**Text

Description automatically generated with medium confidence**

**Customer Services**

**Interpretation & Translation Statistics**

**DA Languages**

**Annual Report**

**April 2022 – March 2024**

Summary:

April 2022 - March 2024

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Spend 2022-2023** |  |  |  |  |  |
|  | **Q1**  **(Apr-June)** | **Q2**  **(Jul – Sept)** | **Q3**  **(Oct-Dec)** | **Q4**  **(Jan- Mar)** | **Total** |
| TIS |  |  |  |  |  |
| F2F |  |  |  |  |  |
| Subtotal |  |  |  |  |  |
|  |  |  |  |  |  |
| BSL |  |  |  |  |  |
| TRANSLATION |  |  |  |  |  |
| **OVERALL COST** |  |  |  |  |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Spend 2023-2024** |  |  |  |  |  |
|  | **Q1** | **Q2** | **Q3** | **Q4** | **Total** |
| TIS |  |  |  |  |  |
| F2F |  |  |  |  |  |
| Subtotal |  |  |  |  |  |
|  |  |  |  |  |  |
| BSL |  |  |  |  |  |
| TRANSLATION |  |  |  |  |  |
| **OVERALL COST** |  |  |  |  |  |

Translation Summary 2022-2024:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Translations**  **2022-2023** | **No. of  Requests** | **Total Cost** | **Translations**  **2023-2024** | **No. of  Requests** | **Total Cost** |
| Amharic |  |  |  |  |  |
| Arabic |  |  |  |  |  |
| Bulgarian |  |  |  |  |  |
| Burmese |  |  |  |  |  |
| Creole |  |  |  |  |  |
| Czech |  |  |  |  |  |
| French |  |  |  |  |  |
| Hungarian |  |  |  |  |  |
| Kurdish Sorani |  |  |  |  |  |
| Lithuanian |  |  |  |  |  |
| Mirpuri |  |  |  |  |  |
| Nepali |  |  |  |  |  |
| Oromo |  |  |  |  |  |
| Pashto, Persian (Dari) |  |  |  |  |  |
| Persian |  |  |  |  |  |
| Polish |  |  |  |  |  |
| Portuguese |  |  |  |  |  |
| Punjabi |  |  |  |  |  |
| Romanian |  |  |  |  |  |
| Russian |  |  |  |  |  |
| Simplified Chinese |  |  |  |  |  |
| Slovak |  |  |  |  |  |
| Somali |  |  |  |  |  |
| Spanish |  |  |  |  |  |
| Swahili |  |  |  |  |  |
| Sylheti |  |  |  |  |  |
| Tigrinya |  |  |  |  |  |
| Turkish |  |  |  |  |  |
| Urdu |  |  |  |  |  |
| Vietnamese |  |  |  |  |  |
| **Total** |  | £ |  |  |  |

2022/23 Telephone Interpretation Summary: 2022/23 Face to Face Interpretation Summary:

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Telephone Interpretaion Service (TIS)** | **No. of Requests** | **Total Cost** |  | **Face2Face Interpretation** | **No. of  Requests** | **Total Cost** |
| AKAN |  |  |  | Albanian |  |  |
| ALBANIAN |  |  |  | Amharic |  |  |
| AMHARIC |  |  |  | Arabic |  |  |
| ARABIC |  |  |  | Bengali |  |  |
| BAHDINI |  |  |  | Bulgarian |  |  |
| BOSNIAN |  |  |  | Cantonese Chinese |  |  |
| BENGALI |  |  |  | Chinese, Mandarin |  |  |
| BULGARIAN |  |  |  | Czech |  |  |
| BURMESE |  |  |  | Dari |  |  |
| CANTONESE |  |  |  | Farsi (Persian) |  |  |
| CZECH |  |  |  | French |  |  |
| DARI |  |  |  | Greek |  |  |
| FARSI |  |  |  | Hungarian |  |  |
| FRENCH |  |  |  | Italian |  |  |
| FULANI |  |  |  | Korean |  |  |
| GHEG |  |  |  | Kurdish Sorani |  |  |
| GREEK |  |  |  | Lithuanian |  |  |
| HINDI |  |  |  | Mirpuri |  |  |
| HUNGARIAN |  |  |  | Polish |  |  |
| ITALIAN |  |  |  | Portuguese |  |  |
| KAREN |  |  |  | Punjabi |  |  |
| KINYARWANDA |  |  |  | Pushtu |  |  |
| KOREAN |  |  |  | Romanian |  |  |
| KURMANJI |  |  |  | Russian |  |  |
| LATVIAN |  |  |  | Slovak |  |  |
| LINGALA |  |  |  | Somali |  |  |
| LITHUANIAN |  |  |  | Spanish |  |  |
| MANDARIN |  |  |  | Swahili |  |  |
| MANDINKA |  |  |  | Sylheti |  |  |
| MIRPURI |  |  |  | Tamil |  |  |
| MOROCCAN ARABIC |  |  |  | Tigrinian |  |  |
| NEPALI |  |  |  | Turkish |  |  |
| OROMO |  |  |  | Urdu |  |  |
| PASHTO |  |  |  | Vietnamese |  |  |
| POLISH |  |  |  | **Total** |  |  |
| PORTUGUESE |  |  |  |  |  |  |
| PORTUGUESE BRAZILIAN |  |  |  |  |  |  |
| PORTUGUESE CAPE VERDEAN |  |  |  |  |  |  |
| PUNJABI |  |  |  |  |  |  |
| ROHINGYA |  |  |  |  |  |  |
| ROMANIAN |  |  |  |  |  |  |
| RUSSIAN |  |  |  |  |  |  |
| SERBIAN |  |  |  |  |  |  |
| SLOVAK |  |  |  |  |  |  |
| SPANISH |  |  |  |  |  |  |
| SOMALI |  |  |  |  |  |  |
| SORANI |  |  |  |  |  |  |
| SUDANESE ARABIC |  |  |  |  |  |  |
| SWAHILI |  |  |  |  |  |  |
| SYLHETI |  |  |  |  |  |  |
| TAMIL |  |  |  |  |  |  |
| THAI |  |  |  |  |  |  |
| TIGRE |  |  |  |  |  |  |
| TIGRIGNA |  |  |  |  |  |  |
| TURKISH |  |  |  |  |  |  |
| UKRAINIAN |  |  |  |  |  |  |
| URDU |  |  |  |  |  |  |
| UZBEK |  |  |  |  |  |  |
| VIETNAMESE |  |  |  |  |  |  |
| WOLOF |  |  |  |  |  |  |
| YEMENI ARABIC |  |  |  |  |  |  |
| YORUBA |  |  |  |  |  |  |
| **Total** |  |  |  |  |  |  |

2023/24 Telephone Interpretation Summary: 2023/24 Face to Face Interpretation Summary:

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Telephone Interpretaion Service (TIS)**  **203-2024** | **No. of Requests** | **Total Cost** |  | **Face2Face Interpretation**  **2023-2024** | **No. of  Requests** | **Total Cost** |
| AKAN |  |  |  | Albanian |  |  |
| ALBANIAN |  |  |  | Amharic |  |  |
| AMHARIC |  |  |  | Arabic |  |  |
| ARABIC |  |  |  | Bengali |  |  |
| BAHDINI |  |  |  | Bulgarian |  |  |
| BOSNIAN |  |  |  | Cantonese Chinese |  |  |
| BENGALI |  |  |  | Chinese, Mandarin |  |  |
| BULGARIAN |  |  |  | Czech |  |  |
| BURMESE |  |  |  | Dari |  |  |
| CANTONESE |  |  |  | Farsi (Persian) |  |  |
| CZECH |  |  |  | French |  |  |
| DARI |  |  |  | Greek |  |  |
| FARSI |  |  |  | Hungarian |  |  |
| FRENCH |  |  |  | Italian |  |  |
| FULANI |  |  |  | Korean |  |  |
| GHEG |  |  |  | Kurdish Sorani |  |  |
| GREEK |  |  |  | Lithuanian |  |  |
| HINDI |  |  |  | Mirpuri |  |  |
| HUNGARIAN |  |  |  | Polish |  |  |
| ITALIAN |  |  |  | Portuguese |  |  |
| KAREN |  |  |  | Punjabi |  |  |
| KINYARWANDA |  |  |  | Pushtu |  |  |
| KOREAN |  |  |  | Romanian |  |  |
| KURMANJI |  |  |  | Russian |  |  |
| LATVIAN |  |  |  | Slovak |  |  |
| LINGALA |  |  |  | Somali |  |  |
| LITHUANIAN |  |  |  | Spanish |  |  |
| MANDARIN |  |  |  | Swahili |  |  |
| MANDINKA |  |  |  | Sylheti |  |  |
| MIRPURI |  |  |  | Tamil |  |  |
| MOROCCAN ARABIC |  |  |  | Tigrinian |  |  |
| NEPALI |  |  |  | Turkish |  |  |
| OROMO |  |  |  | Urdu |  |  |
| PASHTO |  |  |  | Vietnamese |  |  |
| POLISH |  |  |  | **Total** |  |  |
| PORTUGUESE |  |  |  |  |  |  |
| PORTUGUESE BRAZILIAN |  |  |  |  |  |  |
| PORTUGUESE CAPE VERDEAN |  |  |  |  |  |  |
| PUNJABI |  |  |  |  |  |  |
| ROHINGYA |  |  |  |  |  |  |
| ROMANIAN |  |  |  |  |  |  |
| RUSSIAN |  |  |  |  |  |  |
| SERBIAN |  |  |  |  |  |  |
| SLOVAK |  |  |  |  |  |  |
| SPANISH |  |  |  |  |  |  |
| SOMALI |  |  |  |  |  |  |
| SORANI |  |  |  |  |  |  |
| SUDANESE ARABIC |  |  |  |  |  |  |
| SWAHILI |  |  |  |  |  |  |
| SYLHETI |  |  |  |  |  |  |
| TAMIL |  |  |  |  |  |  |
| THAI |  |  |  |  |  |  |
| TIGRE |  |  |  |  |  |  |
| TIGRIGNA |  |  |  |  |  |  |
| TURKISH |  |  |  |  |  |  |
| UKRAINIAN |  |  |  |  |  |  |
| URDU |  |  |  |  |  |  |
| UZBEK |  |  |  |  |  |  |
| VIETNAMESE |  |  |  |  |  |  |
| WOLOF |  |  |  |  |  |  |
| YEMENI ARABIC |  |  |  |  |  |  |
| YORUBA |  |  |  |  |  |  |
| **Total** |  |  |  |  |  |  |