



**Customer Services  
Translation and Interpretation  
Annual Report  
2016/17**

### Face to face interpretation

Language	Number of bookings	Cost
Albanian	44	£1,585.00
Amharic	47	£1,667.50
Arabic	1118	£59,637.50
Bengali	114	£3,600.00
British Sign Language	180	£21,981.79
Bulgarian	50	£1,835.50
Burmese	1	£23.50
Cantonese	17	£581.50
Czech	100	£4,271.00
Dari	5	£154.50
Deaf Relay	9	£3,889.00
Dutch	1	£30.00
Farsi	145	£4,621.00
French	38	£1,186.50
Fula	1	£35.50
Greek	1	£30.00
Hungarian	132	£4,793.00
Italian	8	£256.00
Kinyarwanda	4	£185.50
Korean	1	£35.50
Kurdish Sorani	83	£2,696.50
Lithuanian	52	£1,785.50
Mandarin	31	£1,269.00
Mirpuri	10	£345.50
Nepalese	16	£632.50
Oromo	12	£343.50
Polish	88	£2,695.50
Portuguese	18	£626.50
Punjabi	172	£5,751.50
Pashto	99	£3,500.50
Roma	29	£1,090.50
Romanian	19	£602.50
Russian	2	£53.00
Slovak	2308	£80,583.50
Somali	312	£20,122.50
Spanish	8	£271.50
Swahili	252	£19,171.00
Sylheti	3	£120.00
Tamil	34	£1,104.00
Thai	2	£82.50
Tigrinian	115	£4,066.00
Turkish	31	£1,151.50
Urdu	435	£15,369.00
Vietnamese	29	£1,272.50

### Telephone interpretation

Language	Number of calls	Cost
Albanian	107	£944.97
Amharic	197	£1,682.01
Arabic	1028	£9,922.27
Assyrian	1	£1.50
Behdini	1	£11.75
Bengali	77	£717.95
Bulgarian	68	£783.90
Burmese	5	£61.99
Cambodian	1	£3.50
Cantonese	15	£84.56
Chao-Chow	1	£10.94
Czech	86	£796.23
Dari	6	£82.99
Dutch	2	£51.36
Farsi	399	£4,857.89
French	73	£570.81
Fula	2	£122.74
Greek	4	£39.53
Haitian Creole	1	£9.99
Hindi	2	£16.32
Hungarian	58	£872.23
Italian	31	£340.56
Japanese	2	£13.81
Kinyarwanda	26	£310.29
Kirundi	1	£3.83
Kurdish Sorani	138	£1,769.47
Kurmanji	2	£9.22
Laotian	1	£1.00
Latvian	12	£79.50
Lingala	1	£3.00
Lithuanian	46	£387.19
Mandarin	64	£648.06
Mandinka	1	£2.32
Nepalese	23	£159.58
Oromo	42	£529.86
Pashto	23	£181.63
Polish	174	£1,911.60
Portuguese	55	£591.00
Punjabi	117	£922.24
Romanian	44	£372.59
Russian	41	£415.03
Serbian	1	£9.84
Shona	1	£2.08
Slovak	918	£9,633.20
Somali	259	£2,557.38
Spanish	20	£242.02
Sudanese Arabic	18	£196.83
Swahili	93	£834.85
Sylheti	1	£7.55
Tagalog	1	£2.50
Tamil	12	£108.00
Thai	3	£31.98
Tigre	1	£1.50
Tigrinian	340	£3,527.76
Turkish	62	£651.01
Urdu	208	£1,958.16
Vietnamese	38	£409.10
Yoruba	2	£37.00

### Interpretation: overall

Language	Number	Cost
Albanian	151	£2,529.97
Amharic	244	£3,349.51
Arabic	2146	£69,559.77
Assyrian	1	£1.50
Behdini	1	£11.75
Bengali	191	£4,317.95
British Sign Language	180	£21,981.79
Bulgarian	118	£2,619.40
Burmese	6	£85.49
Cambodian	1	£3.50
Cantonese	32	£666.06
Chao-Chow	1	£10.94
Czech	186	£5,067.23
Dari	11	£237.49
Deaf Relay	9	£3,889.00
Dutch	3	£81.36
Farsi	544	£9,478.89
French	111	£1,757.31
Fula	3	£158.24
Greek	5	£69.53
Haitian Creole	1	£9.99
Hindi	2	£16.32
Hungarian	190	£5,665.23
Italian	39	£596.56
Japanese	2	£13.81
Kinyarwanda	30	£495.79
Kirundi	1	£3.83
Korean	1	£35.50
Kurdish Sorani	221	£4,465.97
Kurmanji	2	£9.22
Laotian	1	£1.00
Latvian	12	£79.50
Lingala	1	£3.00
Lithuanian	98	£2,172.69
Mandarin	95	£1,917.06
Mandinka	1	£2.32
Mirpuri	10	£345.50
Nepalese	39	£792.08
Oromo	54	£873.36
Pashto	122	£3,682.13
Polish	262	£4,607.10
Portuguese	73	£1,217.50
Punjabi	289	£6,673.74
Roma	29	£1,090.50
Romanian	63	£975.09
Russian	43	£468.03
Serbian	1	£9.84
Shona	1	£2.08
Slovak	3226	£90,216.70
Somali	571	£22,679.88
Spanish	28	£513.52
Sudanese Arabic	18	£196.83
Swahili	345	£20,005.85
Sylheti	4	£127.55
Tagalog	1	£2.50
Tamil	46	£1,212.00
Thai	5	£114.48
Tigre	1	£1.50
Tigrinian	455	£7,593.76
Turkish	93	£1,802.51
Urdu	643	£17,327.16
Vietnamese	67	£1,681.60
Yoruba	2	£37.00

### Translation

Language	Number of translations	Cost
Albanian	1	£70.00
Amharic	1	£800.00
Arabic	21	£3,566.36
Bengali	3	£983.67
Bulgarian	6	£420.00
Chinese	12	£6,465.00
Dinka	1	£300.47
Farsi	7	£773.75
Finnish	1	£104.70
French	2	£100.00
Greek	1	£50.00
Hungarian	5	£348.75
Italian	1	£50.00
Kurdish Sorani	6	£850.00
Lithuanian	1	£125.51
Malay	1	£350.00
Mandarin	6	£761.96
Nuer	1	£437.04
Pashto	2	£251.45
Polish	10	£1,022.34
Portuguese	3	£1,600.00
Punjabi	4	£1,568.75
Romanian	1	£50.00
Slovak	62	£19,121.50
Somali	8	£670.30
Tamil	1	£904.40
Turkish	11	£1,100.00
Urdu	7	£863.75

Totals 6,176 £275,106

Totals 4,956 £50,508

Totals 11,132 £325,614

Totals 186 £43,710

### Translation and interpretation expenditure

	Interpretation (exc. BSL)	British Sign Language	Total cost of interpretation	Total cost of translation
2013/14	£226,280	£12,574	£238,854	£47,663
2014/15	£197,464	£21,473	£218,938	£37,625
2015/16	£261,359	£22,716	£284,075	£26,696
2016/17	£303,632	£21,982	£325,614	£43,710