FoI Request Questionnaire

Some of the questions in this questionnaire allow for a quick answer, simply by deleting **Yes** or **No** as appropriate, but others require more detailed answers. We thank you in advance for doing your best to answer the questionnaire in the most complete way you can.

1	**What is the size of the resident population that your organisation serves?**
	Response: This data is available in the public domain and can be accessed here: Census 2021 (wigan.gov.uk)
1.1	What percentage of the resident population in the area that your organisation serves are non-native English speakers?
	Response: Data on languages spoken in the Borough can be accessed here: Dataset Selection - Query - Nomis - Official Census and Labour Market Statistics (nomisweb.co.uk)
1.2	Does your organisation predict that the number of non-native English speakers living in the area that you serve will increase, reduce or stay the same in the next 5 years?
	Response: We do not predict the number of non-native English speakers.
2	**Does your organisation hire any professional written translation or spoken interpreting services to aid communication with people who may have difficulties understanding English?**
	Response: [Yes/No] Yes
2.1	If your organisation hires professional translation or interpreting services, for what type of material do you use these services? (E.g., do you hire professional translation services to translate website content, correspondence, legal documents? Do you hire interpreting services for meetings, interviews, anything else?)
	Response: Interpreting services can be either face to face, online or by telephone for general customer enquiries. Specific to education services, interpreters can be required for support with meetings for school applications, school induction and admissions appeals, GCSE home language exam support, parents evenings and reviews.

Translation services can be used to translate medical documents and statutory EHCP documents |

2.2	If your organisation hires professional translation or interpreting services, can you please provide figures for how much was spent by your organisation on these services and what percentage of your total expenditure this amounted to for the last 4 financial years?
	Response:

Financial year	Translation & interpreting expenditure	% of total expenditure
2018/19:	£ 31k	n/k
2019/20:	£ 45.8k	n/k
2020/21:	£ 59.5k	n/k
2021/22:	£ 132.4k	n/k

2.3	Does your organisation predict that the percentage of spending on translation and interpreting services will increase, reduce or stay the same in the next 5 years?
	Response: Not known

3	**Is machine translation (e.g. a translation app such as Google Translate) used in any way in your organisation?**
	Response: [Yes/No] No

3.1	If machine translation is used in your organisation, under what circumstances is it used? (Please specify by whom, in which context, using which tools, and the reason of use.)
	Response: n/a

4	**Does your organisation follow a formal policy approving, prohibiting or regulating the use of machine translation tools in your organisation?**
	Response: [Yes/No] No

4.1	If your organisation follows a formal policy for the use of machine translation, can you attach a copy of such policy to your response and/or provide a link to where it can be accessed?
	Response: n/a

5	**Has your organisation carried out a risk assessment of possible consequences, for your organisation and/or for the people the organisation serves, from the use of machine translation?**
	Response: [Yes/No] No

5.1	If your organisation has carried out a risk assessment of the use of machine translation, please can you specify the risks your organisation identified?
	Response: n/a

6	**Do you have an established line of accountability in the event of negative outcomes that may arise from the use of machine translation?**
	(E.g., an incident caused by misinformation in an important document, or by miscommunication between staff and member of the public using a phone app.)
	Response: [Yes/No] No
6.1	If you have an established line of accountability, can you explain how this guides response procedures to a possible negative outcome from the use of machine translation?
	Response: n/a
7	**Is any training provided on the use of machine translation in your organisation?**
	Response: [Yes/No] No
7.1	If training is provided on the use of machine translation in your organisation, can you please provide an overview of the training offered?
	Response: n/a
8	**Does your organisation have any other procedures in place to adjust your communication strategy for people who may have difficulties understanding English? If so, please explain.**
	Response: Wigan Council offers information in a range of formats to ensure residents have access to the right information at the right time. Responses to a recent communications survey will help inform our approach moving forward. We also work closely with the equality and diversity working group to ensure materials are accessible.
	Our work adheres to the plain English guidelines and we work hard to ensure documents meet accessibility standards, checking that colour contrast on design work meets accessibility requirements using https://webaim.org/resources/contrastchecker/
	All documents created for the council website are built for screen readers and to meet other accessibility standards such as including alt text on images and diagrams.
9	**If we would like to follow up with your organisation for the purpose of further research relating to translation and/or interpreting in your organisation, could you please provide the most suitable email address to contact?**
	Response: foirequest@wigan.gov.uk