



My Ref: FOI5182  
Enquiries to: Information Requests  
E-Mail: [informationrequests@barnsley.gov.uk](mailto:informationrequests@barnsley.gov.uk)

Dear Requester,

**Re: Request for Information – Freedom of Information Act 2000**

I wish to confirm that the council has completed its search for the information which you requested.

The information requested and our findings are as follows: -

**Under the Freedom of Information Act 2000 (FOIA), I am requesting the following information regarding your council's expenditure on foreign language translation and interpretation services.**

**For the calendar year 2024-2025 as well as the fiscal year 2024/2025, please provide the following:**

**1. The total amount spent on foreign language translation (written documents) and interpretation (spoken, including telephone and face-to-face) services across all council departments/services.**

Calendar year		Financial year
2024	2025	2024/25
£	£	£
128,661.42	75,111.97	165,148.69

**2. The number of foreign language translation/interpretation requests received and fulfilled in each year (e.g., 2024-25: 500 requests, 450 fulfilled).**

**Requested**

Calendar year		Financial year
2024	2025	2024/25
2,356	1,454	2,550

**Completed**

Calendar year		Financial year
2024	2025	2024/25
2,023	1,307	2,177

**3. A list of the 15 most common foreign language translation requests received with number of requests and fulfilled (e.g., 1. Polish 250 requests, 100 fulfilled)**

2024 Calendar Year		
Language	Requested	Completed
Kurdish (Sorani)	358	294
Polish	348	271
Arabic	183	165
Pashto	150	114
Dari	148	142
Latvian	144	128
Tigrinya	129	127
Romanian	118	101
Farsi	84	77
Arabic (Sudanese)	82	71
Kurdish	82	64
Russian	74	68
Vietnamese	55	48
Mandarin	46	39
Portuguese	37	26
	<b>2038</b>	<b>1735</b>

2025 Calendar Year		
Language	Requested	Completed
DARI	207	207
Kurdish (Sorani)	163	133
Farsi	130	125
Twi	125	99
Romanian	100	92
Pashto	91	82
Arabic (Sudanese)	66	53
Arabic	64	57
Polish	58	53
Albanian	35	29
Tigrinya	33	33
Turkish	28	25
Somali	26	25
Farsi (Iranian)	22	21
<b>Tamil</b>	<b>22</b>	<b>16</b>

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**PO Box 634, Barnsley, South Yorkshire S70 9GG**

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2024/25 Financial Year		
Language	Requested	Completed
Kurdish (Sorani)	400	295
Polish	309	242
Pashto	234	196
Dari	183	177
Tigrinya	162	155
Arabic	149	135
Latvian	124	113
Romanian	122	106
Farsi	102	99
Arabic (Sudanese)	91	75
Kurdish	80	62
Vietnamese	61	53
Twi	57	50
Russian	51	46
Albanian	43	37
	2168	1841

**4. Details of any current contracts or providers for these services (e.g., provider name, contract start/end dates, total value (excluding commercially sensitive pricing). If the council uses an inhouse team rather than contractors, please specify this.**

AA Global

Current contract from 01/04/2022 to 31/03/2025 with one year extension to 31/03/2026  
Contract Value £155k

**For clarity, this request is limited to services for non-English spoken or written languages (e.g., Polish, Urdu, Arabic). Please exclude any costs related to British Sign Language (BSL), other sign languages, Braille, or accessibility services for disabilities, unless they cannot be easily separated out within the statutory FOI cost limits. Please specify if these costs have been included.**

**Please provide in either .PDF, .docx or .xls spreadsheet format where possible. If any part exceeds the Section 12 cost limit, please prioritize items 1 and 2, advise on the excess, and suggest refinements.**

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If you have any queries about this letter, please contact Information Requests Via email.

Please remember to quote the reference number above in any future communications.

If you are unhappy with the way the Directorate has handled your request, you may ask for an internal review. Please clearly mark your correspondence 'Complaint' and address it to:

Barnsley MBC  
Information Requests Team  
PO Box 634  
Barnsley  
S70 9GG  
email: [informationrequests@barnsley.gov.uk](mailto:informationrequests@barnsley.gov.uk)

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: -

Customer Services Team  
Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Email: <http://www.ico.org.uk/foicomplaints>

Kind regards,

Information Requests Team, Barnsley MBC

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