

FREEDOM OF INFORMATION ACT 2000

Your request for information has now been considered and the Council's response to your questions is shown below.

You asked:

Under the FOI act I would like to know how much this council spent in interpreters and translations in the last financial year.

ANSWER:

Translation and interpretation services are provided by the Council's Community Languages Unit. The Unit co-ordinates and actions request for translation and interpretation from both Council services as well as other organisations such as other Councils, Solicitors and Schools. The team work with around 120 freelance interpreters to provide the service. Any service or organisation which requests translation or interpretation pay for the cost of this, which can vary depending on the language requested.

In the financial year 2011/12 the total cost of the service was £366,000. Leicester City Council services paid £372,000 for translation and interpretation services and a further £104,000 was received from outside organisations, which left a net surplus of £110,000.

The legislation allows you to use the information supplied for your own personal use. Please be aware that any commercial or other use, for example publication, sale, or redistribution may be a breach of copyright under the Copyright, Designs and Patents Act 1988 as amended unless you obtain the copyright holder's prior permission.

Not all the information that is supplied which is covered by copyright will be the Council's copyright, for example it may be the copyright of a government department or another Council. You should seek either the Council's consent or their consent as appropriate. The Council is willing to advise you of any such potential issues on request. In order to make a request to re-use the information please contact the Information Governance Manager using the details below.

If you are dissatisfied with the handling of your request please write to:

**Information Governance Manager
Information and Customer Access**

**Leicester City Council
FREEPOST (LE985/33)**

**New Walk Centre
LEICESTER LE1 6ZG**

e-mail: info.requests@leicester.gov.uk

Your request for internal review should be submitted to the above address within 40 (forty) working days of receipt by you of this response. Any such request received after this time will only be considered at the Council's absolute discretion.

You can also complain to the Information Commissioner at:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow SK9 5AF

Telephone: 01625 545 700

www.informationcommissioner.gov.uk

Please be aware that the Information Commissioner does not normally consider appeals or complaints until the internal appeals and complaints processes of the public authority which is answering the request have been exhausted. You are therefore advised to complain or appeal to the Information Governance Manager before contacting the Commissioner.