

Q1: The number of written translation requests and how many were met (e.g. January 2023 – 2 requests / 2 met)

Month	Total number of written translation requests	Number of requests cancelled	Number of requests fulfilled
Oct 23	50	1	49
Nov 23	37	1	36
Dec 23	42	0	42
Jan 24	35	0	35
Feb 24	38	2	36
Mar 24	34	3	31
Apr 24	26	0	26
May 24	47	0	47
Jun 24	18	0	18
Jul 24	12	0	12
Aug 24	35	0	35
Sep 24	30	1	29
Oct 24	33	0	33
<b>Total</b>	<b>437</b>	<b>8</b>	<b>429</b>

Q2: The number of pre-booked telephone interpretation requests and how many were met?

Month	Total number of pre-booked telephone interpretation requests	Number of requests fulfilled
Oct 23	1064	683
Nov 23	1013	819
Dec 23	702	540
Jan 24	930	752
Feb 24	912	727
Mar 24	805	651
Apr 24	933	738
May 24	857	644
Jun 24	874	723
Jul 24	1084	857
Aug 24	758	641
Sep 24	717	627
Oct 24	842	748
<b>Total</b>	<b>11491</b>	<b>9150</b>

Q3: The number of on-demand telephone interpretation requests and how many were met?

Month	Total number of on-demand telephone interpretation requests received	Number of requests fulfilled
Oct 23	1148	1146
Nov 23	1275	1271
Dec 23	1186	1184
Jan 24	1399	1395
Feb 24	1509	1506
Mar 24	1479	1478
Apr 24	1531	1529
May 24	1565	1560
Jun 24	1375	1373
Jul 24	1646	1644
Aug 24	1356	1305
Sep 24	1254	1219
Oct 24	1559	1511
<b>Total</b>	<b>18282</b>	<b>18121</b>

Q4: The number of face-to-face interpretation requests and how many were met?

Month	Total number of face-to-face interpretation requests received	Number of requests fulfilled
Oct 23	1610	1118
Nov 23	1863	1283
Dec 23	1514	983
Jan 24	1738	1221
Feb 24	1787	1229
Mar 24	1612	1095
Apr 24	1855	1300
May 24	1808	1252
Jun 24	1726	1157
Jul 24	1806	1201
Aug 24	1572	1097
Sep 24	1635	1139
Oct 24	1821	1252
<b>Total</b>	<b>22347</b>	<b>15327</b>

Q5: A breakdown of the number of Face-to-Face Interpreter requests by language (e.g. January 2023: Polish 80 / Romanian 62 / Bulgarian 50 / Urdu 22 etc for each language each moth)

Language	Oct 23	Nov 23	Dec 23	Jan 24	Feb 24	Mar 24	Apr 24	May 24	Jun 24	Jul 24	Aug 24	Sep 24	Oct 24	Total
Bengali/Sylheti	453	486	467	474	467	471	579	618	508	561	435	453	517	6373
Bengali Dhaka	137	168	133	149	164	138	140	122	119	137	114	131	118	1770
Urdu	122	114	75	130	109	124	141	97	100	101	113	109	121	1456
Turkish	83	112	94	79	99	94	105	97	87	89	72	89	118	1218
Polish	52	85	92	114	107	60	101	66	70	61	54	67	96	1025
Arabic	73	81	89	84	55	58	54	94	123	120	57	60	73	1012
Spanish	61	49	57	50	63	68	65	78	61	68	66	69	82	867
Romanian	89	100	59	70	67	59	64	60	62	58	49	46	56	839
Portuguese	38	53	77	96	64	55	61	40	38	37	40	65	62	726
Tamil	50	45	51	61	50	41	52	60	57	55	43	51	64	680
British Sign Language	33	38	29	39	44	43	34	36	35	41	38	42	55	507
Somali	28	38	36	37	32	31	34	40	37	42	55	54	40	504
Punjabi	57	65	34	36	32	36	48	34	26	37	27	29	29	490
Farsi	24	33	26	32	36	31	30	44	39	53	46	31	54	479
Gujarati	34	29	29	28	24	33	41	44	38	42	53	34	44	473
Lithuanian	40	48	36	40	34	20	42	30	34	30	31	46	24	455
Russian	23	34	43	43	40	18	20	30	34	30	29	31	21	396
Albanian	22	24	27	26	31	38	25	27	37	36	34	33	24	384
Italian	32	28	27	14	24	17	23	31	18	19	17	16	10	276
Vietnamese	25	20	13	18	21	17	29	15	16	17	11	9	20	231
Pashto	16	25	14	13	10	8	5	9	24	21	8	1	8	162
Bulgarian	11	14	15	15	21	11	10	12	2	5	3	13	25	157
Hindi	15	12	6	10	14	9	11	9	8	15	8	18	10	145
French	8	10	7	12	13	10	19	6	14	7	12	13	13	144
Cantonese	8	8	16	14	14	9	4	4	3	9	15	12	7	123
Kurdish Sorani	8	16	1	4	8	8	10	11	13	4	10	12	11	116
Ukrainian	3	4	3	2	3	24	18	9	10	9	14	6	10	115
Lingala	8	14	9	6	6	5	6	12	6	13	7	9	12	113
Twi	3	7	1	0	20	19	17	12	8	7	3	6	5	108
Malayalam	7	5	6	4	6	4	8	7	13	2	19	1	3	85
Mandarin	8	4	4	7	5	5	3	14	6	7	6	4	9	81
Amharic	3	8	6	3	11	6	0	0	6	13	18	4	2	90
Tigrinya	1	33	18	2	5	0	3	4	0	1	1	1	4	73

Chinese (Mandarin)	0	3	3	5	2	9	5	2	2	7	7	7	8	60
Sudanese	3	1	0	1	3	2	3	1	13	4	11	7	9	58
Dari	3	6	2	1	4	1	4	4	9	5	6	5	5	55
Georgian	4	7	1	0	2	2	3	4	7	1	6	3	6	46
Chinese (Cantonese)	1	3	3	4	14	3	4	4	1	1	4	2	2	46
Swahili	4	2	0	2	2	2	1	4	12	4	2	2	5	42
Wolof	1	0	1	0	0	1	5	5	7	5	4	7	4	41
Hungarian	1	2	1	2	1	3	3	7	4	1	2	4	5	36
Greek	2	1	2	2	1	4	3	1	4	6	2	1	2	31
Thai	1	1	0	0	1	2	3	2	1	4	3	3	2	23
Czech	0	1	1	0	4	2	1	0	1	0	2	2	3	17
German	2	0	0	0	0	3	4	4	0	1	2	0	0	16
Slovak	0	0	0	0	1	1	0	0	1	4	4	4	1	15
Burmese	1	1	0	1	1	0	1	0	0	1	2	3	3	14
Kurdish Badini	3	0	1	0	0	0	0	4	1	0	0	2	1	11
Luganda	2	0	2	0	1	1	1	0	0	1	0	2	0	10
Yiddish	0	0	0	1	3	1	1	0	0	0	2	0	2	10
Brava	1	0	0	0	4	0	0	0	0	2	0	2	1	10
Tagalog	0	1	0	2	3	0	0	0	0	0	1	1	1	9
Krio	0	3	0	1	0	1	1	0	0	0	2	1	1	9
Soso / Susu	0	0	0	0	0	0	0	0	0	0	0	8	0	8
Uzbek	0	7	0	0	0	0	0	0	0	1	0	0	0	8
Latvian	0	1	0	1	1	1	1	1	0	0	1	0	0	7
Oromo	2	0	0	0	0	0	1	0	0	1	1	2	0	7
Barawe	0	0	0	0	4	0	0	0	0	0	2	0	0	6
Hebrew	0	1	0	0	0	1	0	0	0	1	0	0	2	5
Bosnian	1	0	0	0	1	0	0	0	1	2	0	0	0	5
Korean	0	0	1	1	1	0	0	0	0	0	1	0	0	4
Armenian	0	2	2	0	0	0	0	0	0	0	0	0	0	4
Kurdish Kurmanji	0	0	0	0	0	0	0	2	2	0	0	0	0	4
Zulu	0	2	0	0	1	0	0	1	0	0	0	0	0	4
Yoruba	0	2	1	0	0	0	1	0	0	0	0	0	0	4
Pahari	0	0	0	0	0	0	0	0	1	1	1	1	0	4
Roma-Polish	0	0	1	0	0	0	0	1	0	0	0	1	0	3
Catalan	0	0	3	0	0	0	0	0	0	0	0	0	0	3
Sinhalese / Sinhala	0	0	0	0	0	0	1	0	2	0	0	0	0	3
Hands On	1	0	0	2	0	0	0	0	0	0	0	0	0	3
Eritrean	0	2	0	0	0	0	0	0	0	0	0	0	1	3
Mongolian	0	0	0	0	0	0	0	0	0	0	0	0	3	3
Akan	0	0	0	0	0	0	1	0	0	0	0	0	1	2
Croatian	0	0	0	0	0	0	0	0	0	1	0	0	1	2
Malinke	0	0	0	0	0	0	0	2	0	0	0	0	0	2
Roma-Gypsy	0	0	0	0	0	0	2	0	0	0	0	0	0	2
Hausa	0	0	0	0	0	0	0	0	1	1	0	0	0	2
Bravense	0	0	0	0	0	0	0	0	1	1	0	0	0	2
Lebanese	0	0	1	0	0	0	1	0	0	0	0	0	0	2
Slovenian	0	0	0	0	0	1	0	0	0	0	0	1	0	2
Mandinka	0	0	0	0	0	0	0	1	0	1	0	0	0	2
English	0	0	0	0	0	0	0	1	0	0	0	0	0	1
Creole	0	0	0	1	0	0	0	0	0	0	0	0	0	1
Romany	0	1	0	0	0	0	0	0	0	0	0	0	0	1
Japanese	0	0	0	0	0	0	1	0	0	0	0	0	0	1
Fula	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Creole French	0	0	0	1	0	0	0	0	0	0	0	0	0	1
Welsh	0	1	0	0	0	0	0	0	0	0	0	0	0	1
Lip Speaker	1	0	0	0	0	0	0	0	0	0	0	0	0	1
Creole (Cape Verde, G)	0	0	0	0	0	0	0	0	0	0	0	1	0	1
Kazakh	0	0	0	0	1	0	0	0	0	0	0	0	0	1
Deaf Relay	0	0	1	0	0	0	0	0	0	0	0	0	0	1
Roma-Bosnian	0	0	0	0	0	0	0	0	0	1	0	0	0	1
Fulah	0	1	0	0	0	0	0	0	0	0	0	0	0	1
Creole Mauritian	0	0	1	0	0	0	0	0	0	0	0	0	0	1
Ashanti	0	0	1	0	0	0	0	0	0	0	0	0	0	1
Telugu	0	0	1	0	0	0	0	0	0	0	0	0	0	1
Estonian	0	0	0	0	0	0	0	1	0	0	0	0	0	1
Moldovan	0	0	0	1	0	0	0	0	0	0	0	0	0	1
Roma	1	0	0	0	0	0	0	0	0	0	0	0	0	1
Dutch	0	0	0	0	0	0	0	0	0	0	0	0	1	1
Tswana	0	0	0	0	0	0	1	0	0	0	0	0	0	1
Norwegian	0	0	0	0	0	1	0	0	0	0	0	0	0	1
<b>Total</b>	<b>1610</b>	<b>1862</b>	<b>1514</b>	<b>1738</b>	<b>1787</b>	<b>1613</b>	<b>1855</b>	<b>1808</b>	<b>1726</b>	<b>1806</b>	<b>1572</b>	<b>1635</b>	<b>1821</b>	<b>22347</b>