**Interpreting Research Project Questionnaire**

# Local authority name: Leicester City council

## Do you provide an interpretation service for non-English speaking clients? yes/no

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | If yes are the interpreters:  |  |  | | --- | --- | |  |  | | directly employed by the local authority | Both | | commissioned as required from a third party |  | |

We have three staff members who offer interpretation services and we use the services of a bank of freelance interpreters (and translators)

## What are the three most common languages for which interpretation is requested in your authority?

|  | 1) Gujarati  3) Punjabi  2) Urdu |
| --- | --- |
|  |  |

## which area of work has the greatest demand for interpreting services in your authority? Please rank in order of PRIORITY from Benefits/Housing, education and social care.

1. Social Care

2) Education

3) Housing

## How many requests for interpreting services take place on an annual basis in your authority?

|  | Around 8000 |
| --- | --- |

## What is the annual cost to provide interpreting services in your authority?

|  | £299,800 (budgeted figure) |
| --- | --- |

## Does the authority have a policy on the use of interpreting services? yes/no

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | If yes can you provide a copy of the policy?  |  | | --- | | Yes/No | | Yes | |  A copy is attached. |

## Do you measure the quality and effectiveness of the interpretation provided? Yes/No

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | If yes how is this measured, could you provide a copy of your quality framework?  |  | | --- | | Yes/No | | Yes | |  A copy is attached. |

## Have the number of Requests for interpreting services within your authority increased, decreased or remained static over the last 5 years?

|  |  |  |  |
| --- | --- | --- | --- |
|  | |  | | --- | |  | | Remained almost the same | |