

## Translation and Interpreting Service Data Analysis

### 1. Summary

- There has been an increase in the number of requests made to the service from 1688 to 2789 over 2012-13 to 2013-14. This has resulted in an increase in the total expenditure for the service from £85,930 to £121,592. This is anticipated to increase further from the Q1 2014-15 returns; however, it is worth noting that the cost may not exponentially increase as different methods are used to deliver the service. An example of this is a four-fold increase in the telephone interpreting service which has a lower unit cost.
- There has been little change in the top ten languages accessed during 2012-13 and 2013-14 with Lithuanian, Portuguese and Romanian in the top three, however Q1 2014-15 returns show that request for the languages are starting to change with Romanian (24%), Portuguese(19%) and Lithuanian (11%), reflecting the changing demands of the service with time as service user needs change.
- Children's Services has the highest use of the translation and interpreting service contract and this has increased between 2012-13 (83%) and 2013-14 (93%). There has been a significant reduction in the number of service requests by Adult and Community Services is due to a decrease in service requests by the Community Safety team from 181 to 69 over the period of two years. The Adult Social Care teams have also reduced the number of requests from 106 to 70.

### 2. Background

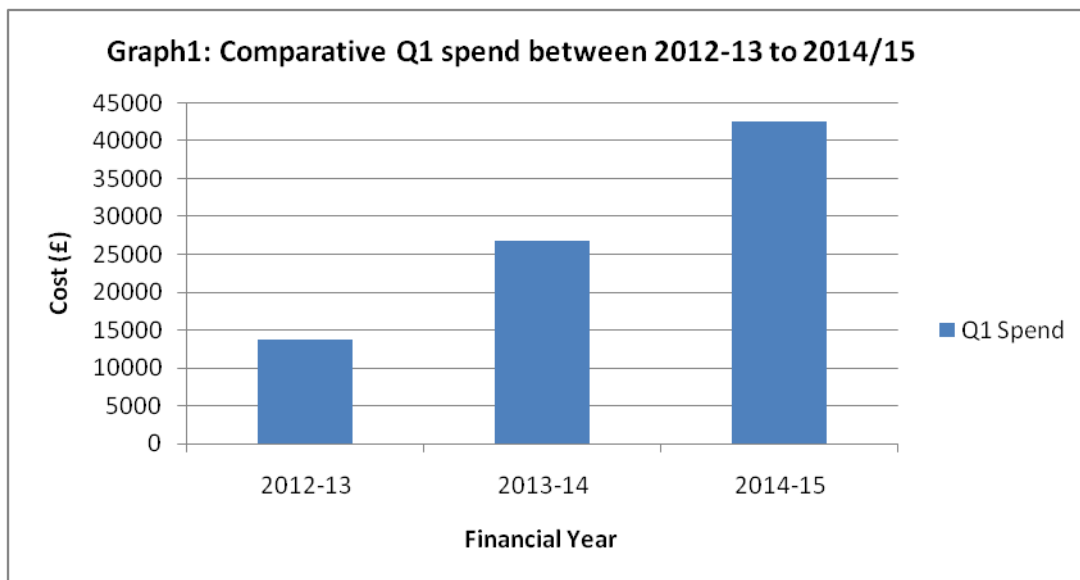
The translation and interpreting service is a borough wide service delivered through the request of services by individual group managers using locally held budgets. A data analysis exercise has been undertaken to understand the delivery of the service and identify any trends therein. The data used is taken for 2012-13, 2013-14 and Q1 2014-15.

### 3. Service Expenditure

Table 1: Service expenditure for 2012-13 and 2013-14

Year	Service Cost (£)	No. of Service Requests
2012/13	85,930	1688
2013/14	121,592	2789

There has been a significant increase in spend on the service which has an estimated budget of £100,000 per annum for the borough overall. During 2012-13 there was an underspend on the projected overall budget and an overspend on for 2013-14 as shown in Table 1. This gives an average spend of £103,761 per annum over the two years. To ascertain the future demand for the service a comparison of spend for Q1 has been taken of the last three financial years and the results below show that the spend on the service is set to increase further if it continues at the current rate. The increase in expenditure for the service is reflective of the increase in demand.



#### 4. Departmental Overview

A departmental breakdown of service use, detailed in Graph 2, shows that Children’s Services have the most demand at 83% in 2012-13 and 93% in 2013-14 as the service supports residents through complex matters such as child protection. This is to be expected as there has been an increase in the number of children and young people in the borough. In comparison there has generally been a decrease in the use of the services by other departments including Adult and Community Services, and Housing and Environment as shown in Table 2. The data for the Chief Executive’s department and Elevate East London have been combined and shown under Other. This may change however moving forward as changes in legislation may increase the use of the service by other departments, for example with the Care Act and the Children’s and Families Act.

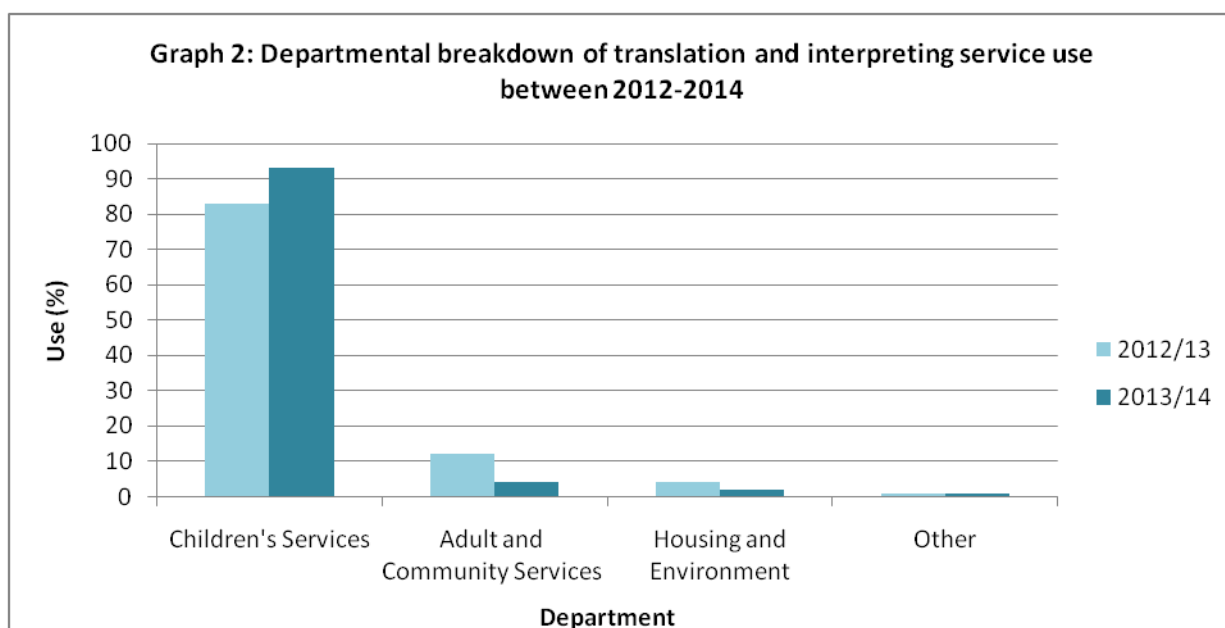


Table 2: Service request breakdown by department.

Department	Number of Service Request		
	2012/13	2013/14	Q1 (14/15)
Children's Services	1289	2557	1082
Adult and Community Services	286	139	39
Housing and Environment	94	75	11
Other	19	18	13
<b>Total</b>	<b>1688</b>	<b>2789</b>	<b>1145</b>

## 5. Language Request Overview

The top 10 languages requested for the service for 2012/13 and 2013/14 are shown in Table 3 below. The ten languages make up just over 80% of the request for translating and interpreting services. There is a similarity over the two years in the top three languages with Lithuanian, Portuguese and Romanian however early indications from Q1 2014/15 show a marked change in demand for the same three languages with Romanian (24%), Portuguese(19%) and Lithuanian (11%). As an example the number of service requests for Romanian has increased from an annual figure of 364 requests over the year in 2013-14 to 278 in the first quarter of 2014/15. The figure for Lithuanian language requests has decreased from an average of 206 per quarter in 2013/14 to 123 in the first quarter of 2014/15. This comparison reflects the changing demands of the service with time as service user needs change.

Table 3: Language Request Breakdown 2012-13 and 2013-14

Language	2012-13 (%)	2013-14 (%)
Lithuanian	34	29
Portuguese	9	13
Romanian	8	13
British Sign Language	8	4
Albanian	6	5
Bengali/Sylheti	5	7
Urdu	3	3
Lingala	3	2
Polish	3	0
Various	2	0
Somali	0	2
Twi	0	4
<b>Sub total</b>	<b>81</b>	<b>82</b>
<b>Total</b>	<b>100</b>	<b>100</b>

## 6. Service Request Overview

The current translation and interpreting service contract offers a wide variety of services to support residents. The services requested during 2012-13 and 2014-15 are shown in Table 4 below. Although face to face interpreting is the most requested service there has been a marked increase in the use of telephone interpreting service between 2012-13 and 2013-14. This is both a more efficient use of the service in terms of unit cost but also suggests that service users are accepting of this method of service delivery. There has also been a decrease in the some of the services used within this period, including a decrease in the use of British Sign Language and a decrease in the use of the translation services.

Table 4: Service Request Breakdown 2012-13 and 2013-14

<b>Language</b>	<b>Service Request</b>	
	<b>2012-13</b>	<b>2013-14</b>
British Sign Language	124	89
Interpreting	1451	2510
Relay	0	14
Telephone Interpreting	33	132
Translation	79	44
Lip Speaker	1	0
<b>Total</b>	<b>1688</b>	<b>2789</b>