; Lao; Latvian; Lingala; Lipspeak (English); Lithuanian; Luo; Luganda; Macedonian; Macedonian Gorani; Malagasy; Malagu; Malike; Malay; Malayalam; Maldivian; Malinke; Maltese; Mandarin; Mandingo; Mandinka; Maninka; Marathi; Masalit; Mauritian Creole; Mende; Mirpuri; Mongolian; Ndebele; Ndebele - Northern; Ndebele - Southern; Nepalese; Norwegian; Nubian; Orominga; Oromo (Central); Pahari; Palantypists; Patois; Pashto; Pashto (Afghanistan); Pashto Iranian; Pashto (Pakistan); Persian; Pidgin; Pohari; Polish; Portuguese; Portuguese (Brazilian); Potwari; Punjabi; Punjabi, Eastern (India); Punjabi, Western (Pakistan); Rohingya; Roma; Romanian; Romany; Runyankole; Russian; Sanskrit; Serbian; Serbo-Croatian; Shona; Sign Supported English; Sindhi; Sinhala; Sinhalese; Slovak; Slovenian; Somali; Songo; Soninki; Spanish; Sri Lanka (Sinhalese); Srilankan; Sudanese Darfojan Arabic; Sudanese – Fur Dialect; Susu; Swahili; Swahili (Coastal); Swahili (Congo); Swedish; Sylheti; Syrian (Iraqi National); Tagalog; Taiwanese; Tama; Tamil;; Telugu; Temne; Tetan; Tetum; Thai; Tibetan; Tigre; Tigrinya; Tongan; Tshiluba; Tswana; Turkish; Turkmen; Twi; Ugandan; Ukrainian; Unspecified rare language; Urdu; Urohobo; Uzbek (Northern); Vietnamese; Welsh; Wolof; Yemeni; Yiddish; Yoruba; Zaghawan; Zaza; Zimbabwean; Zulu.

Explanatory notes

Symbols and conventions

The following symbols have been used throughout the tables in this bulletin:

'-' = Nil

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