

**Redditch Borough Council**

Contract Details	
Contract information	Contract via Worcestershire County Council
Advertising the tender	Proactis Portal
Contract Start	01/05/2017
Contract End	30/04/2021 (Contract extended to 2023)
Head of Service	Head of Business Transformation
Department	Business Transformation
Department Budget	Equalities Budget
Contact	<a href="mailto:equalities@bromsgroveandredditch.gov.uk">equalities@bromsgroveandredditch.gov.uk</a>

Period covered	April 2022 to March 2023
Total Spend on Interpreting and Translation	£1678.77 (excluding video and BSL interpreting cost)

Document Translation	
Total number of Document Translation	17
Total Spend on Document Translation	£1,173.07
Top Language	Polish
Top Department	Housing
Language	Number of requests
Polish	4
Romanian	4
Arabic	3
Ukrainian	2
Polish to English	1
Hungarian	1
Russian	1
Urdu	1
Russian to English	1
Departments	Number of requests
Housing	14
Finance	1
Parenting and Community Team	2

Telephone Interpreting	
Total number of Telephone Interpreting	25
Total Spend on Telephone Interpreting	£505.70
Top Language	Ukraine
Top Department	Housing
Language	Number of requests
Polish	6
Romanian	4
Ukrainian	8
Hungarian	3
French	1
Arabic	1
Urdu	1
Panjabi	1
Departments	Number of requests
Housing	23
Customer Services	1
Parenting and Community Team	1

Video Interpreting	
Total number of Video Interpreting	1
Total Spend on Video Interpreting	Commercially sensitive due to the number
Language	Polish
Department	Housing

BSL Interpreting	
Total number of BSL Interpreting	1
Total Spend on BSL Interpreting	Commercially sensitive due to the number
Department	Community Safety