**Text

Description automatically generated with medium confidence**

**Customer Services**

**Interpretation & Translation Statistics**

**Annual Report**

**2021-2022**

Summary:

April 2021- March 2022

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **Q1** | **Q2** | **Q3** | **Q4** | **Total** |
| TIS | £33,679.00 | £31,428.50 | £27,047.50 | £27,073.50 | £119,228.50 |
| F2F | £23,953.00 | £24,055.50 | £20,408.50 | £19,625.00 | £88,042.00 |
| Subtotal | £57,632.00 | £55,484.00 | £47,456.00 | £46,698.50 | £207,270.50 |
|  |  |  |  |  |  |
| BSL | £7,321.15 | £1,878.40 | £3,539.22 | £2,037.20 | £14,775.97 |
| TRANSLATION | £16,158.50 | £19,665.00 | £22,557.14 | £40,452.53 | £98,833.17 |
| **OVERALL COST** | £81,111.65 | £77,027.40 | £73,552.36 | £89,188.23 | £320,879.64 |

Translation Summary:

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| **Translations** | **No. of  Requests** | **Total Cost** |
| Amharic | 8 | £1,715.00 |
| Arabic | 52 | £41,482.53 |
| Bulgarian | 7 | £5,860.00 |
| Burmese | 2 | £150.00 |
| Creole | 2 | £200.00 |
| Czech | 2 | £100.00 |
| French | 7 | £950.00 |
| Hungarian | 15 | £3,305.00 |
| Kurdish Sorani | 9 | £1,770.00 |
| Lithuanian | 3 | £250.00 |
| Mirpuri | 3 | £315.00 |
| Nepali | 3 | £200.00 |
| Oromo | 2 | £200.00 |
| Pashto, Persian (Dari) | 2 | £150.00 |
| Persian | 6 | £500.00 |
| Polish | 8 | £1,000.00 |
| Portuguese | 4 | £1,650.00 |
| Punjabi | 4 | £3,545.00 |
| Romanian | 1 | £50.00 |
| Russian | 1 | £1,950.00 |
| Simplified Chinese | 4 | £3,520.00 |
| Slovak | 48 | £17,012.14 |
| Somali | 7 | £1,800.00 |
| Spanish | 2 | £895.00 |
| Swahili | 2 | £100.00 |
| Sylheti | 1 | £450.00 |
| Tigrinya | 3 | £223.50 |
| Turkish | 1 | £50.00 |
| Urdu | 23 | £8,800.00 |
| Vietnamese | 3 | £640.00 |
| **Total** | 235 | £98,833.17 |

Telephone Interpretation Summary: Face to Face Interpretation Summary:

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| --- | --- | --- | --- | --- | --- | --- |
| **Telephone Interpretaion Service (TIS)** | **No. of Requests** | **Total Cost** |  | **Face2Face Interpretation** | **No. of  Requests** | **Total Cost** |
| AKAN | 18 | £186.50 |  | Albanian | 4 | £106.00 |
| ALBANIAN | 177 | £1,974.50 |  | Amharic | 76 | £2,729.00 |
| AMHARIC | 191 | £1,276.50 |  | Arabic | 680 | £24,958.50 |
| ARABIC | 3065 | £24,954.00 |  | Bengali | 59 | £1,663.00 |
| BAHDINI | 10 | £97.50 |  | Bulgarian | 19 | £453.50 |
| BOSNIAN | 1 | £9.00 |  | Cantonese Chinese | 8 | £212.00 |
| BENGALI | 139 | £1,206.50 |  | Chinese, Mandarin | 33 | £949.50 |
| BULGARIAN | 619 | £5,391.00 |  | Czech | 14 | £383.00 |
| BURMESE | 38 | £371.00 |  | Dari | 6 | £339.00 |
| CANTONESE | 41 | £369.00 |  | Farsi (Persian) | 113 | £4,248.50 |
| CZECH | 203 | £2,116.50 |  | French | 28 | £952.00 |
| DARI | 32 | £234.00 |  | Greek | 1 | £0.00 |
| FARSI | 937 | £8,260.50 |  | Hungarian | 148 | £5,278.50 |
| FRENCH | 98 | £735.50 |  | Italian | 22 | £655.50 |
| FULANI | 2 | £25.00 |  | Korean | 1 | £23.50 |
| GHEG | 1 | £9.00 |  | Kurdish Sorani | 77 | £2,343.50 |
| GREEK | 21 | £367.00 |  | Lithuanian | 5 | £94.00 |
| HINDI | 3 | £15.00 |  | Mirpuri | 33 | £926.00 |
| HUNGARIAN | 362 | £3,830.00 |  | Polish | 181 | £5,265.00 |
| ITALIAN | 80 | £688.00 |  | Portuguese | 13 | £389.50 |
| KAREN | 1 | £2.50 |  | Punjabi | 103 | £2,805.00 |
| KINYARWANDA | 35 | £363.00 |  | Pushtu | 15 | £653.00 |
| KOREAN | 5 | £35.00 |  | Romanian | 23 | £541.50 |
| KURMANJI | 16 | £87.00 |  | Russian | 5 | £129.50 |
| LATVIAN | 7 | £27.50 |  | Slovak | 505 | £14,278.50 |
| LINGALA | 28 | £370.50 |  | Somali | 60 | £1,741.00 |
| LITHUANIAN | 56 | £486.00 |  | Spanish | 8 | £260.00 |
| MANDARIN | 178 | £2,077.00 |  | Swahili | 16 | £454.00 |
| MANDINKA | 1 | £14.50 |  | Sylheti | 3 | £76.50 |
| MIRPURI | 1 | £12.00 |  | Tamil | 2 | £77.00 |
| MOROCCAN ARABIC | 6 | £73.50 |  | Tigrinian | 108 | £3,536.50 |
| NEPALI | 46 | £420.00 |  | Turkish | 19 | £668.50 |
| OROMO | 56 | £499.50 |  | Urdu | 332 | £10,698.00 |
| PASHTO | 97 | £842.50 |  | Vietnamese | 6 | £153.50 |
| POLISH | 281 | £2,745.50 |  | **Total** | **2726** | **£88,042.00** |
| PORTUGUESE | 246 | £2,208.50 |  |  |  |  |
| PORTUGUESE BRAZILIAN | 6 | £71.00 |  |  |  |  |
| PORTUGUESE CAPE VERDEAN | 3 | £13.00 |  |  |  |  |
| PUNJABI | 288 | £2,460.00 |  |  |  |  |
| ROHINGYA | 1 | £0.50 |  |  |  |  |
| ROMANIAN | 315 | £3,274.50 |  |  |  |  |
| RUSSIAN | 58 | £464.00 |  |  |  |  |
| SERBIAN | 1 | £12.00 |  |  |  |  |
| SLOVAK | 1702 | £14,391.00 |  |  |  |  |
| SPANISH | 150 | £1,264.50 |  |  |  |  |
| SOMALI | 596 | £3,826.50 |  |  |  |  |
| SORANI | 681 | £6,221.50 |  |  |  |  |
| SUDANESE ARABIC | 222 | £2,191.00 |  |  |  |  |
| SWAHILI | 228 | £1,808.00 |  |  |  |  |
| SYLHETI | 59 | £612.00 |  |  |  |  |
| TAMIL | 7 | £81.50 |  |  |  |  |
| THAI | 29 | £314.00 |  |  |  |  |
| TIGRE | 1 | £16.50 |  |  |  |  |
| TIGRIGNA | 1127 | £9,314.50 |  |  |  |  |
| TURKISH | 173 | £1,480.00 |  |  |  |  |
| UKRAINIAN | 6 | £95.50 |  |  |  |  |
| URDU | 829 | £7,514.00 |  |  |  |  |
| UZBEK | 1 | £2.50 |  |  |  |  |
| VIETNAMESE | 151 | £1,267.50 |  |  |  |  |
| WOLOF | 2 | £17.00 |  |  |  |  |
| YEMENI ARABIC | 13 | £120.00 |  |  |  |  |
| YORUBA | 4 | £15.50 |  |  |  |  |
| **Total** | **13,751** | **£119,228.50** |  |  |  |  |