

14 August 2024

Template letter to download and send to your MP

You can download and use the template letter/email on the next page to ask your MP to provide more information about how the Ministry of Justice's language services are being developed by the new Labour government.

To find the contact details of your MP, visit:

<https://members.parliament.uk/members/Commons>

Please feel free to amend and personalise the letter. You may wish to add some relevant personal experiences.

We would also be delighted to hear about any response you receive to your letter. If you are happy to share this, please email a copy to mike@nrpsi.org.uk.

Should you need further information or specific evidence to support your communications with your MP, NRPSI is committed to helping with any such enquiries. Please contact us using the same email address provided above.

Dear _____,

Re: Outsourcing of the UK's court interpreting services: How this is rendering them unfit for purpose

I am a public service interpreter who is registered with and regulated by the National Register of Public Service Interpreters (NRPSI) (www.nrpsi.org.uk). I am writing concerning the existing policy of outsourcing court language services, which has only succeeded in undermining the quality of those services, harming citizens and adding to the pressures of an already overloaded justice system.

For more than a decade, it has been government policy to devolve management of public sector language services to commercial agencies. With contractors selected on the basis of cost considerations rather than the quality of their services, the use of inappropriately qualified and inexperienced interpreters in court is now widespread. Over the last two months, court language services have been thrown into further chaos by a new electronic booking system introduced by the incumbent Ministry of Justice language services contractor that is not fit for purpose.

These are just two indicators of what has become a failing system in desperate need of reform.

In light of this situation, I have questions for the Secretary of State for Justice that I would very much like you to ask and have answered. You will find these set out below.

I look forward to receiving a response and have provided my contact details at the bottom of this document in anticipation of this.

My questions for the Secretary of State for Justice

Given the issues with the current system of outsourcing public sector language services:

- Will the new Labour government commit to conducting a public review of whether public sector language services should be returned to being insourced?
- Will the new government commit to ensuring the Ministry of Justice only engages with independently regulated and registered interpreters who possess relevant vocational qualifications and evidenced experience?
- When will the findings of the independent review of the Ministry of Justice's language services that was launched in 2023 be made available?

Yours sincerely,

Name:

Address:

Postcode:

Contact details: