

This matter is being dealt with by:

**Name Jilly Walden**

Reference: NCC-037073-19

T 0115 977 2788

E [complaints@nottscc.gov.uk](mailto:complaints@nottscc.gov.uk)

W [www.nottinghamshire.gov.uk](http://www.nottinghamshire.gov.uk)



**Nottinghamshire  
County Council**

15 April 2019

**Request for Information: Ref NCC-037073-19  
Language and BSL interpretation services**

Thank you for your request for information relating to language and BSL interpretation services. I can now let you have the following information in response to the questions you raised.

- 1. What suppliers have the Council been using for Interpretation Services?** The Language Shop.
- 2. Could you provide the total annual spend for interpreter services in each of the past 3 financial years (2016/17, 2017/18, 2018/19) to date as well as broken down by language / BSL?**

2016/17 - £182,031.20  
2017/2018 - £133,958.62  
2018/19 - £121,336.07

- 3. Which languages did the interpreters support the Council with? a. Please list each language in order of highest to lowest in terms of use/bookings b. Please list how many times/bookings the interpreters worked for you in each language.** Please see attached list

We hope this now satisfies your request, and should you have any further enquiries please do not hesitate to contact me directly using the contact details below. In addition and for future reference Nottinghamshire County Council regularly publish previous Freedom of Information Requests and answers on our website, [click here](#) to see the Disclosure logs.

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to the

Team Manager,  
Complaints and Information Team,  
County Hall,  
West Bridgford,  
Nottingham,  
NG2 7QP or email : [FOI@nottscc.gov.uk](mailto:FOI@nottscc.gov.uk).

Yours sincerely

Name : Jilly Walden

Position: Complaints information and Mediation Officer

|                       |      |
|-----------------------|------|
| Polish                | 1255 |
| Romanian              | 530  |
| Kurdish Sorani        | 327  |
| Lithuanian            | 300  |
| Pashto                | 153  |
| Vietnamese            | 152  |
| Arabic                | 146  |
| Russian               | 133  |
| Farsi                 | 128  |
| Tigrigna              | 116  |
| Mandarin              | 114  |
| Spanish               | 107  |
| Hungarian             | 105  |
| Latvian               | 98   |
| Turkish               | 94   |
| Urdu                  | 82   |
| Albanian              | 76   |
| French                | 74   |
| Amharic               | 71   |
| Portuguese            | 62   |
| Punjabi               | 58   |
| Tamil                 | 37   |
| Slovak                | 30   |
| Dari                  | 28   |
| Chinese (Mandarin)    | 27   |
| British Sign Language | 24   |
| Italian               | 24   |
| Various               | 20   |
| Bulgarian             | 19   |
| Somali                | 14   |
| Kurdish Kurmanji      | 13   |
| Cantonese             | 11   |
| Chinese               | 11   |
| Hindi                 | 10   |
| Gujarati              | 9    |
| Bengali Dhaka         | 9    |
| Czech                 | 8    |
| Thai                  | 8    |
| Twi                   | 6    |
| Greek                 | 5    |
| Bengali/Sylheti       | 4    |
| Japanese              | 4    |
| Bosnian               | 3    |
| German                | 2    |
| Kurdish Badini        | 2    |

|                   |   |
|-------------------|---|
| English           | 2 |
| Igbo              | 2 |
| Dutch             | 1 |
| Lingala           | 1 |
| Ukranian          | 1 |
| Deaf Blind Manual | 1 |
| Roma-Gypsy        | 1 |
| Hakka             | 1 |
| Braille           | 1 |
| Yoruba            | 1 |
| Korean            | 1 |