

FOI case 20240 - Amount spent on Welsh translation services

- 1) In the last accounting period April 2010 to March 2011, The Home Office and its executive agencies has spent a total of £27,879.63 translating written material between English and Welsh.
- 2) We are able to provide you with the total amount spent by the department on Interpreters and Translators for all languages. The figures provided below are for the whole department which include Home Office headquarters, the Identity and Passport Service, UK Border Agency, and the Criminal Records Bureau. The figure provided for financial year 2010 – 2011 does not include money spent on Interpreters and Translators in the Identity and Passport Service between October 2010 and March 2011 as this information has yet to be collated.

| Financial Year | Cost (£) |
|----------------|--------------|
| 2010 – 11 | 6,948,595.39 |

- 3) I can confirm that the Identity and Passport Service has been guided by the positive customer feedback they have had from the Newport office in relation to its Welsh version of written material.

I can also confirm that the CRB also receives feedback on such issues through the CRB complaints and general enquires route and that the CRB have conducted three customer research surveys during 2010 where CRB gave their Welsh customers the opportunity to deal with questions in Welsh. The results from the surveys are available on the CRB website, at the following link <http://www.homeoffice.gov.uk/agencies-public-bodies/crb/publications/research>