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Ms Melanie Beaumont  
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Your ref:  
Our ref: 2011/0007311OR  
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Dear Ms Beaumont

Thank you for your letter of 4 March 2011, which has been passed to me by the Minister for Enterprise, Energy and Tourism to respond.

You have made a number of assertions within your letter relating to the Framework for the provision of Interpreting, Translation and Transcription Services, however please let me clarify that: -

1. The monitoring process has not been eliminated. At a strategic level, the quality and accuracy of interpreting services is formally monitored through a process of actively reviewing monthly Management Information and quarterly contract management meetings. At a user level, if performance falls below the expected standard, local managers within SCS and COPFS communicate this to a central point within the organisation for further discussion with, and action by the contractor.
2. It remains standard procedure to provide a copy complaint, if available, to the interpreter prior to the case.
3. The most recent return we have from Global Languages shows that the numbers of DPSI qualified Interpreters registered has increased from 121 to 146. In addition, there is further expectation that this figure will increase following the exams taking place in June 2011.

You also state that you have data relating to the use of DPSI qualified Interpreters in court up to June 2010. I have therefore provided, at Annex A, statistics from June 2010 – February 2011. Please note that further data for February may still be forthcoming.