



Information Governance Team

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20 December 2024

Dear Sir/Madam

**Freedom of Information Act 2000 (FOIA)
Request ID: FOI669020776**

Thank you for your request for information relating to Translation and Interpretation Services 2023/2024.

You have requested the following information:

In the past 12 months, please confirm

1) The number of written translation requests and how many were met (e.g. January 2023 – 2 requests / 2 met)

We had received a total of 382 requests over the past 12 months, which were all met.

2) The number of pre-booked telephone interpretation requests and how many were met?

We had received a total of 3897 pre-booked telephone interpretation requests, 99% of which were met.

3) The number of on-demand telephone interpretation requests and how many were met?

We had received a total of 2914 on-demand telephone interpretation requests, which were all met.

4) The number of face-to-face interpretation requests and how many were met?

We had received a total of 4804 face-to-face interpretation requests, which were all met.

5) A breakdown of the number of Face to Face Interpreter requests by language (e.g. January 2023: Polish 80 / Romanian 62 / Bulgarian 50 / Urdu 22 etc for each language each

month)

Arabic – 13%

Romanian – 9%

Polish – 9%

Tigrinya – 8%

Punjabi – 7%

Kurdish – 7%

Other languages – 47%

6) What % of Face to Face Interpreter requests were met?

100% of face-to-face interpreter requests were met.

7) How many Interpreters Did Not Attend their appointments?

Nil.

8) How many end-users did not attend their appointment?

In response to Question 8, we confirm that we do not hold this information and are informing you under Section 1(1) of the Act. We do not record this information on our system.

9) How many patients who did not attend appointments needed an interpreter?

Not applicable. We do not currently provide a service to the NHS.

10) How many bookings were cancelled by patients last minute?

Not applicable.

11) What was the total spending for the year across all interpretation and translation services?

The total expenditure for the Coventry Interpretation and Translation Unit – CITU spend in 2023/24 was £531,397.

12) Who is the incumbent provider for the Council?

The Council provides an in-house service.

13) When did the current contract come into effect?

The Council provides an in-house service.

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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

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.

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

Yours faithfully

Information Governance