



**Information Governance Team**

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05 December 2023

Dear Sir/Madam

**Freedom of Information Act 2000 (FOIA)**

**Request ID: FOI560741739**

Thank you for your request for information relating to Translation Services.

You have requested the following information:

**1. What is the size of the resident population that your organisation serves?**

**a. What percentage of the resident population in the area that your organisation serves are non-native English speakers?**

This information is already publicly available via the following links:

[https://www.nomisweb.co.uk/sources/census\\_2021/report?compare=E08000026](https://www.nomisweb.co.uk/sources/census_2021/report?compare=E08000026)

<https://www.ons.gov.uk/datasets/create>

We therefore do not have to disclose this information as per Section 21 of the Act.

**b. Does your organisation predict that the number of non-native English speakers living in the area that you serve will increase, reduce or stay the same in the next 5 years?**

Coventry City Council does not hold this information. We are therefore advising you as per Section 1 (1) of the Act.

**2. Does your organisation hire any professional written translation or spoken interpreting services to aid communication with people who may have difficulties understanding**

## English?

Yes.

**a. If your organisation hires professional translation or interpreting services, for what type of material do you use these services?**

**(E.g., do you hire professional translation services to translate website content, correspondence, legal documents? Do you hire interpreting services for meetings, interviews, anything else?)**

Coventry City Council has its own, in-house interpretation and translation service and all services are provided through it.

**b. If your organisation hires professional translation or interpreting services, can you please provide figures for how much was spent by your organisation on these services and what percentage of your total expenditure this amounted to for the last 4 financial years?**

### Financial year

**2018/19:**

**2019/20:**

**2020/21:**

**2021/22:**

**Translation & interpreting expenditure**

**% of total expenditure**

<b>Year</b>	<b>Cost of External Translation &amp; Interpreting Services (excl. BSL)</b>	<b>% of Overall Translation &amp; Interpreting Services</b>
2018/19	84,120	23%
2019/20	93,344	22%
2020/21	118,227	26%
2021/22	178,786	33%

**c. Does your organisation predict that the percentage of spending on translation and interpreting services will increase, reduce or stay the same in the next 5 years?**

No predictions are made as demand changes constantly.

**3. Is machine translation (e.g. a translation app such as Google Translate) used in any way in your organisation?**

No.

**a. If machine translation is used in your organisation, under what circumstances is it used? (Please specify by whom, in which context, using which tools, and the reason of use.)**

Not applicable.

**4. Does your organisation follow a formal policy approving, prohibiting or regulating the use of machine translation tools in your organisation?**

**a. If your organisation follows a formal policy for the use of machine translation, can you attach a copy of such policy to your response and/or provide a link to where it can be accessed?**

**5. Has your organisation carried out a risk assessment of possible consequences, for your organisation and/or for the people the organisation serves, from the use of machine translation?**

**a. If your organisation has carried out a risk assessment of the use of machine translation, please can you specify the risks your organisation identified?**

**6. Do you have an established line of accountability in the event of negative outcomes that may arise from the use of machine translation?**

**(E.g., an incident caused by misinformation in an important document, or by miscommunication between staff and member of the public using a phone app.)**

**a. If you have an established line of accountability, can you explain how this guides response procedures to a possible negative outcome from the use of machine translation?**

**7. Is any training provided on the use of machine translation in your organisation?**

**a. If training is provided on the use of machine translation in your organisation, can you please provide an overview of the training offered?**

For Questions 4 to 7, these are not applicable.

**8. Does your organisation have any other procedures in place to adjust your communication strategy for people who may have difficulties understanding English? If so, please explain.**

Coventry City Council has its own, inhouse interpretation and translation service and all services are provided through this service.

All communications material produced by the Council can be accessed in a range of formats including different languages if requested or the need is identified. Depending on the request, hiring an interpreter can be quicker and more cost effective to meet with an individual or group rather than translating, printing and distributing material. Each instance is judged on its merit.

It is worth making clear that any communications campaign where a target audience is identified as being non-English speaking will be reflected in the approach at the beginning rather than adapted part-way through.

**9. If we would like to follow up with your organisation for the purpose of further research relating to translation and/or interpreting in your organisation, could you please provide the most suitable email address to contact?**

Kulwant Manku, Coventry Interpretation & Translation Unit Manager.  
Email: [Kulwant.Manku@coventry.gov.uk](mailto:Kulwant.Manku@coventry.gov.uk)

The supply of information in response to a FOI/EIR request does not confer an automatic right to re-use the information. You can use any information supplied for the purposes of private study and non-commercial research without requiring further permission. Similarly, information supplied can also be re-used for the purposes of news reporting. An exception to this is photographs. Please contact us if you wish to use the information for any other purpose.

For information, we publish a variety of information such as: [FOI/EIR Disclosure Log](#), [Publication Scheme](#), [Facts about Coventry](#) and [Open Data](#) that you may find of useful if you are looking for information in the future.

If you are unhappy with the handling of your request, you can ask us to review our response. Requests for reviews should be submitted within 40 days of the date of receipt of our response to your original request – email: [infogov@coventry.gov.uk](mailto:infogov@coventry.gov.uk)

If you are unhappy with the outcome of our review, you can write to the Information Commissioner, who can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or email [icocasework@ico.org.uk](mailto:icocasework@ico.org.uk).

Please remember to quote the reference number above in your response.

Yours faithfully

**Information Governance**