

FOI REF:	16280
RESPONSE SENT:	26/11/2025

Request

Under the Freedom of Information Act 2000 (FOIA), I am requesting the following information regarding your council's expenditure on foreign language translation and interpretation services.

For the calendar year 2024-2025 as well as the fiscal year 2024/2025, please provide the following:

1. The total amount spent on foreign language translation (written documents) and interpretation (spoken, including telephone and face-to-face) services across all council departments/services.
2. The number of foreign language translation/interpretation requests received and fulfilled in each year (e.g., 2024-25: 500 requests, 450 fulfilled).
3. A list of the 15 most common foreign language translation requests received with number of requests and fulfilled (e.g., 1. Polish 250 requests, 100 fulfilled)
4. Details of any current contracts or providers for these services (e.g., provider name, contract start/end dates, total value (excluding commercially sensitive pricing). If the council uses an inhouse team rather than contractors, please specify this.

For clarity, this request is limited to services for non-English spoken or written languages (e.g., Polish, Urdu, Arabic). Please exclude any costs related to British Sign Language (BSL), other sign languages, Braille, or accessibility services for disabilities, unless they cannot be easily separated out within the statutory FOI cost limits. Please specify if these costs have been included.

Response

1. £5,552.47 on telephone services
2. See also breakdown to q3, but approximately 800 minutes of translation requested and fulfilled
3. Highest numbers:
 - a. By approx. time spent on call – Bengali (200 minutes), Polish (185 minutes), Arabic (130 minutes), Kurdish (100 minutes), Sudanese (70 minutes), Nepali (65 minutes), French (50 minutes)
 - b. By number of calls - Arabic (5 calls), Bengali (5 calls), Polish (4 calls), Kurdish (4 calls), Sudanese (3 calls).
4. The Big Word, as adhoc usage when required

