

Freedom of Information Team
Oxford City Council
Email: freedomofinformation@oxford.gov.uk

www.oxford.gov.uk



27 November 2025

Freedom of Information Request, Oxford City Council – Reference: **FOI2025/01265**

Further to our acknowledgement, we can confirm that Oxford City Council can advise as follows in response to your Freedom of Information Request received on 29 October 2025:

Response

Under the Freedom of Information Act 2000 (FOIA), I am requesting the following information regarding your council's expenditure on foreign language translation and interpretation services.

For the calendar year 2024-2025 as well as the fiscal year 2024/2025, please provide the following:

1. The total amount spent on foreign language translation (written documents) and interpretation (spoken, including telephone and face-to-face) services across all council departments/services.
2024 - £122,59.52
2025 to Oct 2025 - £10,278.80

2. The number of foreign language translation/interpretation requests received and fulfilled in each year (e.g., 2024-25: 500 requests, 450 fulfilled).

Period	Spend	Fulfilment Rate
2024	918	99%
2024/2025	889	99%

3. A list of the 15 most common foreign language translation requests received with number of requests and fulfilled (e.g., 1. Polish 250 requests, 100 fulfilled)

Language	2025	2024/2025
Amharic	31	22
Arabic	218	299
Bengali	34	19
Dari	15	17
Farsi	58	81
Indonesian	14	12
Kurdish	22	24
Kurdish - Sorani	15	35
Pashto	56	36
Polish	16	16
Portuguese	27	31
Tigrigna	78	75
Turkish	21	21
Ukrainian	18	17
Urdu	24	27
Italian	4	6-
Spanish	21	20
Punjabi	21	19

4. Details of any current contracts or providers for these services (e.g., provider name, contract start/end dates, total value (excluding commercially sensitive pricing). If the council uses an inhouse team rather than contractors, please specify this.

Our current supplier is Word 360, further details can be found on the council's contracts register [Council contracts | Oxford City Council](#)

Please see also the following information

[Translations and Interpreting | Oxford City Council](#)

For clarity, this request is limited to services for non-English spoken or written languages (e.g., Polish, Urdu, Arabic). Please exclude any costs related to British Sign Language (BSL), other sign languages, Braille, or accessibility services for disabilities, unless they cannot be easily separated out within the statutory FOI cost limits. Please specify if these costs have been included.

If you disagree with any part of the response to your request, you are entitled to ask the Council for an internal review of the decision(s) made. You may do this by writing to the Monitoring Officer, by either email monitoringofficer@oxford.gov.uk – or by post to Monitoring Officer, Oxford City Council, Town Hall, St Aldate's, Oxford, OX1 1BX. After the result of the internal review, if you remain dissatisfied, you may ask the Information Commissioner to intervene on your behalf. You may do this by writing to the Information Commissioner's Office, Wycliffe Lane, Wilmslow, Cheshire, SK9 5AF.

Yours sincerely,

Freedom of Information Officer

| Freedom of Information Team | Law & Governance | Oxford City Council | Town Hall | St Aldate's
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