

# DOSSIER OF EVIDENCE

## APPLIED LANGUAGE SOLUTIONS:

Instances of failure to comply with MoJ  
contract and other requirements set out  
in the Framework Agreement

Prepared by



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# Background

Evidence has been compiled from various sources including:

- Online at <http://rpsi.name/default>
- Online at <http://www.linguistlounge.org>
- The Professional Interpreters against MoJ outsourcing in GB [Facebook Group](#)
- WOM reports by public service interpreters present at court hearings
- Reports passed on by members of professional interpreters' representative bodies, including APCI, SPSI and PIA.

*N.B. Some of the cases included within this dossier took place in December 2011 and January 2012 before the national rollout of the ALS contract on January 30<sup>th</sup> 2012. However, these have been included as the courts in question were utilising ALS for the provision of public service interpreters at that time.*

**Each report contains the location of the court or police station concerned, case details (where available), the role of the reporter and details of the incident.**

Evidence describes a variation of ALS failings including:

- Failing to supply an interpreter
- Systematically supplying under-qualified interpreters
- Providing interpreters with no CJS experience
- Providing interpreters without assessments
- Providing interpreters with inappropriate Tier allocations
- Providing interpreters without CRB checks

## Further Information

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## May 2012

08/05/2012

### **Crown Court (London) & Boston Mag Court**

At a crown court in London two Romanian defendants appeared in custody today. It was a joint case listed for 3 pm.

By 3.30 pm there was no interpreter from the court supplier, Applied Language Solutions, owned by Capita. The clerk mentioned there was an interpreter in the building in another court and it would take 40-45 minutes for that interpreter to become available. The judge had to adjourn the case until another day. The defendants were taken back to the cells without a clue of what went on.

On this occasion an ALS interpreter was unable to handle both cases in the same court, however, here is another observation. Four Russian interpreters were booked for different defendants on the same day in Boston Magistrates' Court a few days ago. I thought this is exactly the situation Nick Herbert (the Minister for Policing and Criminal Justice) said we would avoid under the new ALS system when he spoke at the adjournment debate on 10th October 2011. Specifically he [said](#): "The difference with our new framework agreement is that the court staff and the CPS each make a single phone call or send a single e-mail to ALS. ALS then not only contacts the interpreters, but its infrastructure means that it knows about the two jobs and can ensure that one interpreter is used for both jobs - saving on costs for the justice sector and providing a more worthwhile piece of work for the interpreter who is booked."

The reality has turned out exactly the opposite: ALS sends same-language interpreters for separate cases, one interpreter can't often handle more than one case and court staff make more than one phone call or send more than one email trying to chase ALS interpreters the company can't supply!

04/05/2012

### **Leeds Crown Court**

Details: I have been asked by a solicitor to attend Leeds Crown Court today to assist them and their Hungarian-speaking client who was due to be sentenced today after a long trial in March.

There were four Hungarian defendants in this case. ALS managed to send two Hungarian interpreters for those four defendants. Hungarian linguist no. 1 (HL1) was wearing her NRPSI badge despite the fact that she is not on the National Register anymore. I guess wearing an expired NRPSI badge is still less embarrassing than wearing an ALS badge. When she swore in, she went into the dock and sat down in the back between two of the defendants.

And then came Hungarian Linguist no. 2. (HL2) She was asked to take the oath but first she did not understand what she was asked to do. Then she started reading out the oath in broken English and with a very strong accent. She could not pronounce some words and generally really struggled. So the judge asked her: "Madam Interpreter, how good is your English?" She

was just staring blankly. So the judge asked again, slowly, loudly and clearly: “Madam Interpreter, do you understand me?” Obviously she still didn’t because then she was trying to hand over her ALS Claim Form to him. Then the usher went over and asked if she understood the judge. This time she said yes, she just could not hear him first. She said something like “I think my English is good.” The judge promised he would speak up. She went into the dock and sat in the first row between the other two defendants.

The hearing started, HL1 was simultaneously interpreting more or less everything for the two defendants in the back, but HL2 was just sitting in silence. After about five minutes the judge asked her why she had not been translating the proceedings. Again, it felt that she did not understand the judge because she did not say a word. The judge explained that she should have been translating everything because so far the two defendants next to her did not have a clue about what had been discussed in the court room. She was very nervous and then suddenly HL1 stood up and told the judge that it did not matter if HL2 was not translating because she was and the other two defendants could just listen to her! The two barristers of these defendants stood up immediately and demanded that their clients should have a competent interpreter, too. Then HL2 suddenly said (still sitting) “But I have understood everything that has been said so far”. The judge got really mad and asked HL2 to leave the court! He explained that her role is not to “understand” but to “translate” the proceedings.

Then the barrister who had booked me told the judge that there was another Hungarian Interpreter in the court room (me). He told him that I was a qualified and competent interpreter but do not work for the new agency (Applied Language Solutions). The barrister asked the judge if I could go in the dock and interpret for his client. I stood up and gave a little speech: I told the judge that I was a qualified interpreter who used to work in the “old system” but refuse to work for ALS. I explained the reasons briefly but he seemed to have heard all about it anyway. He was very understanding and sympathetic. He described the new system as a “disgrace”. I told him that I did not just boycott ALS but also all direct bookings and would normally refuse a request like this. However, I appreciate the seriousness of the situation and I am happy to help. In return I asked that he lodged a complaint about this incident. He assured me that he would have done that anyway and he was very grateful that I helped. So I stepped inside the dock and we carried on.

When we finished, the judge thanked me again and left the court room. After this all solicitors and barristers came up to me to “congratulate me on my speech”. They all had lots of stories to tell me about ALS, how bad they are, how many problems they are having every day with ALS interpreters, etc.

After the hearing even HL1 disappeared very quickly so it was me who stayed for another 1.5 hour to help all barristers one by one to consult with their clients who were now in custody.

01/05/2012

### **Leeds Crown Court**

Details: Yesterday morning I had two pleading phone calls from DCs from Leeds, who desperately needed a Polish interpreter for a court session in the morning to deal with an extended detention hearing for a suspect arrested on suspicion of a serious assault. They told me that ALS had let them down and they were unhappy with their service. One of them said that professional interpreters were greatly missed. I sympathised with their situation, but had to refuse as firstly, don't work for ALS and secondly, I had other commitments.

One of them even suggested that they should pay me directly from their petty cash funds. I apologised and said that I could not help, even though I would be more than happy to attend the police station and court if the Framework Agreement was abandoned.

The saddest thing is that they recognise how good we were and say that we are greatly missed when they need us because Applied Language Solutions/Capita have let them down, so how can other police forces even consider joining this insane Framework Agreement?

## **April 2012**

24/04/2012

### **Uxbridge Magistrates' Court**

Details: One Somali and one Punjabi interpreter were requested for two very minor offences for which the defendants would normally have been dealt with on the day by way of non-custodial sentences. Neither ALS interpreter showed up. The two defendants were remanded in overnight custody.

If suspects are held in custody because no interpreter came, they can claim compensation for unlawful detention and should contact the solicitor who represented them in their case.

20/04/2012

### **Bradford Crown Court**

Details: Today we had a chance to read a news story about this Bradford man who was jailed for a "nasty" gang attack, as the BBC put it on their website. Just read the article to find out what happened during the hearing. The question is though - did the defendant himself understand what happened in court? Today I popped in to Bradford Crown Court to view the case, and I was not disappointed.

So, it was the sentencing case of Bartolomej Makula who was charged with GBH. Bartolomej Makula does not speak English and an ALS interpreter was booked for him. Upon the Judges remark "you should have been here 20 min ago" the interpreter replied "I was standing outside for 15 min". He then swore on the Bible with terrible English and went to the dock to join the defendant. The prosecutor gave a 20 minute summary of the facts, while the interpreter only interpreted approximately 5 sentences, and nothing about the complex injuries the victim had

sustained. Nothing whatsoever of the defence's speech was interpreted, and only every 10th sentence of the Judge's speech.

What really got me was that the Judge never enquired as to why the interpreter's lips were not even moving. The clerk did look at the interpreter a lot, but didn't say anything either. The interpreter wasn't asked his name or the language. The sentence of 15 years in prison was not interpreted, and the interpreter himself looked puzzled most of the time. Nobody seemed to care if the interpreter was actually doing their job.

I later waited for this interpreter outside the court room; I introduced myself and asked him how long he had been interpreting for. Apparently, only two months and he already worked on four court cases. I was very polite and tried to get his name but was unsuccessful. The only thing I do know is that he is a Slovakian Roma.

Yes, what the defendant did was, of course, terrible, and certainly, the man deserves his sentence. But does he not deserve a fair trial, where he is actually able to understand what is being said about him and in his defence? What has happened to Justice in this country?

16/04/2012

### **Bournemouth Magistrates Court**

Today, on 13/04/12, I got a call from a defendant for whom I had interpreted in Bournemouth Magistrates before. As I refused to work at this hearing, he was allocated an ALS interpreter and he was so annoyed and shocked by him!

This ALS interpreter had just turned 18, it was his second interpreting job and he had travelled from Leeds down to Bournemouth! The defendant whose English is not bad at all told him he'd better not interpret in Crown Courts as he would be a liability with this level of interpreting! He was mixing up dates, was very nervous and the solicitor kept pushing him to interpret all the time as he was not familiar with legal terms!

13/04/2012

### **Snaresbrook Crown Court**

Details: A Romanian defendant giving evidence at Snaresbrook Crown Court said the claimant had "beaten them" but the interpreter said "bitten".

The mistake came to light once the prosecution questioned the defendant. The judge has now ordered a retrial.

It comes as a new contract privatising court translation services in England and Wales has come into force.

Defence solicitor Dhaneshwar Sharma said the interpreter from Applied Language Solutions told the court she realised she had made a mistake but had kept quiet about it.

When the prosecution cross-examined the defendant on Friday, towards the end of the four-day trial for burglary, they asked for evidence of the defendant being bitten.

The defendant then said they had been "beaten".

Mr Sharma said it was bad that a re-trial had to take place as not only had the victim had to recover from the experience, but they would now have to go through the alleged incident for a third time, having already given evidence at this week's trial.

The retrial could cost £25,000.

13/04/2012

**SOCA: Birmingham Police**

Details: Yesterday morning the Serious Organised Crime Agency (SOCA) called me to check if I was available for an urgent booking at one of the police stations in Birmingham. Before I asked her about ALS etc, she took the initiative to inform me that they had not signed up with any private agency or anything for the provision of interpreters and that they still used the previous arrangements. It seemed to me that she was aware of our opposition to ALS and FWA.

Anyway, I arrived at the police station within the next hour and the first person I met was the solicitor for the suspect, who on seeing me started complaining about interpreters and asked me what the problem was in the morning. I told him that I was not aware of any problem and that I had just been called less than an hour ago. He asked me if I was from ALS and I said no.

The solicitor then informed me that he had come to the police station four and a half hours before that, but there was no interpreter. The custody sergeant was on the phone with ALS for 40 minutes and the call handler had no idea about how to handle the situation and even found it hard to understand what the officer was saying and what was required. Anyway, after 40 minutes the custody sergeant gave up and the solicitor was sent home to come back when an interpreter was available.

Apparently, two SOCA officers one of whom had travelled down from London to speak to the suspect were extremely confused and had no choice, but to inform their office in Birmingham that the interview could not go ahead. SOCA then informed them that they should not have contacted the ALS in the first place, because SOCA is only using NRPSI interpreters and at that point I was called.

Whilst SOCA officers were trying to make arrangements through their own office, the custody sergeant went on the phone again after 20 minutes they had promised to send an interpreter, however they could not confirm what time the interpreter would arrive. The decision was made to wait and see.

So I arrived and the officers were relieved to know that I was not from ALS and told me "you are a proper interpreter then". Anyway, we went into the interview room and after a while we came

out for a break, at which point the custody sergeant informed the officers that an ALS interpreter also arrived when we were all in the interview and she was sent back.

I then overheard one sergeant saying to the other "it's a nightmare to get an interpreter when we have a foreign suspect" and the other one said "what can I say".

Anyway, the suspect was charged and SOCA officers kindly asked me to attend XXX magistrates' court this morning. When I went to court, I was greeted by a SOCA prosecutor who started by thanking me for arriving so early (it was 09:55). I told her that I was booked for 10:00 so I was not early. She said, "well, I hardly ever see interpreters arrive before 11:30, if ever they turn up". I told her that I was not working for ALS.

Later, I saw the defence solicitor for the defendant and went to the cells with her. On our way back, she said "we have a lot of problems with your company and they have to sort it out". I told her that I did not work for ALS. Interestingly she keeping referring to ALS as ASL.

11/04/2012

### **West Yorkshire Police**

Details: A colleague of mine and I got a desperate call from a DWP Officer yesterday who we had worked with in the past. He told us that they had arrested a number of Hungarian suspects in Dewsbury and the interpreter who had been booked by West Yorkshire Police through ALS arrived at 8.00 am and left at 9.00 am saying she had another job at Sheffield Crown Court!

They told her that she had been booked for a full day but she said she could only do one hour. So West Yorkshire Police were desperately looking for another Hungarian interpreter to interview all those suspects in custody (not sure about the number). I also spoke to a PC in Dewsbury who told me that a colleague of his had been complaining about a Punjabi interpreter supplied by ALS who could hardly write in English!

10/04/2012

### **Snaresbrook Crown Court**

Details: I attended Snaresbrook Crown Court on 10 April 2012 to observe the performance of ALS, the contractor for the provision of interpreting services to the Courts. The first case on the list of Court No 1 at 10.00 am was the PCMH (Plea and Case Management Hearing) hearing of a Somali defendant and the court clerk announced that the ALS interpreter was booked but did not attend. The brother of the defendant was there to accompany him and he speaks English. Before the judge came in to the court room, the counsel for the defence explained to the defendant (through his brother) that the interpreter booked did not turn up and the case would be heard with the help of the brother. The hearing was adjourned to 22nd May 2012.

The judge came in to the court room, aware of the situation and said: "It is intolerable that the defendant's sitting in the dock and not knowing what is being said or going on. All I can express is that I regret we have to work in these circumstances". The counsel for defence said: "I came to this court for the same case on 12th March 2012 and again there was no ALS interpreter. The case was adjourned for today and yet again there is no interpreter from ALS".

The second case in the morning of Court No 1 was for a Turkish defendant, another PCMH hearing, there was an Iranian or Azerbaijani interpreter who had a very poor command of Turkish and a rather poor command of English. It was clear that he had no experience, training or qualification as he struggled to read the interpreter's oath. It was also clear that he had no idea about his role in the court room as an interpreter. When the judge and the court clerk were addressing the defendant in a clearly audible level of voice, the interpreter should also be speaking in the same level of voice so that everything is recorded into the audio system. But the interpreter chose to whisper, so that nothing was audible, nothing was recorded and this is also unacceptable and unprofessional. The hearing is adjourned to 18th May 2012.

After the hearing finished I left the court room to speak to the person who purported to be the interpreter and introduced myself to him in a friendly manner and said I was an NRPSI registered interpreter and told him my name. He didn't even want to tell me his name. I had a chat with him for 5 minutes in English and Turkish, mixed, that is when I had a better understanding of his level of incompetency.

I also spoke with Ms. Sarah Abraham, a barrister who mainly works for the CPS as a prosecutor, who also described her experience as "the No Show of ALS interpreters is causing a lot of difficulties in the courts and the way the cases are run".

10/04/2012

### **Stratford Magistrates Court**

Details: A colleague reported from Stratford Magistrates Court today, 10th April. The trial finally happened after at least two previous adjournments due to the lack of an ALS interpreter. My colleague interpreted for the victim who was giving evidence while the ALS interpreter was supposed to interpret everything to the defendant in the dock.

To my colleague's astonishment, the ALS interpreter was sitting there in silence most of the time and would only occasionally whisper something briefly to the defendant. When my colleague tried to draw the usher's attention to the fact that the defendant's interpreter was not really interpreting, the usher did not seem interested and just said, 'Yes, we know'. No one else in the courtroom seemed to be bothered.

Has the MoJ given their staff an instruction to hush up ALS failures or do court staff feel so helpless that they turn a blind eye to such striking incompetence of ALS linguists and the agency which sends them?

04/04/2012

### **Court tbc**

Details: There was a lady linguist sent by ALS for a 10 am start. After interpreting accurately only about 40-50% of what was said, she gave her ALS form to the legal adviser to sign it. The legal adviser wrote down the times the case was actually heard in court: 12.05-12.40 and signed next to them.

The lady linguist stated that she attended Court at 10 am and the legal adviser should sign her from 10 am. The legal adviser told her in very clear terms that: "our instructions are to sign for the times the case has been heard in FRONT of the bench; I understand that you've been here since 10am, but this is something you have to raise it with ALS."

The linguist insisted and even addressed the magistrates who told her "it's out of our hands, please take it up with the agency".

The linguist was clearly not happy and I understand that. What I don't understand is WHY people sign up with ALS?

I've heard her saying to the solicitor, outside the courtroom, that she would never accept a videolink again (as this case was heard via a videolink). I wonder why? No risk of just mumbling something in court? And does ALS pay for the time spent in the court building before and after the actual hearing in Court or not?

04/04/2012

### **Norwich Crown Court**

Details: A Lithuanian ALS linguist, Mr D. L., who is not on the National Register of Public Service Interpreters and who does not profess to hold any language-related qualifications whatsoever, arrived at Norwich Crown Court on 04/04/12 to interpret for a preliminary hearing. However, throughout the hearing the ALS linguist concentrated on actively discussing the case with the defendant over the videolink, instead of interpreting for her! He also complained to the court that, apparently, he is severely underpaid and would only receive £20 for this job - even though he had travelled from Harrogate (366 miles for a return journey)!

04/04/2012

### **Chichester Crown Court**

Details: I wish to draw your attention to some of the methods used by ALS in recruiting interpreters.

On 2nd April I received a telephone call from Chichester Crown Court enquiring why I had not attended the Court where, it appears, I had been booked by ALS to act as an interpreter. I was outraged and shocked as I had never registered with them, nor had I ever given them my details. When soon after ALS telephoned me, they said that this occurred in error, and they claimed that according to their records I had agreed to take the job on.

It is very disturbing, the more so as it is apparent that they had used my details without my knowledge or permission and in the process even given me a fictitious address. This surely must be illegal and, I believe, steps should be taken to prevent ALS in engaging in such practices.

Marta Moore

NRPSI Interpreter  
Reg. number 11391

03/04/2012

### **Winchester Crown Court**

Details: A sentencing hearing involving 2 Nepalese defendants for perverting the course of justice took place at Winchester Crown Court. The hearing had originally been listed for 2nd March, but adjourned after no interpreter turned up on that day. On 2nd March it was re-fixed for April 3rd to enable ALS to provide an interpreter. They failed to do so.

Apparently Applied Language Solutions promised the Court that they would be able to provide an interpreter next week. Given their utter failure to provide one on two consecutive occasions nobody believed them, so eventually, rather than endure yet another adjournment the defendants were sentenced with a relative doing his best to interpret for them. He had never done so before, he had no experience of courts or the justice system. After the judge imposed suspended sentences, the probation officer rather plaintively asked if he could borrow "the court interpreter" (i.e. the relative) to interpret for the probation service.

02/04/2012

### **Nottingham Crown Court**

Details: The preliminary hearing was scheduled for 11.30 and indeed, at 11.30 the name of the defendant (Lithuanian) was announced after which the solicitor and ALS linguist appeared from around the corner (I knew it was a linguist as he had a blue lanyard with the ALS logo on it and he clutched a Russian dictionary under his arm). I followed them into the court room and took my seat in the second row. We waited for a video-link to commence after which the linguist was sworn in, and answered the question about his name. However, he didn't say which language he was going to interpret in.

The Prosecutor started to talk. The linguist started to interpret. The first sentence was in a language I didn't recognise, but after that the linguist did switch to Russian. He wasn't interpreting everything, but summarised. I cannot say that his Russian was non-existent; he did produce utterances I could understand, but it is not what I would call the level of a professional interpreter! It was pigeon Russian, maybe to the standard of GCSE. The Lithuanian (!) defendant didn't say a word and it was difficult to assess whether he understood anything at all. Here are just some examples of the ALS linguist's interpreting:

- "We need to organise another date" - «Время даётся когда на другое время» (time is given when for another time);

Prosecutor -"I think that we will manage it in two days even with the interpreter"- «значит он думает, что всё будет нормально и займётся точно два дня даже присутствие переводчика» (so he thinks that everything will be normal and occupy exactly 2 days even the presence of an interpreter);

- "I would like to remind you that you will receive a credit for your guilty plea" - «если сегодня признаетесь, то вам будет лучше» (if you admit today it would be better for you);

- "The record will show that credit was offered to you" - «Вам бы дали положительные пункты сегодня, если вы признали» (positive points will be given to you if you admit);  
- "You will have to prepare your defence statement" - «Ваш адвокат готовит ваши данные» (your solicitor is preparing your data).

It's shocking that ALS "stars" can get away with such poor performance on a daily basis. What he does is absolutely criminal.

02/04/2012

### **Swansea Family Court**

Details: I was asked by ALS to go to Swansea Family Court on Monday 02/04/2012 in a case where children were involved. Initially I agreed but then I realised I could actually be losing money, I have contacted ALS and informed them that I could not attend.

On the day, The family were told by the Interpreter that, The Judge ruled that, the father was not to have access to the children.

What actually said by The Judge was, Father could have unsupervised access to the children at any time, he could even visit them at home.

Which was confirmed by Hayley Price, Social worker who was present at yesterdays meeting. I am in great difficulty to find words to explain my feelings; I could only say that, I felt so sorry for each member of the family concerned.

## **March 2012**

30/03/2012

### **Birmingham Crown Court**

Details: Court 1, Pre-trial review. Punjabi interpreter required for one of the three defendants. An ALS linguist arrives on time, but that is his only achievement of the day. The case is called in, and the linguist pulls out a sheet of paper and reads out his affirmation, stumbling over it a couple of times. He introduces himself and states "Urdu" as the language he will be interpreting into. Hold on, did he really say "Urdu" and not "Punjabi"? Yep, he did.

He then joins the three defendants in the dock and completely ignores the judge when HH asks the defendants to stand up. Uncomfortable pause. The judge then repeats his request, now gesturing, and this time it works. The next 45 minutes are spent in complete silence for those in the dock - the ALS linguist does not even attempt to mumble, he puts his thoughtful face on instead and barely utters one sentence every 5 or 10 minutes. I have to pinch myself to ensure that this is really happening, and nobody does anything about it.

When the hearing is finished, the ALS linguist is after a signature on his timesheet. He approaches every wigged person with his request, however to no avail - they all say he needs

the court clerk for that. The poor ALS linguist is unsure who the mysterious clerk is, so somebody has to walk him over and do the talking on his behalf.

I left the courtroom and sat outside when I was approached by a friend of the Punjabi lady, for whom the interpreter was booked. They wanted to speak to the press. He and the client (who said she did not understand much Urdu!) then shared with me their opinion of this particular interpreter - apparently, he made it clear to her straightaway that he was unable to interpret at the same time as others were speaking. Sorry, what was that?!

Has he ever heard of SIMULTANEOUS interpreting?! Have ALS ever mentioned to him that court hearings are very likely to require simultaneous mode? How can ALS claim that they only employ qualified linguists, all RPSIs apparently, if this particular linguist is not even aware of this crucial interpreting technique and still gets to interpret for Crown Courts?!

30/03/2012

### **Birmingham Crown Court**

Details: Court 10, Vietnamese defendant, for sentence.

An ALS linguist arrives 1 hour late, but with a smile! Usher: Are you the Vietnamese interpreter? ALS: Yesss :) Usher: Are you aware that you are 1 hour late? ALS: Yesss :) Usher: Did the agency ask you to arrive 15 minutes prior to the assignment? ALS: Yesss :) Usher: OK. Oath or an affirmation? ALS: Yesssss :)

The affirmation part was hilarious – even though he was asked to repeat after the usher, the ALS linguist managed to badly mispronounce just about everything, adding his own words into the text and omitting bits of what was said. I have never heard anything like that before! The judge raised his eyebrows a couple of times, but decided to proceed nevertheless.

In the public gallery, I sat next to two Vietnamese ladies. As soon as the case started and the ALS linguist started his interpreting, their faces turned very emotional - the ladies' eyes widened with surprise, they vigorously shook their heads on many occasions, hid their faces in their hands, and even giggled amongst themselves a few times. They were asked to keep quiet. I scribbled on the paper "Is he good?", pointing at the ALS linguist in the dock - they vigorously shook their heads.

The hearing lasted for an hour. As soon as it was finished, the ALS linguist demonstratively wiped his forehead, muttered "See you next time" with a smile, and rushed out of the building. The two Vietnamese ladies rushed to the defence counsel and I overheard them say that the Vietnamese interpreter was a complete joke and should have never been allowed to work in courts! According to them, not only did he translate all the basic dates and names wrong, he misinterpreted just about everything that was said! The ladies were convinced that the Vietnamese defendant had no chance of fully understanding the sentencing guidelines that were discussed, the explanation behind his imprisonment, or any other aspects of his future (incl. being on the sex offender register, Home Office's involvement, etc). They insisted on a re-sentencing hearing, and the barrister confirmed that she would appeal.

29/03/2012

### **Café owner called to interpret in court**

Details: When I posted the article that came out in Metro yesterday on my profile ([Link](#)) I received a comment which I translate below from a Portuguese man in Liverpool who owns a café and is not an Interpreter or has had his Criminal record checked, one more person used by the agencies who should have never been there:

Pedro wrote: "I was called once, to do a translation in a case of paternity. Even though it was only 30 kilometers away, it looked like an eternity and most of all a hassle to get there. I was called suddenly and what kept me focused, was to know that they were not going to cancel 12 people in a meeting and, postpone the fates of two small children, living in a hostile environment. I think it's a bit exaggerated that there are no translators in a shorter distance than 560 miles!"

When I spoke to Pedro he didn't know the difference between a Translator or Interpreter, he is not cleared to work with children. My friend didn't know this was wrong and the agency provided someone because we are boycotting them and appealed to his heart strings but as the saying goes "hell is full of good intentions" and ours is a profession that needs to be valued and respected, not something to do on the side to help people! If the system keeps being supported by people like this (be it innocently) nothing can change.... The fundamental rights of human beings will still be disrespected, children will be exposed to people without CRB checks or any sort of qualification. It's very sad when a Ministry of Justice of a country chooses to ignore these fundamental rights and the respect for human beings, and allows agencies to "scavenge" on people with good intentions who, unfortunately, are not interpreters.

28/03/2012

### **Ipswich Magistrates' Court**

Details: SOLICITORS have criticised a new court interpreter system after a North East translator was forced to make a 564-mile round trip for an eight-minute court hearing.

The Vietnamese interpreter had to get up at around 3am to catch a train from Newcastle to Peterborough, before changing trains to Ipswich, to be at the town's South East Suffolk Magistrates' Court by 10am.

Following the four-and-a-half journey to Suffolk the hearing began at 10.43am and finished at 10.51am.

Last night solicitors branded the situation as a farce. They claimed their clients have been left in jail when interpreters fail to turn up for potential bail hearings because of the distance they had to travel. Lawyers said they and court staff have even had to resort to using the internet web service Google Translate to be able to communicate with their clients.

In some cases it has been claimed friends of the defendants have had to stand up in court to help explain what is going on to the defendant. The Newcastle interpreter had travelled from the region to assist defendant Phuong Van Duong, who is accused of the production of cannabis.

His solicitor, Neil Saunders, said he had not been able to understand what was happening in court on four previous occasions as no translator had turned up. Mr Saunders said: Farcical is not the right word. It's actually a tragedy. Whilst justice must be blind, it should not be mute. People are not being represented.

29/03/12

### **Tottenham Magistrates Court**

Case: (sitting at Enfield).

Details: I [solicitor] acted for the defendant who was due to make a 2nd bail application on this date via video link. No interpreter attended the hearing, no other interpreter was available. The hearing was abandoned and adjourned until the following day.

The defendant had not previously been able to supply the court with an address but on this occasion a friend had attend the court hearing to provide him with a home and give him a chance of securing bail. He spent another night in custody unnecessarily. He is a man with no previous convictions. I lost half a day's work for nothing.

I applied for wasted costs against HMCTS because their agent (ALS) had acted negligently. I was awarded £103.

28/03/2012

### **Bradford Crown Court**

Details: I attended Bradford Crown Court today and spoke to a female police officer who had been there since Monday, 26th March. She informed me that yesterday 3 Punjabi interpreters booked by ALS failed to appear. This morning, Wednesday 28th March, a Czech interpreter did not arrive and a Polish interpreter booked for 12 o'clock to interpret for a Polish witness in the JD case did not materialise (I was then called to interpret for the witness and accepted this booking as I believed at the time that Witness Care still use solely registered interpreters).

She also told me that whenever police officers try to call ALS they are kept on hold "for ages" and are generally very dissatisfied with the new system. A lady from Witness Care told me she made a complaint to the judge and the court manager about ALS's Polish interpreter not turning up.

24/03/2012

### **Bradford Police Station**

Details: Today I met a Latvian interpreter from Stirling. No qualification in interpreting. He took the ALS test in Glasgow. He got in Tier 3.

He is inundated with work from ALS. Next week he is going to do a court job in Cornwall. (Look at the map! As I say he is from Stirling!) Before he registered with ALS he had absolutely no experience in court or police work.

Last week he had to go to Bradford to a police station to get a statement from an accused. He was left with him alone. When he was ready, a policewoman came in and said it was too short

and asked to do a longer one. Then he was left alone again with the accused to make a longer one.

23/03/2012

### **Southampton Crown Court**

On Friday, 23<sup>rd</sup> March, I went to Southampton Crown Court to find an unqualified Polish “interpreter” in Court 3. The so-called interpreter’s first name is Pawel. I was told that Pawel now attends this court most days, since the Framework Agreement came into place in February.

I was informed that Pawel sat the Metropolitan Police Test last year but failed. This means that he will not be covered by any kind of indemnity insurance, and is putting himself and his clients at risk.

Hence, with the new Framework Agreement, unqualified so-called interpreters get to work at Crown Courts, whilst qualified interpreters cannot attend court because they refuse to be associated with such an unprofessional organisation (ALS).

23/03/2012

### **Civil Justice, Bridge Street, Manchester**

Details: The case was adjourned for lack of ALS interpreter for the Farsi language

22/03/2012

### **Court tbc**

Details: An interpreter was warned to attend court c/o ALS and its preferred supplier of Sign Language Interpreters. The interpreter had little experience of court work generally and no knowledge of the defendant, no knowledge of the indictment and no knowledge of the type or stage in proceedings. The booking had been made a mere two days earlier by the agency’s assessment that it was ‘*straight forward, quick and well within the interpreters’ capability*’.

The interpreter had been informed that a relay interpreter would attend also to facilitate communications. They did not know the relay interpreter, had never worked with them before and actually had no idea why in fact a relay interpreter was required for the case...

The relay interpreter arrived not only late but also dressed most inappropriately for a court case. They too had no idea of the indictment, defendant, stage of proceedings etc. The relay interpreter immediately declared that they had *never worked* in a court before. The defence lawyer had immediate and very serious concerns about the communication provision for their client. Representations were made immediately to the court. Meanwhile, as it is a small community, it was quickly discovered that the relay interpreter had a fairly substantial court career with a number of both recent and historic criminal convictions – with even further cases pending!

The relay interpreter admitted, to the hearing interpreter, that there were many reasons why they **must not and should not work in court** or other legal settings. The relay interpreter stated it had ‘been a mistake’ to accept the job from the agency, but that no CRB clearance had

been requested and no proof of experience had been required. The relay interpreter, instead of reporting to the usher, decided to leave the building with no explanation to the court whatsoever.

The hearing interpreter entered the courtroom and explained to the judge that they had no choice but to withdraw from the assignment. The withdrawal was put on the following grounds that: 1. they had been falsely warned to the assignment; 2. they were unable to function effectively alone; 3. they would not be able to perform the task satisfactorily unto the language need and complexity of the case and 4. that it would put justice in too greater jeopardy. The interpreter further disclosed to the court the full details of the concerns pertaining to the equally inappropriate and dangerous relay interpreter.

22/03/2012

### **Bournemouth Magistrates Court**

At the end of January, Bournemouth Magistrates' scheduled a trial for a Russian-speaking person for yesterday. Meanwhile this person was arrested overnight for breaching his bail, and brought the next day to court on 12 March with no interpreter present. The Court tried to find one and couldn't. The court asked the duty solicitor how good his English was. The duty solicitor could not say.

The guy was remanded in custody until his trial – which was scheduled at the end of January. Yesterday I got a call from Bournemouth Magistrates' to come along – which I refused. Then, feeling a bit nervous, I decided to go and see what was happening. However, when I got there, everyone in court was sympathetic. And this is what they told me:

The trial was scheduled for 10:00. No ALS interpreter turned up. The court kept calling ALS, it was very difficult to get through to them, and when you do get hold of them, they will answer your first question and then put the phone down before you have a chance to ask a another one. ALS told the court that an interpreter, who was coming to this trial (Dr somebody) called ALS at 08:50 to tell them that his car had broken down. When the Court rep asked ALS why they did not tell them that the interpreter could not make it, ALS replied that his phone had kept breaking up. The user and solicitor I was chatting with were laughing about this. After that the court got authority to call interpreters directly. I got a call from them at about 10:50, and I know an interpreter in Gloucestershire was then called and refused. After not getting anyone from the NRPSI the Court called ALS again and now they said they would supply an interpreter for 12:30 – and they did. The ALS Russian interpreter did not do simultaneous interpreting, but listened and then talked. In my opinion, the way she interpreted the word "bail" was wrong, and she struggled with some technical things. This guy's hearing started finally at about 14:50 – the witnesses had been waiting all day. The trial had to now be adjourned by another four weeks and it will be a Newton hearing. I spoke with the prosecutor – if ALS had provided on time they guy would have had his trial yesterday. He would remain in custody – but for three weeks rather than four awaiting a pre-sentence report. So this guy will spend an extra week on remand because of ALS.

A few other things I learnt yesterday:

Either on Monday or Tuesday a Romanian was caught shoplifting and kept overnight in custody. The next day ALS did not provide an interpreter for him, so he was kept on remand. This guy

had no previous convictions. The next day a Romanian interpreter was dealing with another case in court. She agreed to interpret for this guy as well. This guy got an apology from the Judge because he was kept on remand due to there being no interpreter. Yesterday no Portuguese interpreter was at Bournemouth Magistrates despite the need, and I believe this was also the case for Romanian. The Court people were telling me how bad things are. There are no slips in solicitor rooms for how to complain about ALS. I even offered to go and talk to people in the office. One usher kindly took me to the office, she went in, came out and told me all complaints were going to the management.

22/03/2012

### **Reading Magistrates Court**

I have been booked ages ago to interpret for two Polish witnesses. I came to court at 09.15 am. Witnesses ready, prosecution ready, defendant ready but then whoops the defendant was also Polish so he needed a Polish interpreter as well. Initially we were told that ALS interpreter was on his way. Indeed ALS interpreter came eventually to court at 12.37 pm. By then the whole trial has been adjourned until July as it was a full day trial.

22/03/2012

### **Maidstone Crown Court**

Details: Two interpreters were booked by ALS for two separate cases. One for Kurdish: Sorani and the other for Lithuanian. Guess what? They BOTH did not turn up. The Judge was spitting nails and absolutely outraged.

Kurdish case: Multiple murder, obviously high profile with local media and public interest.

Interpreter booked through ALS and NO SHOW, no explanation. The interpreter was sourced out NOT LOCALLY but from Ipswich. As Ipswich is 184 miles return journey and 4 hours travel time it was INEVITABLE that the interpreter will never come because they will end up out of pocket. The interpreter booked for this serious case is not on NRPSI and he is not a member of any professional body.

Lithuanian case: As for the Lithuanian case, the interpreter is also not NRPSI and not a member of any professional body. The interpreter had to travel from London; therefore NOT LOCAL as ALS mislead the MoJ that they have more than 3000 linguists and can source them locally.

22/03/2012

### **Luton Crown Court**

Details: Judge Martin Griffith explained how this was the third occasion in three weeks the Romanian defendant had been brought to court - and this week's hearing was the only time an interpreter had turned up.

He was told by prosecutor Geoffrey Porter that Applied Language Solutions (ALS) linguist Florina Graham was, in fact, late that day as well - arriving at 2.30pm when she was required to be at court before 2pm.

The Judge said: "The defendant has been here twice and there is nobody here who can tell him what is going on. He is told 'I'm sorry you are going back to prison for another week'. Luckily once before a barrister was here who could speak Romanian. That was a Godsend but we can't rely on that."

The Interpreter in question was Mrs Florina Graham. In January, ALS linguist Mrs Graham hit the headlines when she won £250 in damages at the High Court when Thames Valley Police admitted they had carried out an unlawful search of her home in 2008 after she was arrested for harassment. Mrs Graham was given a 'first harassment warning' in 2009 after sending a police inspector at West Mercia Police a series of suggestive messages in 2008. She was removed from the National Register of Public Service Interpreters as a result.

21/03/2012

### **Minshull St. Crown Court Manchester**

Details: Court-8 (plea management) with a Bengali interpreter: Minara Begum (taken als assessment but no result yet). Never been to crown court before (very nervous).

21/03/2012

### **COURT TBC**

Details: 3 ALS interpreters turned up at court (on time) today. They are not on the NRPSI. One was from Exeter, one was from Teignmouth and one was from Cardiff. The interpreter from Cardiff said that she had a lot of work but needed to travel a lot - in fact, she goes to Manchester, Birmingham and Yorkshire. She was of Polish origin but did not speak great Polish. She asked us whether we wanted to become interpreters and if we came as a part of our training (!). We asked her whether 'she had that diploma that you need for court interpreting' and she replied that she did (as I said I have checked the register and she's not on it).

The trial was adjourned so I only had a chance to listen to both interpreters in the court room for 5 minutes or so. I have picked up the following:

- "trial" was interpreted as "case"
- "unconditional bail" was interpreted as a "conditional discharge"
- "the prosecutor needs to review the case due to the new circumstances and the trial will be adjourned to 16th April" = "the judges need to have a think and the case is being postponed"
- and now to make my Polish colleagues smile: "please switch off your phones" = "prosze zgasic telefon" and "jestem w 2 trirze" :)

Before the trial started they were all talking amongst themselves about ALS, their rates, the fact that they were not being paid the amount they were supposed to be paid etc. They also complained that they were booked for a whole day but will only be paid for 1.5 hours.

21/03/2012

### **Dartford Magistrates Court**

Details: At 3pm today I received a phone call from a solicitor I know, asking me if I could attend Dartford Magistrates Court as the ALS interpreter who was booked for today had left at lunch and had not come back after lunch. I attended the court and the court staff told me that they were regularly having problems with ALS interpreters not attending or not being capable of

doing the job. The court staff said that it was very frustrating for them and they were now keeping a log of what was happening. Their words were "this new system just does not work".

20/03/2012

Details: I registered my late pet dog at ALS Linguist Lounge recently. He was invited for an assessment and I did not reply, however, on 20th March he received a job offer and the following is the e-mail message received:

(I have removed the details that ALS could use to identify my late dog. Clearly it says that the job matches my skills. I am asking which skills and whose skills. And yet, ALS claims on Channel 4 News that all their interpreters are qualified.)

Dear XXX

**The following job contains a First Hour Automation Supplement on top of the normal expenses under the existing system. The supplement will be automatically added to the payment.**

A new MoJ job matching your skills has been created.

Job Number: XXXX

Duration: XXX minutes

Town/City: XXX

Date: XXX2012 at XXXX

If you wish to be considered for the assignment then please register your interest by visiting the following link.

<http://www.linguistlounge.com/profile?xxxxxx>

Alternatively please call us on 0333 111 0060

Kind regards

Linguist Relations Team  
Applied Language Solutions

20/03/2012

### **Chippenham Magistrates Court**

Details: Chippenham MC tomorrow am - ALS is looking for a Turkish interpreter (got these details from one of my Turkish colleagues in the area). Apparently it is Tier 2 job. In fact she received 2 notifications from ALS today and she has never even registered on their linguist lounge (she has however been registered with them as an interpreter before they got the contract), has not been 'assessed' by them and is not on NRPSI. Last week they called her and asked whether she could go to Bristol for them (court).

20/03/2012

### **Skegness Magistrates Court**

Details: I visited Skegness Magistrates Court yesterday (20.03.2012) where I worked for the CPS and their 3 witnesses. The defendant, a Polish national, had an ALS linguist present to interpret for him. It was a male, wearing black trainers, mudded jeans, long sleeved sweat shirt

and a cardigan. He was not wearing any ID badge and was absolutely unprepared as he didn't even have a notepad.

I spoke to this ALS linguist and he informed me that he had been working for ALS for the past 3 months and they were sending him to courts from the very beginning. Mr. XX registered with ALS and was allocated to Tier 3 because he had no qualifications. He told me that because ALS is short of interpreters they offer him Tier 2 jobs and he was ever so happy to accept them. He told me he had no qualifications whatsoever, he had not been vetted, and/or assessed in anyway (oral or written). He told me he only had an old CRB certificate but ALS had not seen it. He said he was not bothered to do the DPSI diploma, because he worked for courts without any qualifications and there was no point for him to spend money on this.

He also said: "ALS is a mess...they do not know who works for them...they send anyone just to fill the gaps...I have heard about their assessments, but they were not bothered to assess me yet".

This ALS linguist travelled from Northampton to Skegness. According to maps.google.com this is around 100 miles journey each way and according to my calculations that's at least 3.5 hours of travel each way. He said he would make a claim for 8 of hours travel for yesterday's job. How cost-effective can it be?

Mr. XX was interpreting for the defendant when he was giving his own evidence from the witness' box, which took about 20 minutes. From the very beginning Mr. XX wasn't behaving very professional and was omitting up to 30% of the message he was meant to interpret. The things that he was interpreting were only about 60% accurate. He was discussing matters with the defendant (maybe trying to establish the facts) and not informing those present about what was going on. He was adding a lot of things from himself and clearly making some things up. When he was trying to interpret he was not making any notes and obviously he was omitting a lot of things e.g. he didn't interpret one thought of the defendant when the latter said, he was talking with his friend K, present at that time. Mr. XX was gesticulating with his whole body to describe the defendant's movements and he didn't interpret some of the prosecutor's questions to the defendant.

Some other examples of his performance:

Defendant (D): she sat at my table with her feet on the table, where I kept my lemonade

ALS linguist (ALS): she sat at my table and she was holding my lemonade

D: I was talking to my acquaintance

ALS: I was talking to my accountant

D: she was staggering

ALS: she was moving funny

D: it happened at night

ALS: it happened in the evening

D: a moment later

ALS: after a while

D: a week ago I had been to Poland, where I stayed for 2 weeks

ALS: two weeks ago I had been in Poland

D: she has hit to my face

ALS: she hit in my face

D: few minutes later

ALS: two minutes later

D: 2 minutes later

ALS: 20-30 seconds later

Luckily the defendant could understand some English and therefore was replying to the questions that he was asked and not the ones that were interpreted to him.

After the case was over, I spoke to the legal adviser and to the District Judge and raised the above concerns. Both, the District Judge and the legal adviser were worried and under the impression that the ALS linguist was not up to the job. Despite the fact that they could not speak or understand the Polish language they were convinced that the quality of ALS linguist's services was not satisfactory. The legal adviser made a note in the case file about all above mentioned concerns and was told by the District Judge to report this to the HMCS Manager.

This ALS linguist was travelling from Northampton to Skegness. According to maps.google.com this is around 100 miles journey each way and according to my calculations that's at least 3.5 hours of travel each way. He said he will make a claim for 8 hrs travel for yesterday's job. How cost effective it can be?

He said he was not bothered to do DPSI diploma, because he works for courts without any qualifications and there was no point for him to spend money on this.

He also said: "ALS is a mess...they do not know who works for them...they send anyone just to fill the gaps...I have heard about their assessments, but they were not bothered to assess me yet"

20/03/2012

### **Kirklees Magistrates Court**

Details: A VIETNAMESE man has appeared in court accused of producing cannabis. Som Huy Vu was before Kirklees magistrates sitting in Huddersfield yesterday. He is accused of production of the Class B drug at a property in the town on December 2, 2009. The 47-year-old faces a further charge of dishonestly using electricity without authority. The case was adjourned until tomorrow to allow for an interpreter to be present. Vu, who gave his address as HMP Nottingham, was told via an internet translation programme that his case could not go ahead. He was remanded in custody until his next hearing when he will be produced for court. (Reported in Huddersfield Examiner, 20<sup>th</sup> March)

19.03.2012

### **Burnley Crown Court**

Case: MJ

Details: A long wait and a non-NRPSI linguist provided, also wrong interpreter for that language but acceptable to the defendant. This Crown Court trial was listed for three days hearing starting 10am Mon 19th of March 2012. The defendant (a taxi driver) was facing charges of indecent assault on a female passenger. I was assigned by the defence counsel, a court interpreter should have been assigned through new FWA with ALS but there was no-one. The Court Clerk started ringing around; finally at 3pm a linguist, Mr GA appeared who said that he is from Bradford (over 30 miles distance from Burnley Crown Court). He stated in the courtroom, "This

is my first ever court job, I am an Urdu, Panjabi, Mirpuri and Pahari interpreter.” Upon agreement from the defendant a decision was made to proceed with Panjabi interpretation. Then Mr Ali told me in the waiting area that he had recently paid £100 and taken ALS assessment in Urdu language, passed it and was given Tier 2 status. He also told me that he has no formal qualifications or experience in interpreting field. I mentioned to him that according to MOJ & ALS FWA, crown court work falls under Tier 1. He had no idea of ins and outs, he said that he simply accepted the job over the phone by ALS. I also gave my opinion to Mr Ali that he should only work in the language that he has actually taken and passed the assessment in, otherwise he could be in a difficulty at some stage but this concept was far above his understanding of the law and guidelines for the interpreters.

During the trial, when the defendant was giving his evidence, on at least 4 occasions I had to show my concern where there were additions by Mr Ali to what the defendant actually said and on other occasions where mistranslation occurred as Mr Ali could not find the appropriate words in English, i.e. for stutter or stumble, he said shivering. I can't comment on how his simultaneous interpreting was because that was done whilst the defendant and Mr Ali were in the dock and I was in the main courtroom.

In short, this (ALS) interpreter has no formal training, qualifications or experience; he took a 45 minutes controversial 'assessment' in Urdu language, given Tier 2 status and assigned for Crown Court work, claiming to be an interpreter in 3 other languages as well.

19/03/2012

### **Bristol**

Details: Allen Hoole Solicitors-Bristol: Court hearing with Vietnamese interpreter provided by ALS, he couldn't translate the word "guilty"!!!!

19/03/2012

### **Chelmsford Magistrates Court**

*Case: K (Ed: A Lithuanian surname, not Russian)*

Details: On the 19th March an interpreter had to be booked through the NRPSI due to the problems that had occurred before. They turned up and did a fantastic job. The client was remanded on the 21st February and at the subsequent hearings interpreters were booked through ALS and on each occasion failed to attend. This meant that the defendant had to be remanded again as no instructions could be taken.

Between the 21st Feb and 19th March this happened on 4 occasions. The client had been keen to plead guilty but couldn't. On the 19th he was able to and an NRPSI interpreter was booked for the Sentencing Hearing. This could have been resolved far sooner but instead the client spent a month needlessly remanded in custody with no idea what was going on.

19/03/2012

### **Chester Magistrates Court**

Detail: The trial had to be adjourned because ALS interpreter ... could not stay in the afternoon. Only booked for half a day by ALS. Also the victim's statement was translated by the victim's daughter who is also a witness in this case.

19/03/2012

### **Chester Magistrates Court**

Details: Another trial had to be adjourned today at Chester Magistrates Court because ALS interpreter Jana Betakova (who confirmed to me is working for ALS) had to go for another appointment in the afternoon.

19/03/2012

### **Minshull St. Crown Court Manchester**

Details: Court-10 (indecent assault) 2 days trial with Urdu interpreter: Masood (taken als urdu assessment but no result yet). Never been to court before (very nervous). They sent him straight for this trial which is clear violation of contract with MOJ (should have been NRPSI/DPSI). One of the Asian juror complained that he was advising the defendant while interpreting. Trial was stopped but then allowed to continue with same interpreter. That's the kind of people they are sending to courts.

19/03/2012

### **Canterbury Magistrates Court**

Details: I received a direct call on Monday morning, at about 09.25, to attend Canterbury Mags for a hearing at 10.00 (clearly very short notice!). The detainee had been arrested last Thursday but had to be remanded in custody over the weekend as no interpreter (presumably from ALS) could be found for last Friday.

19/03/2012

### **Norwich HMP**

Details: I was in Norwich HMP last Thursday with a probation officer who was preparing a Pre-Sentence Report for a Polish defendant. At some point my Polish client asked what he'd been sentenced to, because an interpreter booked for him at court "could not speak English, he just stood there, mute". He then went on to add that he didn't even realise he was in Norwich Prison, he thought he was in Peterborough!

He was obviously remanded awaiting his sentencing hearing, having pleaded guilty to an offence he had allegedly committed but I don't think he's aware of it....I am assuming he had a Polish interpreter from ALS with him. Unfortunately as he was charged with an assault, not murder or anything more serious, no one will ever notice anything...

16/03/2012

### **Bournemouth Magistrates' Court**

Details: On the 16th March in Bournemouth Magistrates' a Vietnamese male had a remand hearing. He spoke no English whatsoever. The hearing went ahead with no interpreter, because the court could not get any. Instead of asking this guy for his date of birth and full name (and all the usual routine questions) he was asked "Is your name...? - he replied "OK", "Is your date of birth...?" - he replied "OK" - they said they would keep him on remand... He replied "OK" and so on.

To the credible witness to this who told me about it, it was absolutely obvious that this guy had absolutely no clue what he was being asked. His case has been adjourned until the end of March and I intend to go and witness this.

16/03/2012

**IAC York House Tribunal, London**

Details: Interpreter was incorrectly sent to IAC Taylor House for a 10am hearing & therefore our hearing was put back to 2pm.

Noticed by: Immigration judge, Sponsor and a witness who had taken the day off work to attend The Sponsor, witness & the sponsor's 6-year old son, who had taken the day off school, along with the legal representative and interpreter were all forced to wait until 2pm to start the hearing. The case could also not be concluded on the day, so had to be adjourned for a further hearing. This caused the witness to lose a day of work unnecessarily, the sponsor's child to miss a day of school and wasted costs for the legal representative and the interpreter's attendance, which will cost further public funds as the client is legally aided.

15/03/2012

**Greenwich Magistrates Court**

Case: DK

Details: I was booked to interpret for the victim. The trial, however, did not go ahead as there was no interpreter present for the defendant.

The case was adjourned.

15/03/2012

**Folkestone Magistrates Court**

Case: Z

Details: No interpreter at court.

Case adjourned to the following day.

15/03/2012

**Ealing Magistrates Court**

Details: No ALS interpreter for a Polish defendant's sentencing hearing

14/03/2012

**Bolton Crown Court**

Details: I was at Bolton Crown Court today, 14 March 2012, and observed the following: the defendant failed to appear for an assault trial in Court 3, but the witness was present - a young Lithuanian man. The decision was made to proceed with the trial, in the absence of the defendant. The only problem was: the Lithuanian ALS interpreter did not show up. Apparently, this Lithuanian interpreter had been booked a week in advance, and according to the lawyers present, ALS confirmed that morning that a Lithuanian interpreter would definitely attend. Except they never materialised. The court did not have any time left to start ringing RPSIs.

13/03/2012

**York House IAC Tribunal**

Details: Friday 9<sup>th</sup> March - No show from Applied Language Solutions interpreters in 10 courts at York House IAC Tribunal

12.03.2012

**Derby Magistrates Court**

Details: Interpreter booked by ALS didn't turn up. At 4pm the case was adjourned to the following Monday in the afternoon.

12.03.2012

**Derby Magistrates Court**

Details: The interpreter was 45 minutes late, apparently she travelled from Wolverhampton. She had no ID and presented the usher with some form of written confirmation.

12/03/2012

**Bradford Magistrates Court**

Details: The defendant contacted the court a month prior to hearing to make the court aware he needs a Polish interpreter. He also contacted court in the week preceding the hearing to confirm the interpreter would be present. The interpreter did not appear though.

Nobody informed the defendant the case may not be heard if he wishes to have an interpreter present. The defendant did not protest as he thought he might understand the proceedings, however, he is now not sure if he understood everything correctly. His case is now adjourned for further advice from DVLA and Police. The next hearing is on 26/03/2012 at 9:30am. The defendant will contact court again to state he would like an interpreter present, as he is not sure if he understood everything in the first hearing.

12/03/2012

**Newcastle Upon Tyne Crown Court**

Details: The defendant was Kurdish Sorani accused of RAPE (Case Number T20117658) and the Judge was recorder of Newcastle, the highest Judge at the Crown Court of Newcastle. ALS has booked an Interpreter but on Monday it was discovered the Interpreter does not speak any Sorani and the Judge asked ALS to provide another interpreter.

ALS send another Interpreter but this time the Interpreter was needed by the Police and Court and the third Interpreter that was sent to the case by ALS was involved in something to do with the case. Judge went mad and the case, court and everyone was delayed and had to wait and all the money spent on Barristers, Jury and everything.

THIS TIME for the fourth time an Interpreter was provided but the Defence barrister as well as the prosecution barrister were not happy with the quality of Interpreting and when the Interpreter was questioned about his qualifications it was discovered he has NONE. The Judge asked to go back to the old system and get an NRPSI interpreter who started from 14/03/2012 because of all the delays and the case was finished. The NRPSI was praised by Judge, other Barristers.

11.03.12

**Birmingham Magistrates Court**

Details: On Monday 5th March I went to Birmingham Magistrates' Court where I witnessed a ridiculous situation. The defendant's solicitor told me what had happened the week before. The guy had been in custody since 2nd March as the ALS person, who had been booked for the morning hearing, didn't turn up. When the court's staff chased ALS after midday on 2nd March, they said no interpreter was coming. They re-booked for the afternoon but no one showed up. They adjourned the case until Monday 5th March, leaving the guy in custody for the weekend. No ALS person showed up on Monday again leaving listings no choice but to look for an NRPSI interpreter.

Now the beautiful part – when I got to the court, the defendant had been moved to prison, leaving his solicitor furious! I went into the court room with her and the judge read out the notes on the case, calling the situation with interpreters "confusing". They adjourned the case for Tuesday but despite a request from the solicitor to book a "proper" interpreter in advance, they decided to make sure that the defendant could be transferred back and the hearing would take place before booking an ALS person at a short notice again. The solicitor felt it was Catch 22 as she knew very well that ALS wouldn't provide an interpreter for her client. It was very apparent that ALS was viewed as nonsense by both the court staff and solicitors present. I was told that solicitors were very well aware of the contact details of people they needed to complaint to.

10/03/2012

### **Llanelli Magistrates Court**

Details: Dyfed Powys police called ALS at 3am today requesting a Polish interpreter for a defendant charged with rape to attend Llanelli Magistrates' Court in the morning. At mid-day today ALS has still not provided the court with an interpreter nor given any indication of when one may arrive (if at all). Court staff are desperate and ringing NRPSI interpreters and other agencies directly, who say they cannot assist.

9/03/12

### **Reading Magistrates Court**

Details: There was no Polish interpreter provided for Defendant.

09/03/12

### **Thames Magistrates Court**

Details: No Romanian interpreter available.

At 12.40 the two defendants were brought to the dock, one was dealt with without an interpreter, the other sent back to the cells, in an attempt to find an interpreter.

08/03/12

### **Highgate Magistrates Court**

Details: No Romanian interpreter turned up.

How bad:

The court, accepted the solicitors submission and adjourned the case at 12.20, for 15 March.

08/03/2012

### **Reading Magistrates Court**

Interpreter: Mrs H

Details: Defendant in custody, ALS failed to supply Interpreter, solicitor insisted that Registered Interpreter attends. All local interpreters refused to come. Solicitor made application for wasted costs against ALS as no interpreter at 09:15am.

At 15:20 an Interpreter arrived. She introduced herself as Mrs H. No NRPSI badge but unconfirmed if on NRPSI.

08/03/12

### **Birmingham Crown Court**

Details:

Defendant wearing suit/tie, ALS interpreter wearing black jeans and sport jacket. ALS interpreter did not interpret ONE single word in the doc. There was a 15 min Expert Witness evidence which was not interpreted at all. Judge spoke to the defendant at the end for about 5 minutes and again, not one single word was interpreted. Nothing!

08.03.12

### **Birmingham Magistrates Court**

Details: Having taken part in the protests in Birmingham today, we went to the Magistrates Court afterwards to observe. Outside the court room, hearing us talking Polish, we were asked by an ALS interpreter whether she could sit with us and chat.

We talked about what we were doing in Birmingham, and we went on to ask about how she had ended up with ALS. She joined them in December, having taken her DPSI, but failed sight translation into English (Task 2A). She registered with ALS because she was not able to go on the National Register. By the definition of the Framework Agreement, she is not qualified to interpret at Tier 2, as partial DPSI is only permitted for failure of written translation into other language (Task 3B).

ALS has lowered the standards required to interpret in court, but even then they are not abiding by the terms of the Framework Agreement, as much as they are swearing blind to MoJ that they are.

07/03/2012

### **Reading Magistrates Court**

Details: No Polish Interpreter.

05.03.12

### **Birmingham Crown Court**

Details: Yesterday, on 05/03/12 a colleague attended a plea and case management hearing at Birmingham Crown Court for a murder case. The hearing had been adjourned by a week due to lack of an interpreter. ALS sent an interpreter who, as far as I know, has no DPSI therefore is not on the NRPSI. When the defendant was asked how he pleaded to the indictment of murder, the interpreter interpreted it as manslaughter!!! My colleague wrote a note to the Judge about the serious misinterpretation to which the Judge said that it was not the right protocol and returned the note to the usher. My colleague passed it on to the defence barrister and that was

the last of that. Later that day the ALS interpreter managed to find my colleague's phone number on the website and sent her a few threatening texts warning her that she would get in touch with solicitors and sue her for slander!!

05.03.12

### **Worcester Crown Court**

Details: Judge Toby Hooper QC apologised to 20-year-old Mr T, a Polish national, for having to adjourn his case for a fourth time because of the non-appearance of an interpreter. Dealing with Mr Ts case at 11am, he was given a message by the clerk that an interpreter could arrive by 3pm.

The judge said he had little confidence that an interpreter would arrive by that time so he adjourned the case for a week.

He understood that Mr T could understand a little English. He told him: "I am ashamed of the system which fails yet again to provide an interpreter for you."

Mr T, of Cowl Street, Evesham, is accused of violent disorder in Bridge Street, Evesham, but has yet to enter a plea. He was remanded in custody until Friday.

05.03.12

### **Leeds Crown Court**

Details: A HIGH Court judge has apologised to a jury after a whole day was lost in a trial because an interpreter failed to turn up. The case began at Leeds Crown Court on Monday of two men accused of conspiring to murder the ex-wife of one of them in Pakistan. But after more than an hour delay yesterday before the six man six woman jury was brought into court, Mr Justice Andrew Smith told them the reason for their "frustrating morning" was not because of any legal issues to be decided in the trial.

"The position is that one of the interpreters for one of the defendants has not come to court. Thus far I have found it impossible to either understand why or whether it is likely he will arrive." He said he was continuing to make inquiries about the situation and asked the jury to "bear with us for another half hour or so."

He told them: "If I don't make progress what I have got in mind is to abort today. I am sorry about that but I'm trying everything I can to deal with it and shall make inquiries as to why this has come about."

After a further half hour when no interpreter had appeared the judge brought the jury back into court and adjourned the case for the rest of the day "for the reason I indicated earlier."

He told them: "I don't want to elaborate the explanation I gave to you as it is possible I will have to adjudicate questions as to who bears the costs."

03.03.2012

### **Huntingdon Crown Court**

At the beginning of the hearing an ALS interpreter had to be reminded to hold the Bible when reading the Christian oath. After finishing the oath, the ALS interpreter carried on reading the Affirmation wording as well. This had to be stopped. This example clearly shows that the interpreter had no idea of the court procedure, probably didn't understand the meaning and purpose of taking the oath and we can only guess the level of interpreting when it came to it.

02.03.2012

**Wigan Police Station**

Details: Hungarian suspect has been kept in custody since 16.00 yesterday at Wigan Police Station. ALS promised to send an interpreter for 14.00 today.

02.03.2010

**Cambridge Magistrates Court**

Mr A case adjourned from Wednesday to today due to the lack of an interpreter. No ALS interpreter attended today. The only means of communication was through a homeless Polish male who tried to help the Lithuanian defendant. As you can imagine, the courtroom did turn into a circus. The case has now been adjourned for 3 weeks to accommodate ALS.

02/03/12

**Highgate Magistrates Court**

Case: MI, custody; IN, bail; GI, bail

Details: Ushers were told that ALS was unable to provide an interpreter. Case of N adjourned for a second time (first time on 29/02 for lack of interpreter)

02/03/2012

**Peterborough Crown Court**

Details: Interpreter failed to attend for the morning session as well as for the afternoon. Case was adjourned to 05/02/2012.

02/03/12

**Leamington Spa Police Station**

Interpreter: JN

Case: 2 Czech detainees in custody, police urgently needed interpreter

Details: I was called at 8:11am by X, desperate to find interpreter from NRPSI, having been let down by ALS. She had called ALS repeatedly, but they DID NOT ANSWER the phone. She said she had better things to do than this. She'd already tried all West Mids RPSIs and they, like me, had refused to attend. I am East Mids based, but I understand she also phoned much further afield, to no avail.

02.03.12

**City of London Magistrates**

Details: What happened: When the case was listed for 02/03/2012, City of London police booked an Interpreter through ALS. No Interpreter attended by 3pm, no progress was made on a plea and case management hearing therefore the hearing was not effective. The solicitor made an application for costs from central funds pursuant to Section 19 (3) (a) Prosecution of Offences Act for his time spent on a non-effective hearing. The Magistrates granted an application for £885.

02/03/2012

**City of London Magistrates Court**

Details: When the case was listed for 02/03/2012, City of London police booked an Interpreter through ALS. No Interpreter attended by 3pm, no progress was made on a plea and case management hearing therefore the hearing was not effective. The solicitor made an application for costs from central funds pursuant to Section 19 (3) (a) Prosecution of Offences Act for his time spent on a non-effective hearing. The Magistrates granted an application for £885.

01.03.2012

### **Sheffield Crown Court**

Details: 2 Portuguese defendants didn't have an interpreter as ALS couldn't provide.

## **February 2012**

29/02/12

### **Lincoln Magistrates Court**

Interpreter: no interpreter attended

Booked through ALS

Case: B

Details: No interpreter provided for sentencing, case adjourned until the 30.03.2012.

29/02/2012

### **Birmingham Crown Court**

Booked through ALS

Case: 4 day trial at Birmingham Crown Court

Details: ALS left a voicemail for one of their interpreters who is on tier 3 and asked him to interpret in a 4-day trial at Birmingham Crown Court between 5-8 March 2012. The interpreter is a friend of mine and he did not call them back, because he is busy.

How bad: Very bad, Tier 3 being used for Crown Court trials.

I just explained to him that it is extremely difficult to interpret during trials and because he has no experience of doing that, he must not attempt to do it.

29.02.2012

### **Southwark Crown Court**

Interpreter: none

Booked through ALS

Case: FS

Details: ALS did not provide an interpreter for the second time.

29.02.12

### **Luton Magistrates Court**

Details: I was in Luton Magistrates court having been assigned to interpret for witnesses by the Crown Prosecution Services . After I finished my job I noticed that in the waiting area there was a Polish interpreter from ALS. It was a very young looking man probably 20 or 22 years old. I was sitting quite close to him while he was talking to one of the defendants. She asked him what

one has to do to become a court interpreter. He answered that he is a student and he is studying to become an interpreter. He expressed how happy he is with his job and also said that he is very busy and he has to travel all over the place as he lives in South London. When the first of the defendants was called in I asked the usher if I could sit as an observer and she agreed. Without going into details about this case, the ALS interpreter was struggling with simultaneous interpreting and was paraphrasing a quarter of what was said. When the sentence was passed he struggled to understand what the sentence was and therefore he summarised it. As I left the court room the defendant was standing outside with a somewhat bewildered expression on his face. He realised that I was Polish ( he heard me earlier when I was using my phone in the waiting area). He asked me if I can explain to him what his sentence was . I was not at all surprised as I was there and I realised that the 'interpreter' did not interpret this part as he probably did not understand himself what was said not due to his lack of English, as it was good but due to lack of knowledge about the legal system and lack of knowledge of legal terms. I replied to him that he should talk to his interpreter.

29.02.2012

### **Derbyshire (police station)**

Details: On the 29th of February, in Derbyshire, a Romanian defendant who was remanded in custody for an extra day, because there was no interpreter available to assist with his hearing in the morning, threatened to kill himself once he was brought back to custody. The police used a telephone interpreter to explain why he would spend another night in custody. He promised he would start a hunger strike because he felt discriminated since all the other defendants had their cases heard and he didn't.... The Police Officer insisted that it was the Judge's decision and there was nothing she could do, however they would monitor him. So much for equality of rights...

28/02/2012

### **AIT Taylor House, London**

Case: The learned judge, Mr E G Ruth, Firm of Solicitors representing the Appellant: PICK UP SCOTT Solicitors, Court Room 17

Details: The ALS interpreter provided for three languages of FARSI, DARI and PASHTO caused two adjournments for speaking only PASHTO. The learned judge asked DR Hassan Sobati NRPSI 12077 to comment. Dr Sobati is an examiner for DPSI FARSI and DARI and attended court as an observer. His evidence was found credible by the learned judge. This is a clear case of ALS providing just anyone to keep up the numbers of attendances and charge the courts. Dr Sobati is happy to testify at court if this matter goes further.

28.02.12

### **Preston Crown Court**

Details: There was a Polish defendant listed for sentencing plus a Polish interpreter arranged to attend at 12.00. I went there at 13.00 and Court 1, where the hearing was supposed to be taking place looked empty, the light was off, so I started walking away when the last lady leaving the

court room said: "Excuse me, are you an interpreter?" I said: "I am, but not the one booked for the hearing", she said: "We are still waiting for an interpreter, she/he did not turn up." I came back after lunch time and there was a Polish gentleman waiting near Court 1, I thought he was from ALS, but no, he was booked by the defence to interpret down in the cells for the defendant (he was booked by Lancashire Interpretation Translation Services and was the defendant's friend). Then the barrister came round, so I introduced myself and asked if she was happy with ALS and she said that she knew all about them, that it was happening all over the country and it was the third time ALS failed to provide an interpreter (for this case only).

28/02/12 Crown Court

**Blackfriars Crown Court**

Case: ARP

Details: ALS interpreter didn't turn up. Case had to be adjourned. Female defendant was suffering from depression and didn't speak English at. Barrister couldn't communicate with her without an interpreter.

28/02/12

**Bromley Magistrates Court**

Interpreter: no show, then friend of defendants

Details: Today I volunteered to observe court proceedings at Bromley Magistrates' Court. There were 2 cases involving Lithuanian defendants, 3 defendants were in Court for their bail conditions to be changed. They told me their case had been adjourned 5 times, 4 times due to no interpreter in Court. Because of that they had to spend 7 days in prison. On this occasion they had a friend of theirs with them who could speak a little bit of English. The Judge agreed for her to act as their interpreter in Court. She was wearing an Adidas tracksuit; I saw her nodding her head in the dock.

28/02/112

**Wood Green Crown Court**

Details: It must be my lucky day today. I just had a call from Wood Green Crown Court saying that ALS has let them down and the judge had authorized the listing office to call an interpreter from the NRPSI list. told her that it was against my principles to help ALS and turned down the offer. I would like to say thank you for all the other Turkish colleagues who said no.

27/02/2012

**Reading Crown Court**

Details: This was a short preliminary hearing. I sat next to the dock where the five defendants were with the three interpreters. There were about periods of 15-30 seconds when none or not all of the interpreters spoke while proceeding were going on, important information may have been omitted.

The court has been subsequently made aware of this incident.

27/02/12

**High Wycombe Magistrates Court**

Interpreters: no show

Case: Marcin Pastuszczak (120078092)

Details: Case adjourned- reason?? Guess what, NO POLISH INTERPRETER! Second time being adjourned

27/02/2012

### **Highgate Magistrates Court**

Case: 3 in custody

Details: At 11.30 no Romanian interpreter had arrived

Duty solicitor could not consult with first two defendants

Court was waiting to see if interpreter was going to turn up

All defendants were at the first hearing and the duty solicitor was very unhappy, said he would complain.

27/02/12

### **London Crown Court**

Interpreter: Did not appear

Booked through ALS

Case: 2 joint defendants:

Details: When an interpreter failed to appear at Inner London Crown Court for a PCMH, the court decided to use a family member of one of the defendants. The Judge was told: "There is no official interpreter but we will get by today with the help of the defendant's brother-in-law".

26/02/12

### **Experience of ALS Interpreter**

Details: I created a profile on ALS linguist lounge sometime in December; I was automatically assigned to Tier 2. I never attended any sort of ALS assessments and was not issued with any sort of ALS identification. I started to receive Tier1 job offers straight away. I explained to the ALS representative that I was not interested in the job offers for a few reasons.

1. I have never been assessed by ALS.
2. I have never been issued with any ALS form of ID.
3. I was strangely assigned to Tier2 in the interim, why would I be offered Tier 1 jobs?
4. I had language X on my ALS profile, but was strangely enough also offered jobs in other sister languages.

The number of job offers increased day by day, I finally agreed to attend an assignment yesterday at a Police Station. I just wanted to see how the interpreting system works; I accepted this offer for my own experience to examine the ALS interpreting system from the inside.

I was not advised by ALS what language I would be interpreting for, but was told instead to attend a police station and take a victim statement from a national of X country. This was my first time ever to take a victim statement. I took the statements, but obviously not in a professional way.

From my personal experience, I found that anyone can create a profile on ALS linguist lounge and start taking important jobs of interpreting/translation straight away. It doesn't require any

qualifications, experience, security clearance, Criminal Record Bureau checks or passing any assessments.

I found the ALS desperation not only unprofessional but also intimidating in a sense that the lack of professional interpreters in the judicial and legal system can affect humans and their future. Victims may not be able to get justice and perpetrators may not be punished for their criminal activities.

26/02/12

### **Experience of UK interpreter on ALS register**

Details: I am not on the National Register, in fact, at the moment I am preparing to sit the DPSI exam in June. I am registered with ALS and have a profile on linguistlounge.com

I was called on my mobile before Christmas when a lady from ALS asked me if I was going to take their assessment and why not - I said I was not going to do it, at least not yet.

I can see I am a Tier 1 interpreter on ALS linguist lounge - no assessment, no formal qualifications, no proof whatsoever I can actually interpret.

Also, I have stated I have a CRB check - but have not uploaded it, so again - ALS do not know if it actually exists.

Next, I have been getting phone calls asking me to interpret at Magistrates' courts, have received text messages notifying me of "suitable" court or tribunal jobs.

I have offers waiting for me to accept them on my ALS linguist lounge profile - all for courts and tribunals.

Now, I am sure this is not something the MoJ would approve of and would like to make them aware of it.

24/02/2012

### **Manchester Magistrates Court**

Interpreter: n/a

Case: Custody case

Details: I have just received a complaint from a solicitor whose Romanian-speaking client has been remanded in custody on 3 separate occasions due to the lack of an interpreter.

24/02/12

### **Boston Magistrates Court**

Details: On Wednesday morning at Boston Magistrates' Court, a Russian lady turned up.

Initially, there was some shock ... a Russian interpreter was supposed to be attending for two cases. Could this be her? The usher asked if she was from ALS. The lady seemed unsure - it is fair to say that her grasp of the English language was only a tad better than my knowledge of Russian - but held up her mobile phone to show the usher a text telling her to be at Boston court in the morning. The usher - one of the best, it has to be said - showed astonishing patience as she tried to ascertain whether she was, indeed, the interpreter required. She asked the lady if she had any identification. No ... she did not.

Was she here to translate? She could if she was needed to, she said, looking a little surprised.

It transpired that she thought she had attended for a security check and that she had not been told she was acting as an interpreter. Again, to be fair to her, one suspects her clients would

have known more English than she. She even offered to pay! The usher had to explain to her that, no, she didn't have to pay and that she might get paid.

Not sure what happened after that. She spent some time on the phone (presumably to ALS) asking what she was doing there and then seemed to leave.

24/02/12

### **Leeds Crown Court**

Details: I was at the Leeds Crown Court on Tuesday and Wednesday this week (21st and 22nd February 2012). I was booked by a solicitor - for witnesses, not by the court. An ALS non-RPSI interpreter from Manchester attended in casual clothes and was booked for this trial only the night before. He was told, it'd last only half an hour so accepted a booking from ALS at Birmingham police station to take a statement at 4.30pm. He postponed it till 6pm. Needless to say, he was still in court at 5pm and Birmingham custody clock was to run out at 8pm, which he was fully aware of.

Now back to the trial. It was a floating trial so we waited the whole day on Tuesday for our turn to come. Due to the time, the jury was just introduced and an opening speech made and the case was due to commence properly on Wednesday.

The ALS interpreter was not available to continue so the court was trying to arrange another one through ALS, but they did not come back to court, hence there was no interpreter on Wednesday for the defendant – only me for the witnesses. The judge was trying to see if I could interpret for the defendant as well, that's if the prosecution and defence sides would agree. The defence solicitor explained that it is not possible and I also said that even if it was possible and as much as I would like to help, I cannot and I explained my reasons why. I felt quite bad as the defendant was sitting in the dock not knowing what was going on. Then there was a conversation as to why 2 interpreters are needed and so on. The judge was very fair, but got upset, as there was no interpreter present even though there was an ample opportunity to arrange one and wanted the press to be present to record this

23/02/2012

### **Grantham Magistrates Court**

Booked through ALS

Case: theft matter - unable to provide further details

Details: A Romanian-speaking defendant has been remanded in custody for approximately two weeks until 23rd Feb due to the lack of an interpreter.

23/02/12

### **Thames Magistrates Court**

Interpreter: n/a

Booked through ALS

Case1: Co-defendants KP, MC, K. Case2: JH. Case3: B

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Details: Re 1. Interpreters were booked via ALS. Nobody from ALS turned up. At the end, two co-defendants failed to attend, the warrant arrest was issued, Mr. C was however in custody awaiting a Polish interpreter. An interpreter finally arrived at 2pm, not from ALS but from an agency run by one of Russian interpreters. The interpreter was not NRPSI registered.

Re 2. Mr H was also today awaiting a Polish interpreter. He informed me that he was waiting for one all day on Monday. Finally, the matter was adjourned for the Polish interpreter to arrive. For the whole morning there was no sign of a Polish interpreter. At 2pm, the same Polish interpreter from the above mentioned agency arrived and she was to deal with the matter as well. The interpreter in question completed an old court booking form.

Re 3. The case of Mr. B (youth court/remanded in custody) was adjourned from 2 weeks ago. An ALS interpreter was to be booked. Again, no sign of interpreter for the whole day. When I enquired, I was informed that the interpreter was to arrive after 2pm. At around 3pm, the court usher started to search for any available interpreter and managed to locate the interpreter dealing with cases 1 and 2 above. She was asked for the assistance with this third matter.

23/02/12

### **Cambridge Magistrates Court**

Case: shoplifting

Details: Mr P, Lithuanian, arrested for shoplifting last Wed - remanded due to lack of interpreter till today. PLEASE NOTE: ALS have asked for the case to be adjourned for 2 weeks last Wed so that they could provide an interpreter. The length of the adjournment was not suggested by the courts but REQUESTED by ALS!

The hearing itself lasted almost half an hour - Mr P does not speak a word of English. The whole hearing concentrated on the fact that if he were to remain on remand in custody, his human rights would be breached. The magistrates said: 'We do not feel that it would be proportionate under these circumstances to keep the defendant on remand in custody. The bench finds itself in great difficulty today. Any action under the Human Rights' Act must be proportionate. And 7 days in Peterborough prison is quite enough. The powers that be must get negotiating.'

The Legal adviser explained that there are interpreters that are prepared to help courts but they live so far away that asking them to attend simply does not make any financial sense.

The case has now been adjourned until 8th March. The magistrates have asked both the CPS and the defence solicitor to complain to the MOJ. They understand that there is an 'industrial action in essence' going on.

23/02/12

### **Coventry Magistrates Court**

Details: I am a RPSI Latvian interpreter in West Midlands. This week I attended as a CPS interpreter for a trial in Coventry Magistrates'. The "interpreter" used for assisting in taking the victim statement was the victim's daughter. Moreover, the defence solicitor complained about the accuracy of the agency's interpreter's interpretation during the PACE interview. The trial was adjourned till next month.

23/02/12

### **Stratford Magistrates Court**

Booked through ALS

Case: G

Details: I attended Stratford Magistrates Court at 10 am today for a Prosecution witness (outside ALS remit) for a trial. At 12.30 the prosecutor came to see us and asked me to convey to the witness that an interpreter for the defence was due to arrive at 1 o'clock. We had a further update at 2 pm that an interpreter was now due by 2.30. At about 3 pm we went down to court as the DJ had decided it was too late to commence a 4 hour trial at such a late time. There were issues with custody time limits, meaning an adjournment for the application to be heard and another date set for the trial. The judge and the barristers were furious and discussed an application for wasted costs against ALS!

I offered to at least explain to the defendant why he had been kept in the cells all day and why he would remain in custody for at least the next 4 days and possibly until the end of March (new trial date). Just before 4 pm after the judge had risen, a frail looking old lady (she must have been well into her 80's) scurried into court saying that she was the Polish interpreter explaining that she had taken a job in Southampton earlier returning to London as soon as she could. I asked her if she was there for ALS and she muttered the name of another agency. I didn't admit I was an interpreter and asked if she was on the NRPSI to which she replied that she was, but that at her age she couldn't afford to argue with anyone and would take any work she could get!! I rest my case.

22/2/2012

### **BARKINGSIDE Magistrates Court**

Interpreter: GP

Booked through ALS

Case: MS, LP

Details: Spoke to the interpreter who stated that he has NOT got any former qualifications as an interpreter at all.

Very limited knowledge of court cases but the interpreter was happy to do the job being recommended by his sister EP who is a NRPSI Interpreter. Unbelievable!

22/02/12

### **Peterborough Magistrates Court**

Booked through Unknown agency

Case: 4 Lithuanian defendants

Details: ALS could not provide an interpreter, therefore an interpreter was provided by another agency from BIRMINGHAM. The charge was GBH with intent: she only said 'you on purpose injured another human being.' When it came to the Crown opposing bail, NONE of the reasons as to why bail was opposed were interpreted. Every time the word evidence was used, she interpreted it as 'charge.' So, charges against you are strong instead of evidence against you is strong. When DJ reiterated that he has substantial grounds for refusing bail, she said the judge does not think you should be let out today. And when DJ finished by saying bail is refused, she said 'you will not be let out for money.'

Solicitor representing one of the defendants informed. She explained that the interpreter was one of the better ones that they have seen in the past two weeks.

My comments:

Absolutely outraged - the defendants did not understand why bail was opposed, what they have been charged with and that they are definitely facing extremely long prison sentences.

22/02/12

**Bennett House Stoke on Trent Tribunal**

Interpreter: M

Booked through ALS

Details: ALS interpreter was dressed inappropriately and was incompetent when in the courtroom. I was observing.

22/02/12

**Nottingham Crown Court**

Interpreter: G

Booked through ALS

Case: P

Details: Unqualified interpreter in Crown Court (failed her DPSI last year).

21/02/12

**Leicester Magistrates Court**

Interpreter: D/K

Booked through ALS

Case: N

Details: Interpreter was speaking Pakistani Punjabi. The defendant was speaking Indian Punjabi. Oath was not taken properly, he called Quran a book, he did not give his name or language or translate oath in Punjabi. He was not translating what was said by the clerk, prosecutor or the defence lawyer and seemed nervous.

21/02/2012

**Leeds Crown Court**

Interpreter: V

Booked through ALS

Case: DB

Details: ALS booked a Slovak interpreter for a Czech defendant

How bad: not qualified, not the same language, unsuitable clothing

The case was adjourned until tomorrow as it was a floating trial. I think just jury might have been introduced

My comments:

The interpreter was a University student, living in the UK for the past 6 years. He does not hold any interpreting qualifications whatsoever and only passed the ALS assessment. Cannot comment on his interpreting as I have not had a chance to witness it and he is not available tomorrow so another interpreter will be called. This interpreter was not wearing any formal/court clothes - just casual trousers, polo T-shirt and a jumper and casual shoes. He was told that today's trial would only last half an hour therefore he accepted a booking for the police in Birmingham at 15.30. He was from Manchester. I told him that it is very unlikely that we would be able to get to Birmingham by the required time. He soon realised that and postponed the

statement taking until 18:00 knowing that there is someone in custody and can be kept only until 20:00. I left the court at 16:00 as I was no longer required and he stayed behind as jury was to be introduced. I was booked for this trial by a defence solicitor for a witness. There was a little chance for the interpreter to make his Birmingham booking on time. When he swore under the oath he was very nervous, although he was reading the oath. He really appeared very nervous, which can happen to anyone but this was so obvious. I told the interpreter that he should not be interpreting for the Czech defendant if he is Slovak, but he did not see it as an issue. I also told the defendant the same, but he did not seem to mind either so I did not intervene, but will do tomorrow depending who and if ALS sends. During the day the ALS interpreter received several bookings from ALS. He says he is very busy with them and it suits him well as he is a student so he needs a flexible job. One of the bookings was to go to Southampton. He said ALS does not pay parking and was not happy that they do not pay 20 miles of his journeys. Despite that he felt that this was a good opportunity for him and felt that his English was good enough. He has never been to trial before and had no idea how it will work. He says ALS gives him usually very little notice and that the majority of bookings are last minute ones - even court bookings. When ALS is desperate for interpreters he asks them for more money.

21/02/12

### **Harrow Crown Court**

Interpreter: Not known - didn't arrive

Booked through ALS

Case: IF

Details: Teams of barristers waited for an interpreter.

Case was adjourned for the FOURTH time running.

21/02/12

### **London Blackfriars Crown Court**

Interpreter: FO

Booked through ALS

Details: Letter: I was booked to attend Blackfriars Crown Court yesterday (21 February 2012) in my capacity as interpreter in the case of RI. I was to interpret for the witness (victim) in the case, CI. An incident occurred at court which I would like to describe to you. Once at court, I waited in the witness room with Mrs CI. She was supposed to appear as a prosecution witness in the case against her husband RI who was charged with making "Threats to kill". Just before lunchtime the PLO in charge of the case came to inform us that the defendant had pleaded guilty and that Mrs I would not have to give evidence. Mrs I was told that her husband had received a Restriction order for 3 years and that he would not be allowed to contact her himself or through a third party during that period. After this discussion we were told that we were free to go and I accompanied Mrs I to the court exit. Just before going out, an unkempt-looking man approached Mrs I and told her that he had some messages for her from her husband. I was concerned that this appeared to be a breach of the restrictions order that had just been made. I asked the man his name. He said in poor Romanian (he was not a native Romanian speaker) that his name was FO, and that he worked for an agency (he was not sure of the name, but told me it was something like "Appliances" - I believe the agency in question was ALS). He said that he had been sent by the agency to interpret in court for RI, the defendant. Mrs I seemed utterly

confused, and mindful of the apparent breach of the restrictions order I suggested she go home. I then went to report this incident at CPS offices.

I should state that Mr O's Romanian was so poor that it is possible that he did not manage to convey the meaning of a restrictions order to the defendant. It may therefore be the case that the defendant left court without knowing the conditions that had been imposed on him.

Wrote this letter (above) to Witness Care Officer| Camden & Islington IPT| Holborn Police Station.

20/02/2012

### **Southampton Tribunal**

Interpreter: the interpreter did not introduce herself after taking oath

Booked through ALS

Case: JC

Details: Interpreter's opening line once she met the Claimant was: 'sorry, I did not have time to discuss your case with you'(?). During the 7 hrs hearing: omissions, inaccuracy (the Claimant himself corrected her mistakes a several times. Her simultaneous interpreting was a complete failure - all witness statements/ evidence/closing speeches were left without interpreting, except for a few not very accurate summaries.

Noticed by: The Claimant, his legal representative (Polish), Observer delegated by Charity supporting migrant workers (myself, Polish)

How bad: the Claimant was upset - his English was not good but sufficient enough to understand how bad this was.

20/02/12

### **Reading Magistrates Court**

Interpreter: NA

Details: No Polish Interpreter

20.02.2012

### **Romford Magistrates Court**

Interpreter: ET

Booked through Language Group

Case: SL

Details: Rather than booking NRPSI interpreters, they have used a local agency Language Group which is run by a NRPSI interpreter Russian NO. Bad interpreting into Romanian language. The issue is that this agency is using not vetted or qualified interpreters. The terminology used was not adequate for court.

20/02/12

### **London Crown Court**

Interpreter: Did not appear

Booked through ALS

Case: VR

Details: At SNARESBROOK CROWN COURT. No ALS interpreter, so the hearing for Sentence was cancelled in court. The case was adjourned for 2 days, till 22/02/12. The defendant is in custody.

18/02/12 Magistrates Court

**City of Westminster Magistrates Court**

Case: AT, extradition

Details: A hearing was conducted without interpreter present; case was opened but adjourned for judgement because there was no Hungarian interpreter present

17/02/2012

**Boston Magistrates Court**

Interpreter:

Booked through ALS

Details: Lithuanian cases adjourned until Monday due to the absence of an interpreter. A Polish interpreter turned up at 2.30, Tier 3, ALS couldn't provide Tier 1 or 2. Her interpretation was inaccurate, e.g. confusion of vehicle weight with registration plate.

17/02/2012

**Boston Magistrates Court**

Booked through ALS

Details: 3 Lithuanian cases, one Polish and one Russian. All defendants are there, ALS cannot provide. The Magistrates are going to adjourn the cases, complain to the local branch of the Magistrates Association and apply for an adverse costs order. Lithuanian chaps are furious they have wasting their time, the usher is very optimistic that this can't go on like this to a point of laughing at it.

17/02/12

**North Shields Tribunal**

Interpreter:

Booked through ALS

Details: Linguist had driven from Manchester, had been working for ALS for a few weeks, hadn't taken ALS assessment. She hadn't any interpreter qualifications and hadn't seen inside a tribunal hearing room and had no idea what would happen at the hearing. Level 2 interpreters have been requested but she would not have been level 2, even if she had been tested. No ALS linguist arrived for other case. There had been a number of adjournments since contract had started because of ALS default. Judges have been recording and complaining.

17/02/2012

**Boston Magistrates Court**

Booked through ALS

Case: GD

Details: No Russian interpreter was supplied by ALS. As the defendant was mentally ill and it was only a committal hearing, his carer was allowed to interpret.

17/02/12

**Croydon Magistrates Court**

Case: FYA and 3 others

Details: On Saturday 11 Feb due to the court being unable to arrange an interpreter I attended a first hearing on behalf of SOCA at Camberwell Green (paid by them) The 4-handed matter was adjourned until Friday 17th and transferred to Croydon

On Friday 17 Feb I attended Croydon purely as a spectator to see what would happen. By 11.00 no interpreter had turned up and SOCA had to take it upon themselves to call one (not me on this occasion) saying that they would pay again despite it not being a first hearing.

Unfortunately, I was unable to stay later than 11.30 and do not know what happened in court although the SOCA officer did tell me that he would ensure that the court were made aware of the fact that the interpreter was there only because SOCA was paying and that neither ALS nor the court were able to provide one!

16/12/11

**Manchester City Magistrates' Court**

Interpreter: me - KB

Booked through NRPSI

Case: SW

Details: I was called by Listings at 1140 to attend asap. I said I would not work for ALS and was assured it was a direct court booking, so I did attend and interpret.

16/02/2012

**Isleworth Crown Court**

Interpreter: NO SHOW

Booked through ALS

Case: AV

Details: Frantic phone calls from court trying to book a Dutch interpreter after being let down by ALS.

NRPSI refused to come even when offered the 'old' National agreement terms.

15/02/12

**Boston Magistrates Court**

Booked through ALS

Details: Lithuanian, Polish, Latvian didn't turn up, and one Russian interpreter turned up and took all of these cases.

14/02/2012

**Exeter Magistrates Court**

Interpreter: ALS could not provide

Case: KS

Details: ALS could not provide an interpreter so the listing officer was advised to book someone from NRPSI. Apparently the guidance is to close any request not fulfilled by ALS 48hrs before the hearing date and use alternative methods to find someone.

14/02/12

**Skegness Magistrates Court**

Booked through ALS

Details: No interpreters provided

14/02/12

**Stratford Magistrates Court**

Interpreter: Not confirmed

Booked through ALS

Case: Defendant SS; 2 victims - Russian speakers.

Details: Case had been already previously adjourned on 2 Feb. 2012, reason not confirmed. 14 Feb. everyone was there but not the interpreter for defendant. Everyone waited till lunchtime and case was adjourned yet again, now till 10 April.

Witness stated she will not be coming to court for the 3rd time.

Court was unaware of any changes in interpreter provision. CPS interpreter enlightened everyone in court about ALS.

14/02/12

**Lewis Crown Court**

Details: ALS HAS FAILED TO BOOK THE INTERPRETER, CASE WAS SUPPOSED TO START ON THE 13TH OF FEBRUARY. THE LISTING HAD TO CALL AROUND TO FIND NRPSI INTERPRETER; ALL HAVE REFUSED EXCEPT ONE WHO RESCUED THE ALS MESS.

14/02/12

**Bolton Crown Court**

Interpreter: Unknown

Booked through ALS

Case: N and G (defendants)

Details: Info sent by barrister:

Yesterday at Bolton Crown Court I represented two Hungarian Defendants on a committal for sentence. They were both remanded in custody. Their case had previously been listed at the Crown Court on Friday 10th Feb, when I did not represent them, but the case had to be adjourned until Tuesday 14th because no interpreter attended, despite apparently being booked by the Court.

Yesterday, no interpreter attended at first. The Court informed me at 10am that all they knew was one was 'not coming'. Later in the morning there had been further contact, where it was reported the agency would get back in touch by around midday with an 'ETA'. They did not do so. At 2.30 the case was called on. The Judge had been in contact with the agency who said an interpreter would arrive by 3.30pm at the earliest. The Judge indicated her intention to adjourn to Friday, which would have meant 2 men unjustly spending a total of 7 days in custody solely due to the failings of the interpreter agency, rather than the 4 days, they in fact served. I was able to convince the judge to sit late.

The interpreter eventually arrived at around 4.10. She informed me that the agency had contacted her on the 13th to book her but she had said she was engaged with other cases in

Liverpool on the morning of the 14th. It would appear no or no sufficient further efforts were made to secure an alternative interpreter. Remarkably, she was not contacted again until 2.15 on the 14th, when she made her way to Bolton. The case was called on at 5.02 and concluded at around 5.30.

The men were released with suspended sentences, having already served on remand the equivalent of the maximum sentence they could expect under the guidelines. In my view they served 4 days in custody unjustly. Prosecution and defence counsel lost money for the ineffective hearing on the 10th and the LSC and CPS incurred unnecessary expense because of that ineffective hearing. The court staff and probation were inconvenienced.

14/02/12

### **Hendon Magistrates Court**

Interpreter: CS

Booked through ALS

Case: GO

Details: The ALS Interpreter did not interpret important information in court, namely, that because the defendant did not arrive in time the court issued an arrest for him but eventually withdrew that warrant. The ALS Interpreter also did not interpret very essential information - the registration mark of the vehicle in question! The interpreter was not dressed appropriately – she was wearing jeans and generally untidy.

14/02/12

### **Stratford Magistrates Court**

Interpreter: None turned up

Booked through ALS

Case: GR

Details: One of the victims was Portuguese.

We waited until 11:50 and the interpreter for the defendant did not turn up - neither did the defendant!

At about 11.50 Prosecutor came to the Witness Room to release both of us. Then they applied for adjournment.

14/02/12

### **Uxbridge Magistrates Court**

Booked through ALS

Case: IV

Details: Russian interpreter required for person in custody. No interpreter at court!!!

14/02/12

### **Hull Magistrates Court**

Interpreter: MM, not registered

Booked through ALS

Case:

Details: Got a txt message from ALS to book me for a job in Hull. I do not have DPSI and am not registered with NRPSI and I was not assessed by ALS who do not even know the language I speak.

How ALS can book someone on a court job without checking their language skills at all?

14/02/12

**Peterborough Magistrates Court**

Interpreter: MM, not registered

Booked through ALS

Details: I received another txt message from ALS about booking me for a job in Peterborough Magistrates Court on 15/02/12 at 9 am.

I am still not registered with NRPSI, have no DPSI and was not assessed by ALS.

13/02/2012

**Bexley Magistrates Court**

Interpreter:

Booked through ALS

Details:

A Spanish Interpreter was booked a week in advance by the court via ALS but on the day of the hearing i.e. 13th Feb the computer system did not show any allocation. The admin lady in the Bexley Magistrates Court, called ALS at 1.30 and was told that they were still looking for one and that it was not yet 14.00. She received a call back at 15.20 informing her that ALS would not be able to provide an interpreter that day. The case was adjourned.

I was also told by an usher that the previous week the Bromley Magistrates Court experienced the same problem with a booking made via ALS concerning a Lithuanian Interpreter and that the Bexley Court never had problem with interpreters in that language before.

13/02/2012

**Great Yarmouth Magistrates Court**

Booked through ALS

Case: IH

Details: ALS failed to provide an interpreter, the case was adjourned for a week

The case was heard a week later with an ALS interpreter present.

Adjournment of the case caused additional expenses; the interpreter provided at a later stage was not qualified for court interpreting

13/02/2012

**Ealing Magistrates Court**

Booked through ALS

Case: GK

Details: No interpreter

13/02/12

**Lewes, E.Sussex Crown Court**

Booked through ALS

Case: RL

Details: INTERPRETER DIDN'T TURN UP. ALS GIVEN TIME UNTIL 09AM ON 14/02/12

13/02/2012

### **Hammersmith Magistrates Court**

Interpreter: none

Booked through ALS

Case: GA - Romanian; other languages were overnights

Details: Nobody turned up to interpret.

I left at 4:15pm. Defendants were sent to prison.

All cases were adjourned till tomorrow.

13/02/12

### **Nottingham Tribunal**

Booked through ALS

Case: OA/25301/2011

Details: They had to adjourn the matter as the ALS can't provide interpreter.

11/02/2012

### **Westminster Magistrates Court**

Interpreter: NONE

Booked through ALS

Case: PM

Details: No interpreter in the morning. Case was adjourned to pm. The Judge adjourned the case for Monday at 15:45. Again no interpreter. The defendant was sent to prison till Monday.

11/02/12

### **Lincoln Magistrates Court**

Booked through ALS

Case: LM + other

Details: No Russian interpreter was provided by ALS for a remanded, mentally unstable prisoner.

No Polish interpreter was provided for the other prisoner.

11/02/12

### **London Magistrates Court , Highbury Corner**

Interpreter: No interpreter present

Booked through

Case: MK

Details: ALS failed to provide an interpreter This overnight case was listed at Highbury Corner MC and it had to be adjourned to Monday 13/02/12 when the defendant will appear in custody at Enfield MC.

The judge explained to the defence lawyer (who was unable to take any instructions from her client) that MoJ has signed a multimillion pound contract with a commercial agency for the provision of interpreting services. The existing interpreters did not sign up with this commercial agency, hence the shortage of interpreting services across CJS. She mentioned that the court has sent a few complaint letters but that unless a few Crown Court trials collapse as a result of this move she does not expect any action to be taken soon.

11/02/12

**Norwich Magistrates Court**

Booked through ALS

Case: Do not know

Details: Remanded by Kings Lynn force on Friday to appear in Norwich mc on Sat. ALS informed Sat at 4am. Court phones police at 11.45 where is the interpreter. Nobody knows. Sgt rings ALS to ask and finds out they couldn't find anybody did not bother to inform the police. Sgt complaints to his governor. Solicitor attends court, no interpreter, complaints to magistrates who are aware of situation and are not happy.

Case has been adjourned till Monday and defendants further remanded.

Two complaints made which I'm aware of.

10/02/12

**Basildon Crown Court**

Case: MK sentencing for death by dangerous driving

Details: Facing a lengthy sentence for admitting to causing death by dangerous driving MK, in court 1 in front of Circuit Judge, had no interpreter arranged.

There was family of the dead child in court and other parties to this serious matter.

10/02/2012

**Ealing Magistrates Court**

Booked through ALS

Case: RD

Details: He was brought to court in custody on Monday 6th February and no Polish language interpreter. Eventually bailed by the court to attend on bail on Friday 10th February but no Polish language interpreter attended.

10/02/12

**Basildon Crown Court**

Interpreter: NA

Case: VV

Plea And Case Management - Case Started - 15:08, court 1 in front of Circuit Judge

Details: No Lithuanian Interpreter

Noticed by: Polish Interpreter RD who was booked there via the old system back in Dec for another case in Court 1. Defendant spoke no English and notice board said that Interpreter was booked.

Case was adjourned, defendant had no idea what happened.

10/02/12

**Basildon Crown Court**

Booked through

Case: MK, VV

Details: No Polish Interpreter. Noticed by: Polish Interpreter RD who was booked there via the old system back in Dec for another case in court 1.

Defendant spoke insufficient English and notice board said that Interpreter was booked. Interpreter RD stepped in: This was a matter where a child was killed, the child's mother was in court crying, there was a number of media officers, police officers and others ready to proceed with sentencing. Sentence was of substantial length.

10/02/2012

### **Ealing Magistrates Court**

Booked through ALS

Case: Mr. VK

Details: ALS was contacted by the Court at 9.00am to provide a Russian speaking interpreter. By 12.30pm no interpreter. Phone call made to chase. No idea when they can get one!

10.02.2012

### **Harrow Crown Court**

Details: I was monitoring the provision of ALS interpreters in Harrow Crown Court on 10/02/2012. A Romanian defendant in Court 2 in the morning did not have an interpreter at all. Two other defendants (Punjabi and Iraqi Kurdish) found themselves in the same situation as their interpreters did not arrive either. As for the Romanian defendant, a relative in the public gallery was trying to whisper to him so he could understand when to sit down or to stand up. When the not guilty verdict was announced, the relative was simply communicating with him using body language.

In the case of the Punjabi defendant, a cousin sitting in the public gallery had to explain to him that his case would be adjourned for the third time consecutively due to the lack of a Punjabi interpreter in the last two weeks. The Judge was extremely furious about the new interpreter booking system via Applied Language Solutions and specifically demanded official court-approved interpreters for the next court dates.

10/02/12

### **Slough Magistrates Court**

Interpreter:

Booked through ALS

Case: Defendant MT (video link case)

Details: A Polish interpreter was booked from ALS but nobody arrived to interpret for MT.

10/02/12

### **Lincoln in Crown Court**

Interpreter: IM

Booked through NRPSI

Case: TK

Details: IM was booked by defence solicitors to interpret for witnesses. ALS interpreter didn't show up. The defence had to book another interpreter to act for the witnesses and IM was used as a court interpreter.

09/02/12

**Hull Magistrates Court**

Interpreter: PG

Case: J

Details: I was in court this morning for Mr J who was in remand. The police had requested ALS to provide a Lithuanian interpreter. They could not do so as it is a "rare language"!! They asked if he spoke

Russian: Yes. They still could not provide by the end of play. The defendant had to spend a second night in custody. The situation is dire in all the courts of Hull and East Riding and I understand that Hull MC Senior LA has sent a complaint to MOJ.

09/02/2012

**Romford Magistrates Court**

Interpreter: AG

Booked through ALS

Case: PI, PV

Details: INTERPRETER IS NOT QUALIFIED OR VETTED but in fact a student. Interpreter was not translating what the defendants were saying. The interpreter was struggling to keep up with the magistrates.

9/02/2012

**Manchester City Magistrates**

Booked through ALS

Case: Case listed in Court 11

Details: Today I was doing a trial that was booked before the 'new system' kicked in. I was working in Court 12, but was told by the usher in Court 11 that the Polish interpreter arranged by ALS was not there. She was very unhappy and complained that the court had rung ALS to chase the interpreter, but they were told that the interpreter in question was in court somewhere else. In the afternoon, the same usher told me that ALS could not provide another interpreter to attend, and the court was very angry and frustrated and had to cancel the case to re-list it for another day.

09/02/12

**Lincoln Magistrates Court**

Booked through ALS

Details: No interpreter arrived for 2 polish females. Court adjourned the case and bailed them out at 15:45. They spent over 5 hours waiting for an interpreter who didn't show up.

09/02/12

**Luton Magistrates Court**

Interpreter: Language Line (telephone)

Booked through Court

Case: W; R: S + 2 others

Details: This was a 1st hearing for which the police had (according to the Clerk in Ct 1) forgotten to book interpreters. There were at least 5 defendants; 4 Eastern Europeans and a Muslim man, all of them on bail. One of the defendants W was seated alongside the Clerk at her desk on the other side from where the other defendants were in the dock. This was because W had to be as close to the Clerk's telephone as possible so that the Language Line interpreter could hear the answers to the questions. In other words, rather than go through ALS to get an interpreter (no doubt Luton has already given up on this policy), the court is now ringing Language Line to use their telephone service in court. There was no security officer next to W who was a metre away from the Clerk. Sometimes the words of the Magistrates were not translated as the interpreter was understandably unsure when to translate & when not to.

09/2/12

**Milton Keynes Magistrates Court**

Booked through ALS

Case: Not Known

Details: I was there for something else and I discovered that these three interpreters had not turned up. The desk clerk told me this and he had reported it to the authorities.

08/02/12

**Isleworth Crown Court**

Interpreter:

Booked through ALS

Case: RS

Details: ALS interpreter never arrived.

8/02/12

**Slough Magistrates Court**

Booked through ALS

Case:

Details: I spoke to an usher in East Berkshire Magistrates Court in Slough and was told that the biggest problem with ALS interpreters is the fact that they do not attend court. He also said that the Polish ALS interpreter arrived at court after a delay on 8/02. Apparently she was very helpful and the only problem was that she did not interpret in the dock. When he mentioned this to the clerk and the interpreter was addressed with regards to this issue, she said that the solicitor had spoken to the defendant before the hearing so he was aware what was going on so she did not believe interpretation was necessary.

08/02/12

**London Magistrates Court**

Interpreter: CS

Booked through ALS

Case: SD, AS, B - different cases

Details: Interpreter translating 1/3 of what was said using 3rd person. Dressed in jeans and scruffy scarf.

Legal adviser and judge not happy after waiting 5 hrs for this so called interpreter to arrive.  
Interpreter asked everybody 3 times to speak more slowly

08/2/12

**Cambridge Magistrates Court**

Interpreter: n/a - see below

Booked through: Both avenues were attempted

Case: VMM

Details: Client was remanded in custody at Parkside P.S. in the early hours of 7/2/12 & taken to Cambridge Magistrates for the morning sitting on the same day. No ALS interpreter was forthcoming, so, at 11.39, I was phoned by the Listings Office at Peterborough (I know the lady to be called A) to ask if I would step into the breach & attend Cambridge Mags. I refused, giving reasons. At 13.07 I called Cambridge Magistrates and spoke to someone I believed to be a Court Clerk (male). He was aware of the M case and said it had been adjourned till tomorrow 8/2/12. I went into Cambridge Magistrates Court on 8/2/12 to see what would happen. There was no sign of M's name on any list. I phoned the cells to see if he was there. They told me he had left court yesterday. I asked if he had been bailed for another date. They said no he had been released with a fine with time served. He hadn't understood anything but the magistrates had wanted to deal with the matter quickly.

08.02.12

**Chester Magistrates Court**

Interpreter: None

Case: MM Details:

Police stated they would book arrange an interpreter for first hearing, but no one in attendance. Court made a number of enquiries throughout the morning and was told one was on its way, but when no one attended at 1pm, during a further telephone call, the court were told that no interpreter was available. The Client waited for 4 hours for an interpreter and then the case was adjourned.

08.02.2012

**Basildon Magistrates Court**

Interpreter: None

Booked through ALS

Case: ED

Details: Defendant was twice produced via a video link from Holloway prison but twice the interpreter did not turn up.

08.02.2012 County Ct

**Brighton County Court**

Interpreter: LJ

Booked through NRPSI

Case: RZ

Details: ALS failed to provide a Lithuanian language interpreter and booked a rRPSI on National Agreement terms. The interpreter was practically blackmailed by a desperate court listings

officer or whoever called her, as she was told it was an emergency and a child's welfare was at stake.

07/02/12

**Beverley Magistrates Court**

Interpreter: PG

Booked through NRPSI

Case: SS

Details: Asked to go to court as court unable to get an interpreter from ALS. Court comment: "Everyone's fed up. It's hopeless trying to get an interpreter from them".

07.02.2012

**Hendon Magistrates Court**

Interpreter:

Booked through ALS

Case: RM, EB

Details: A least two Romanians kept overnight in custody, were still waiting for an ALS interpreter at 15.30h, when I left the court.

07/02/2012

**Huntingdon Crown Court**

Interpreter: n/a

Booked through ALS

Case: Mr S

Details: Interpreting was a Polish lady, ALS interpreter. This lady told me herself she has no interpreting qualification whatsoever and has never been on NRPSI. She also said she has never interpreted at a Crown Court (or any court) before.

I listened to part of the consecutive interpreting during the cross-examination of the defendant and then to the simultaneous interpreting through the rest of the proceeding right to the end of the closing speeches.

I was very disappointed and concerned with the quality of interpreting I heard. The consecutive interpreting was grammatically incorrect and very inaccurate. The simultaneous interpreting was very vague and incomplete. I would say a fifth of what was being said in court was interpreted to the defendant. I was sitting right behind the defendant and the interpreter and could hear quite well. At one stage the interpreter instead of interpreting what the Judge was saying, was telling the defendant that she thought the Judge was nice and sympathetic towards the defendant's case.

07/02/2012

**Saint Asaph Police Station**

Interpreter: BC & GD

Case: IC and 4 other Romanian speaking suspects in custody.

Details: ALS was unable to send a Romanian interpreter to St Asaph custody, thus myself and my colleague assisted instead and filled in claim forms entitled "Interpreters Services Other than

ALS". Suspects had been detained for much longer than necessary and the custody time limit was running out.

07/02/12

**Westminster Magistrates Court**

Interpreter: MN

Booked through ALS

Case: N

Details: I observed part of the full hearing, he interpreting about 50% what's said, poor interpreting skills, lack of legal vocabulary, lack of attention to detail. DJ asking additional questions, solicitor looking unhappy with evidence heard.

Solicitor mentioned intention to apply for wasted costs, judge responding "we are not unsympathetic to that kind of application in circumstances, how much do you have in mind?" No figure given but intent to apply for his costs, travel costs of the def and witnesses. Judge's reply: I wouldn't like to pre-judge the application but can you have the figures ready for the next hearing.

7/2/12

**Cambridge Magistrates Court**

Booked through ALS

Case: VMM

Details: This is a correction to a previous entry. The detainee was processed by having the decision of the court typed up & translated via Google Translate. A copy of this translation was printed off & handed to the detainee through the glass panels of the box. The detainee was then released having had no interpreter all day.

07/02/12

**Westminster Magistrates Court**

Interpreter: WJ

Booked through ALS

Case: extradition details not known

Details: Arrived 4.10 pm, cases scheduled from 10.00 am.

07/02/12

**Snearsbrook Crown Court**

Booked through ALS

Case: WT

Details: The interpreter's English was not good enough.

Turned up late as he/she was tired. Was not suitably dressed for Court.

Bad enough for the Judge to give instructions to complain to ALS and talk of a wasted time cost order.

Another interpreter (qualified) attended court the following day being late as he/she had only been booked by ALS at 09:00 for 10:00.

07/02/12

## **Market Drayton Police**

Booked through ALS

Case:

Details: I received a call from the Home Office at approximately 1.30pm asking me if I would call a number where I'd be given an interpreting session. I did so, only to realise it was a DC from West Midlands police. He begged me to help him do a charge at a prison in Market Drayton. I said to him "why are you phoning me, why don't you use the back street phoney agency, the one you have a contract with?"

He said he had called them the previous night and ALS had promised an interpreter would be there at 9am, he also said he had been calling ALS since 9.15am till 1pm but he could not get through to them! And that out of desperation, he had rang the Home Office to obtain a NRPSI number!

I did go and help him out on West Mids Police rates. DC made me aware of his concerns and that all 12 officers in his team had complained against ALS on numerous occasions. He said they were extremely unsatisfied with the new system but he said it seemed like their concerns were brushed under the carpet!

07.02.2012

## **Huntingdon Crown Court**

Details: On 7<sup>th</sup> February, in the second week of Applied Language Solutions in action, I met a female Polish ALS interpreter at Huntingdon Crown Court. This lady didn't hide the fact that she had no interpreting qualifications whatsoever and had never been on the NRPSI. She also said she had never interpreted at a Crown Court (or any court) before. I listened to part of the consecutive interpreting during the cross-examination of the defendant and then to the simultaneous interpreting throughout the rest of the proceedings right to the end of the closing speeches. I was very disappointed and concerned about the quality of the interpreting I heard. The consecutive interpreting was grammatically incorrect and very inaccurate. The simultaneous interpreting was very vague and incomplete. I would say that only a fifth of what was being said in court was interpreted to the defendant. I was sitting right behind the defendant and the interpreter and could hear quite well. At one point instead of interpreting what the Judge was saying, the interpreter was telling the defendant that she thought the Judge was nice and sympathetic towards the defendant's case. Moreover, the interpreter did not interpret in the first person, she only spoke to the defendant by his first name and referred to the Judge as 'him' when interpreting the Judge's questions.

Could such bad interpreting substantiate grounds for an appeal?

07/02/2012

## **Slough Magistrates Court**

Interpreter: NA

Details: Registered Interpreter MM attended for matter of MT (booked via the old system). There was one more Polish defendant but refused to deal with him as Court said that needed an ALS booking.

07/02/12

## **Westminster Magistrates Court**

Interpreter: none  
Booked through ALS  
Case: W

Details: Defendant in criminal case waited all day, from 10.30 till 4.30, no interpreter. There was an ALS person in court, MN but he did not respond to repeated calls for "polish interpreter to go to ct9", sitting and waiting for 1 case he was booked for which started after 2.00.

07/02/12

### **Peterborough Crown Court**

Interpreter: MF  
Booked through ALS  
Case: VK

Details: When interpreter walked out of the court room he was approached by barrister/CPS (I'm not sure) who told him directly: "The judge has pointed out that you were not translating for the defendant in the dock". Interpreter replied something like "We were talking about all this in the cells with him so there wasn't much point translating it all again".

This linguist was asked to go down to cell to speak to the client to explain to him what happened in court. This ALS linguist confirmed to me that he is not NRPSI member and does not have any legal interpreting qualifications.

07/02/12

### **Enfield Magistrates Court**

Interpreter: MP, LD  
Booked through ALS  
Case: AS; V

Details: Two interpreters booked by ALS for the same job at Enfield MC, one booked at 11.00 (to come from Cambridgeshire to London) by an operator from a call centre and another interpreter was booked for the same case at 12.00, by another operator, from another call centre.

06/02.12

### **Steinbeck Police Station**

Interpreter: KG  
Booked through NRPSI  
Case: PC

Details: ALS could not supply interpreter all day. Detention was extended.

How bad: defendant was very upset

Officers were allowed to call interpreter from the register after request

Due to the delay caused by waiting for interpreter from ALS, he was released in the evening and wasn't quite sure where he was going to spend the night. PC dealing with him was extremely helpful.

6/2/12

### **Luton Magistrates Court**

Booked through ALS

Case: PE

Details: Held in custody over the previous weekend. Produced on 6/2/12. No ALS interpreter. After 2pm he was brought into court and sat at the clerk's desk near the telephone, after the main doors to the court had been locked and everyone had been ushered out of the courtroom. The hearing was then conducted via Language Line on the phone. It took 45 minutes. This information was relayed to me by a solicitor.

06/02/12

**London Crown Court**

Interpreter: none

Case: NE

Details: Defendant in custody, no interpreter provided between 09.30am-16.00pm. The defendant was produced at a previous hearing on 1st Feb when there was no interpreter. Case adjourned to 10.02.12. Judge recommended "after 12pm hearing as this may increase the chance of the Agency to send an interpreter".

06/02/2012

**Peterborough Magistrates Court**

Interpreter: NH

Booked through

Case: SMM

Details: ALS failed to provide an interpreter for the defendant. The case had to be adjourned.

06/02/12

**Westminster Magistrates Court**

Interpreter: EP

Booked through ALS

Case: AL & MCP; EB

Details: The Court made the phone call on Saturday to book an interpreter for a case that was adjourned on Friday. However Als did not manage to send an interpreter before 14.45 on Monday (today). The interpreter had to come from Northamptonshire; defendants in custody; Als interpreter-NRPSI listed. Als said the interpreter would arrive at 13.30 but she arrived at 14.45.

06/02/12

**Westminster Magistrates Court**

Interpreter: AP

Booked through ALS

Case: Mr M

Details: The NRPSI Lithuanian interpreter who was in Court for other cases had a chat with the new Als linguist who confirmed she had no CRB check yet. She had applied for the security clearance recently but has not received it yet.

06/02/2012

**Oldham Magistrates' Court**

Interpreter: BC

Booked through

Case: IB

Details: ALS failed to provide Oldham Magistrates' Court with a Romanian interpreter for a defendant who was in custody and I received a direct call at 2:05pm to attend Court asap.

06/02/12

**Boston Magistrates Court**

Interpreter: no interpreter supplied

Booked through ALS

Case: ZD, PSF, BM

Details: No interpreter supplied for these 3 murder suspects.

06/02/12

**Hull Crown Court**

Interpreter: PG

Booked through NRPSI

Case: A

Details: Asked to go to court immediately. (10 min prelim hearing). ALS interpreter had broken down on the way to Hull...from Cambridge!!

06/02/12

**Ealing Magistrates Court**

Booked through ALS

Case: RD

Details: Overnight custody from ACTON police station. No Polish language interpreter. Eventually bailed to attend on bail on Friday 10th February, still no Polish language interpreter.

06.02.12

**Thames Magistrates' Court**

Booked through ALS

Details: Received information from XXX Solicitors that one of their solicitors and defendant waited all day for an Italian interpreter. ALS could not supply an interpreter. The valuable Court time was wasted.

04.02.2012

**Luton Magistrates Court**

Booked through ALS

Case: Ms B

Details: Ms B was kept in custody over night and the following day, which was Saturday (half working day), until 13.00. No Romanian interpreter from ALS present at that time. The Court was going to close. Clerk still waiting for an ALS interpreter. The victim was going to be remanded or to be dealt via phone. The Court was still not sure what to do next.

04/2/12

**Loughborough Magistrates Court**

Interpreter: Booked through ALS

Details: No ALS interpreter arrived for Saturday court. Client remanded to Hinckley Mags Ct on Tues 7/2/12. No ALS interpreter again. Client remanded again back to Loughborough Mags on 8/2/12. Eventually a NRPSI interpreter dealt with the case when NA rates were offered. Client had information supplied to him/her at Hinckley Mags Ct via Google Translate using a Smartphone in the cells. Detainee spent at least 4 days in custody at an approximate expense of £4000.

3.02.12

**Chester Magistrates Court**

Details:

Legal adviser complained that in the last three days ALS failed to provide a Romanian and a Slovak interpreter. The Romanian defendant was kept in custody overnight due to no show from ALS and the next day Prosecution had to drop the charges and release the prisoner without prosecuting him due to further no-show from ALS.

Another case: Slovak interpreter did not turn up and the case had to be adjourned.

03/02/12

**Uxbridge Magistrates Court**

Interpreter: GM

Booked through Mags Court

Case: Not recorded, time called was about 13.00 hours

Details: Requested to attend ASAP. Replied unable due to agency situation. Told it was OK as manager has given authority to book us directly when agency could not supply. I apologised and explained we were boycotting the agency. Asked if that was all of us and replied 'pretty much'.

03/02/12

**Worthing Magistrates Court**

Interpreter: SP (name known by court)

Booked through ALS

Case: Defendant RZ

Details: The interpreter was 2 hours late. 7 professionals, solicitors' interpreter, defendant, legal adviser and magistrates had to wait. The legal advisor called the supplier (ALS) about 8 times during the 2 hours. At first she was given a name of a male interpreter who "was on his way", then it was a name of a lady "who was just getting out of the train in Worthing". They lied, as the woman interpreter said she got the booking yesterday.

Her interpreting was not accurate, she tried to summarize and in most cases just interpreted the beginning of a sentence and then kept silent. She substituted those words and phrases she was unfamiliar with other words or phrases, not reflecting the content of information she had to convey.

03.02.12

### **London Police Station**

Interpreter: AI

Booked through Met Police

Case: Confidential/minor

Details: After the interview, outside the Police St, I was approached by 3 of the defendant's family members. This is what they said: We speak very little English but we've heard that there are no interpreters in Courts or the Interpreters who are called are not saying anything. We are here to help our family member. Between us three we may be able to understand what is going on.

03/02/12

### **Bennett House, Stoke on Trent Tribunal**

Booked through ALS

Case:

Details: I attended Bennett House today for the AIT, 24th Feb. being my last booking. I was informed by one of the clerks there that on 3rd Feb. the ALS interpreter failed to deliver as he was incompetent and lacked confidence. Immigration judge had to intervene several times and noted this on the feedback form. After the hearing, the judge made the court clerk aware of the ALS interpreter's incompetence.

03/02/12

### **Doncaster Magistrates Court**

Interpreter: Non attendant

Booked through ALS

Case: Defendant name: P

Details: The court has been waiting since 10 am for an interpreter to arrive and the defendant was being kept in custody all the time. At 15:20 court decided to remand Mr P in custody with a view of obtaining an interpreter for a Monday morning session.

3/02/12 Magistrates

### **Uxbridge Magistrates Court**

Details: I have received a phone call from Uxbridge Magistrates Court. A member of staff was desperately calling to book an interpreter ASAP. When I asked whether they had signed up with ALS, the answer was that they had. However, I was told that none of ALS interpreters were available so they were calling registered interpreters. Needless to say, I refused to take this job, giving them the obvious reasons.

3/2/12

### **Redbridge Magistrates Court**

Interpreter: n/a - see below

Booked through

Case: GD

Details: Client had been adjourned from 2/2/12 due to no interpreter. Whether this was due to ALS or not is not known. ALS probably not involved on 3/2/12 as Listings said no interpreter

request form had been received from the Clerk on 2/2/12. Client was heard in youth court without interpreter and case adjourned for a later date.

02/02/12

**Westminster, Magistrates Court**

Interpreter: none

Booked through ALS

Case: N

Details: Full hearing with witnesses to give evidence coming from Peterborough, father in wheelchair. They had to pay for the return tickets, waited all day, everybody present, no interpreter. Adjourned for a week.

02-2-2012

**Basildon Magistrates Court**

Interpreter: AB

Booked through ALS

Case: CDC

Details: Interpreter did not have any identification, did not know what an oath is, was her first time ever in a court environment, translated very badly most legal terms and had no knowledge of any court procedures (for instance to stand up when magistrates are coming in a courtroom).

02/02/12

**Leeds Magistrates Court**

Interpreter: None attended

Booked through ALS

Case: AB

Details: ALS did not send an interpreter. It should have been heard in the morning.

02/02/2012

**Wimbledon Magistrates Court**

Booked through ALS

Case: DS, GS (co-defendants)

Details: Trail adjourned. The court Clerk from CT 11 told me they had been trying book an interpreter through ALS from the morning. They cancelled the booking with ALS just before 3pm but a Polish ALS interpreter appeared 3.05pm whilst everybody had already gone. The same court Clerk read out to me a written complaint she had written to MOJ claiming excessive costs due to adjournments.

02/02/12

**Wimbledon Magistrates Court**

Interpreter: none

Booked through ALS

Details: Interpreter requested from ALS, no interpreter till 4.00 or at all.

02/02/12

## **Boston Magistrates Court**

Interpreter:

Booked through ALS

Details: Client charged and kept for court previous evening. Police booked interpreter for ALS for 9.30am. At 11.00am, I rang police to confirm booking. They confirmed it. Rang me back to say ALS had acknowledged booking but had not actually booked anyone. Rang court listings and they got someone to court for 1.36pm. Client was in custody - could not take instructions or advise him as to reason for delay. Case proceeded smoothly after interpreter arrived - appears to have been ALS to blame.

02/02/12

## **Luton Magistrates Court**

Interpreter: none

Booked through ALS

Case: not known

Details: Luton MC rang NRPSI interpreter asking 4.00 pm, to come asap, been waiting for ALS since morning, offered NA rates, NRPSI interpreter refused.

01/02/12

## **Westminster Magistrates Court**

Interpreter: RV

Booked through ALS

Case: BT, OG, co-defendants

Details: The linguist not qualified and not trained for the job. For the first time in a Court and had to be explained by the defence solicitor what to do, where to sit etc. Whilst the two magistrates and all parties were waiting for the defendants to be brought up from the cells, the linguist was playing on the phone, IN THE DOCK. The usher put things right. She did not understand and did not translate any of the legal terms and was overwhelmed by the whole experience. During the sentence hearing she only said 1-2 words every 4-5 minutes. She had no idea about simultaneous interpreting and did not seem to be able to understand anything let alone translate anything. The mags had to interrupt the solicitor and the prosecutor a few times as they could see she was struggling but the sentence was passed although the defendants could not understand what was being said. In the end the male defendant had to ask the magistrates for clarification in broken English. The solicitor said to NRPSI interpreters who were in Court on the day that he was not happy and sure his clients had understood nothing of what he had explained to them.

01/02/12

## **North Shields Tribunal**

Interpreter: N/K

Booked through ALS

Case: N/K

Details: I was informed the following day by HOPO that on 01/02/12 Kinyarwanda interpreter from ALS had to leave at lunchtime, causing an adjournment. The Judge was still annoyed the

following day (02/02/12). On 02/02/12 I was told that ALS Kinyarwanda interpreter did not show up at all for a case on 02/02/12, and that case was adjourned too.

01/02/2012 Magistrates Court

**Chesterfield Magistrates Court**

Booked through ALS

Case: Custody case - Theft from shop

Details: A Romanian-speaking defendant has been kept in custody for 10 days due to the lack of an interpreter. His case has been adjourned on two separate occasions until 1st Feb, when an ALS interpreter attended Court.

01/02/12

**Boston Magistrates Court**

Booked through ALS

Case:

Details: A Polish interpreter booked for the morning arrived at 14:30 wearing overalls and hat with no notebook or personal badge. She didn't understand the solicitor when he told her to go down to the cells.

01.02.12

**Westminster Magistrates Court**

Interpreter: SL

Booked through ALS

Case: 2 extradition cases

Details: ALS person appeared in court 3.30 pm, court waiting for Polish interpreter since 10.00. No badge, presented an Oyster card as ID.

01/02/12

**Westminster Magistrates Court**

Interpreter: not known

Booked through ALS

Case: new extradition cases

Details: All interpreters requested before 10 am; Lithuanian arrived 1pm, Polish 3.30 pm, no Punjabi as of 3 pm.

## January 2012

31/01/12 Magistrates

**Westminster Mags London**

Interpreter: none

Booked through ALS

Case: 2 defendants, male and female, attempted theft from a person

Details: No interpreter supplied by als, defendants remanded till 01/02/12.

31/01/12

Westminster Magistrates Court

**Interpreter: male- not known**

Booked through ALS

Details: Als person was refused entry to custody area with solicitor because he had no badge, said "Fuck this, that's part-time" and stormed off.

31/01/2012

**Hammersmith MC**

Interpreter: EM

Booked through NRPSI

Case: Defendant, can't provide the name, it might be youth

Details: Defendant was in court on 30.01.2012 and waited for an interpreter for the whole day. Was sent to prison and brought back on 31.01.2012. I was asked to assist after I had finished my case before lunch break and I said NO as a principle. I had to go. I was told by the usher that they had been waiting for the ALS interpreter for the second day.

30/01/12

**Southampton Magistrates Court**

Booked through ALS

Case: Polish defendants x 2

Details: No interpreter for two Polish defendants - drink driving, first hearing.

The court waited until 10:30 in case an interpreter booked by the police was late. No interpreter, a request sent to ALS. No reply. ALS said there was a fire and they could not promptly reply. Polish ALS interpreter turned up at 16:20 but the defendants had already been bailed out until the following week.

28/01/12

**Walsall Police Station**

Interpreter: GO (NRCPD)

Booked through ALS

Case:

Details: I was booked to attend a witness interview and the first thing the officer said to me was, "Please tell me you're not from ALS". I said I wasn't and asked him why and his response was, "They are crap. Complete and utter crap". I didn't ask any further questions: the client was at my side and it felt unprofessional to pursue the matter any further.

27/01/2012

**Oldham Magistrates' Court**

Interpreter: n/a

Details: Oldham Magistrates' Court rang me on Friday 27th January 2012 confirming that ALS could not send a Bulgarian interpreter to Court and they were getting desperate - thus Listings were allowed to call interpreters directly in such exceptional circumstances.

26/01/2012

### **Reading Magistrates Court**

Interpreter: unknown

Case: S

Details: Defendant was arrested in Liverpool on 25 Jan 2012 for breach of Reading Mags Court bail, transported to Reading on the morning of 26 Jan 2012. Registered Polish Interpreter RP was in court for an unrelated matter. He was asked to deal with Mr S. A female appeared saying that she was paid £40 to come from Stoke on Trent to interpret. Mr PR asked if she was registered, she ran out of the court unable to show any ID whatsoever. Cells Manager became concerned that she could have been a friend of the defendant. Police were notified.

25/01/2012

### **Huddersfield Police Station**

Interpreter: N/A

Case: ML

Details: L was arrested on suspicion of false representation on 25th January 2012. She was booked in to custody in the afternoon and was told to be interviewed shortly as soon as an interpreter arrives. As ALS was unable to provide an interpreter, they had to bail L on 25th January 2012 around 9.00pm to come back to Huddersfield Police Station on 5th February 2012 for 15.30.

24/01/2012

### **Carlisle Police Station**

Interpreter:

Booked through NRPSI

Details: Carlisle Police needed a Portuguese interpreter asap. They told RPSI X the detainee had been arrested the evening before, they phoned ALS on that same evening (Mon, 23rd), they were given a booking no. and were told to wait. On Tuesday morning, the police rang ALS again asking for the interpreter and were told that although they had been given a booking no., ALS could only provide the interpreter on Thursday the 26th. The police obviously could not keep the detainee that long and were desperate. RPSI X agreed to go on the basis that he/she would get paid the normal police rates, they said they would confirm with the "bosses" and call back. Ten minutes later X got a phone call saying they were happy to proceed and pay X the normal rates. X accepted the job and it ended up going to court the next day, where they booked X straight away, knowing that if they did so through ALS they wouldn't get an interpreter on time.

24/01/2012

### **Oldham Magistrates' Court**

Interpreter: CH and MI

Booked through ALS

Case: Two Romanian speaking defendants,

Details: Two Romanian interpreters attended Oldham Magistrates' Court on exactly the same date (24/01/2012) and exactly the same time (09:50 hours) for two separate cases.

24/01/12

### **Manchester Crown Sq (Main Crown Ct)**

Interpreter: Mrs AH, Mrs X, Mr Y

Booked through ALS

Case: None of their 3 cases were, in fact, listed at the court, at all.

Details: Mrs H & Mr Y BOTH showed their std ALS job printouts to Reception (these contained SCANT vital info). Mrs H's showed post-code for THIS court, but Reception suggested her case might instead be at Mags, nearby. [She had travelled from Leeds-Harrogate].

They told Mr Y: "You want Minshull St!" to which he responded: "What does this Minshull St mean!?" and he didn't know what to do next. [He had travelled some considerable distance, too - he definitely WASN'T local]. After a few hours, Mrs X was told that her case had been re-scheduled and Listings had informed ALS of this (noting the person's name and the time) on Mon morning, 23/01/12. But ALS had failed to notify Mrs X and, hence, she feared that ALS would now refuse to pay her. Mr Y didn't have any idea what to do next, despite being told of correct location of case in OTHER Crown Ct (Minshull St). Mrs H went to Mags nearby to check if her assignment was maybe there. Mrs X eventually secured a written note and a signature from the Senior Listings Officer, confirming that they HAD informed ALS the previous day, of this cancellation.

18-20 Jan 2012

### **Preston Crown Court**

Interpreter: Ms DP

Booked through ALS

Case: AA; Witness WH

Details: Case listed for 3 days at Preston Crown Court. It became apparent Urdu interpreter was required for Mr H for witness statement, but Gujarati language interpreter Ms P working for ALS was assigned who told police and witness that she was the right interpreter. She made her own MG11 statement and stated that witness spoke Hindi, in fact he speaks Urdu. In crown court when I (Urdu interpreter) was given that original statement, I could not read it, as it was written either in Hindi or Gujarati, it created real problems and statement was inadmissible, even Judge was not happy about wrong interpreter being used for statement. The police officer assured me that he will take Ms P to task.

Ms P is only qualified in Gujarat, she acted unlawfully and deceived police officers about the language suitability just to earn her fees. She is well known in interpreters' community for these kinds of deceptions around North West Police stations. Police officers easily believe her and don't check her ID as she hides it under her clothes.

17/01/2012

### **Ormskirk Magistrates' Court**

Interpreter: BC & GD

Details: ALS was unable to supply the Court with the services of a Romanian interpreter and thus Lancashire Constabulary rang my colleague directly asking him to attend Court whilst I was booked for the same urgent custody case directly by the Magistrates' Court. This resulted in a double-booking and a waste of tax payers' money due to ALS' failure to supply.

12/01/12

### **Westminster, Magistrates Court**

Case: C, extradition

Details: Court dealt without an interpreter being present.

NRPSI Interpreter was called by court after 12:30, but by the time the interpreter had got there Court had ordered extradition.

01/01/12

### **Birmingham Police Station**

Case: 5 Polish people in custody at Stechford Police Station

Details: I received a phone call from an officer who informed me that 5 people have been arrested the previous night but ALS told him they won't be able to provide an interpreter until the following day (2nd Jan).

01.01.12

### **Ipswich Magistrates Court**

Interpreter: Interpreter didn't turn up

Booked through ALS

Case: Romanian National

Details: Court requested Romanian Interpreter from ALS but ALS not able to provide one. Judge decided to remand Defendant till next day. Person sent to prison for a night.

## **December 2011**

08/12/11

### **Bradford Tribunal**

Interpreter: unknown

Booked through unknown

Case: IT

Details: Interpreter did not interpret remarks of judge, UK Border Agency representative or the client's own counsel into English for the client (asylum appellant) when they became technical - i.e. matters of legislation. She made the same mistake 3 times regarding distance between two locations, adding 100 miles to what the UK border agency rep had said.

The appellant was very unsettled that there were large parts of the hearing which she did not understand and for which she had no explanation at all; I was very shocked at the mistake regarding the distance, since it was part of a question challenging the appellant's integrity in her statement: 'but you said that x was 127 miles away from y ' (when the question should have been 'but you said that x was 27 miles away from y). The appellant was quite distressed, because clearly she had never said x was 127 miles away from y. I pointed out the mistake regarding the distance to the tribunal, and the question was put again.

I resumed the missing information during a break. No doubt I should not have done this as I was only booked for the pre-hearing with counsel. The missing information was not majorly significant in itself, but the impact on an already stressed person of not knowing what was being said was quite considerable.

05/12/2011

**Liverpool Magistrates' Court**

Interpreter: n/a

Booked through ALS

Case: Custody case

Details: Liverpool Magistrates' Court rang me as they were desperate for a Romanian interpreter due to ALS failing to supply the services of such interpreter in a custody case.

05/12/2011

**Liverpool Magistrates' Court**

Interpreter: n/a

Booked through ALS

Case: Custody case

Details: Liverpool Magistrates' Court rang me as they were desperate for a Romanian interpreter due to ALS failing to supply the services of such interpreter in a custody case.