

Response to Request for Information

Reference FOI 000812
Date 24 January 2017

Interpretation Service

Request:

Local Government Name: [City of Wolverhampton Council](#)

1. Do you provide an interpretation service for non-english speaking clients?

Yes/No. [Yes](#)

If yes are the interpreters:

Directly employed by the local authority?

Commissioned as required from a third party? [Yes](#)

2. What are the three most common languages for which interpretation is requested in your authority?

[Top 3 languages for Telephone Interpreting and Face to Face Interpreting in the last 12 months:](#)

TI Language
Polish
Romanian
Kurdish (Sorani)

F2F Language
Punjabi
Romanian
Polish

3. Which area of work has the greatest demand for interpreting services in your authority? Please rank in order of priority from benefits/housing, education and social care.

[See below \(period 1/4/14 to date\)](#)

- [1. 62,117.29 – People, Children & Young People](#)
- [2. 22,582.00 – People, Disability & Mental Health](#)
- [3. 9,406.26 – Housing Revenue Account - Communities](#)

4. How many requests for interpreting services takes place on an annual basis in your authority?

[The Council considers that the information you have requested, which we have identified above, is exempt from disclosure under Section 43\(2\) – Commercial](#)

Interests of the Freedom of Information Act. Section 43(2) of the Act permits the Council to withhold information if its disclosure would, or would be likely to, prejudice the commercial interests of any person, including the public authority holding it.

We should explain that under Section 43(2) of the Freedom of Information Act 2000 the Council considers that to disclose the information you have requested, at this stage, would prejudice the commercial interests of the parties mentioned above and this information is therefore exempt from disclosure.

This information is commercially sensitive to the tenderers and it is important to their competitiveness that they are able to remain as a participant in the market. When considering public interest for and against disclosure of this requested information, the Council considers that the public interest in withholding the information from disclosure to the wider world outweighs the public interest in disclosure. The reason for this is by releasing the information it would be potentially damaging to the business of the supplier to share their pricing with third parties and would likely prejudice the commercial interest of the parties concerned. The Council considers that it would not be in the public interest to release this information as it is likely to be damaging to the business of the supplier. It might also have a negative impact on fair competition in future tender processes and that it is not common knowledge and would likely be used by competitors in a particular market to gain a competitive advantage. The Council also considers that disclosure of such information would be damaging to the Council's commercial interest as it would be likely to:

- (a) discourage companies/individuals from providing the Council with commercially sensitive information in the future or undertaking contracts with the Council;
- (b) adversely affect the Council's bargaining position during future contractual negotiations.

In applying the public interest test the Council gave careful consideration to the arguments for and against disclosure. When considering factors which would favour disclosing the information, the Council had to assess whether disclosure of the information would:

- Allow for more informed debate on the issue;
- Promote accountability and transparency for our decisions and in our spending of public money; and
- Assist the public to understand and challenge our decisions.

Against these considerations the Council had to balance the likelihood of disclosure having an adverse affect on the commercial interest of the tenderers concerned and the Council itself.

Having taken into account the arguments for and against disclosure, the Council decided that the public interest in this case is best served by maintaining the exemption and by not disclosing the information requested, at

this stage. The Council considers that the possible benefits of disclosure are outweighed by the real risk of causing prejudice to the commercial interests of the tenderers concerned and the Council itself. In this case there is an overriding public interest in ensuring that companies are able to compete fairly and in ensuring there is competition for public sector contracts.

5. What is the annual cost to provide interpreting services in your authority?
2014 – £29,417
2015 – £71,738
2016 to date £52,082
6. Does the authority have a policy on the use of interpreting services? Yes/No
If yes can you provide a copy of the policy? Yes/No. [See attached.](#)
7. Do you measure the quality and effectiveness of the interpretation provided?
Yes/No [Yes](#)
If yes, how is this measured, could you provide a copy of your quality framework? Yes/No [No](#)
[The quality and effectiveness of interpretation provided is measured on a case by case basis and this will be done by the relevant Service Directorate when requesting the service.](#)
8. Have the number of requests for interpreting services within your authority increased, decreased or remained static over the last 5 years? [In response to your request we can confirm that this information is not held or recorded.](#)

Interpretation, Translation and Transcription

Best Practice Guidelines

**WOLVERHAMPTON CITY COUNCIL – ADVANCING EQUALITY
AND VALUING DIVERSITY**

July 31, 2013

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Interpretation, Translation and Transcription Good practice guidelines

Definitions

Interpretation – Converts one spoken language into another (or sign language into a spoken language and vice versa), it can be face to face, by webcam or over the telephone.

Translation – Converts written text from one language to another.

Transcription - Converts speech or audio into text or converts written material into formats such as braille, large print or audio.

Principles

Wolverhampton City Council has a responsibility to meet the communication support needs of all of our service users and employees and to provide appropriate access to interpretation, translation and transcription services when needed. It is not the responsibility of the service user to book services, or to meet the costs of this. Making information accessible is vital to helping people feel that they understand what their Council is doing, and that it is relevant and effective.

The main reasons for providing interpretation, translation and transcription are to;

- ensure that those residents who are non-English speaking, have sensory impairments, learning difficulties or low levels of literacy are able to access essential services
- ensure everyone can take part in the democratic process, for example, registering to vote
- safeguard any non-English speaking person by giving them the opportunity to disclose any abuse they are suffering
- support local community groups working directly with new migrants or non-English speaking residents
- enable people to function effectively as citizens in society and be able to get along with others by ensuring that they understand the rules, for example, Council parking controls, rubbish collection
- ensure compliance with the legislation and to ensure that no one is substantially disadvantaged because of the Council's inability to communicate effectively with them.

The aims of these guidelines are to;

- ensure that language and other communication needs are met in order to facilitate equal access to our services

Interpretation, Translation and Transcription

- ensure a consistent approach to the provision of interpreting, translation and transcription across all Council services
- ensure the most effective and appropriate use of interpreting, translation and transcription services
- minimise risk around potential miscommunication with residents
- meet the Public Sector Equality Duty
- ensure best value.

Wolverhampton City Council will not routinely interpret, translate or transcribe, but will make decisions on a case-by-case basis to ensure only those people who need the service receive it. We will use these services where it is essential to establish effective communication and where not to do so would disadvantage an individual or group and/or leave the Council open to legal challenge.

An assessment of an individual or group's circumstances needs to be made in order to determine whether they need information to be interpreted, translated or transcribed. For example if English is not their first language, do they have sufficient English to effectively communicate? Where an individual's well-being, health or safety could be put at risk because information is not clearly understood by them or because we have not understood their needs, then the Council will need to provide translation, transcription or interpretation support.

The Council has a duty under the Children Act 2004 to take all reasonable steps to promote and safeguard the wellbeing of children and young people, including ensuring appropriate translation and interpretation services are provided. The Council has a similar duty to adults under the National Health and Community Care Act 1990.

Under the Equality Act 2010, the Council is required to make 'reasonable adjustments' to ensure that disabled people are not substantially disadvantaged. The Council must plan ahead and consider the communication needs of all disabled people from the outset of any project.

This guide covers:

- Printed information available to the public
- Letters and e-mails to members of the public
- Public meetings and events
- Public contact – at receptions, by telephone, at any meetings with service users in Council premises, in their homes or at any other location

These guidelines also apply when an employee of the Council requires the provision of interpretation, translation or transcription services.

Producing Written Communications

There are style layouts which enhance the legibility of printed text for those with visual impairments or those who lack confidence in reading. The Council's House Style Guide provides practical advice on designing, producing and planning accessible information. Design your documents to be as legible as possible, for example, using a minimum font size of 12, and preferably 14. The use of plain, straightforward English in any communication is vital in helping ensure the Council's message is clear and easily understood. This means explaining technical terms and avoiding jargon, to ensure our communications are accessible and reduce the need for translations. Consider using picture campaigns to communicate with service users where feasible. Pictograms are helpful and can easily be used to help the Council communicate and customers understand. By using visual imagery, materials can communicate key information to people with limited English skills.

Consider producing Easy Read versions of documents and using pictures, this should also reduce the need for translating. Easy Read is a way of making information easier to understand by using;

- short sentences
- easy words
- big writing
- pictures and photos
- sound in addition to text on websites

Easy Read was initially used for those with learning difficulties but has proved useful more widely for anyone facing language, learning or literacy barriers, including people who are not proficient in English.

You can find more information at;

<http://www.easyreadtranslation.org.uk/index.php?/Easy-Read-Translation/Easy-Read-Guide.html>

All Council publications should clearly display information explaining how to contact the relevant service if people need help or support to understand the document. Add the **alternative format prompt** in a minimum font size of 18 to all your documents;

When you are communicating by letter or email with an individual or group who have requested an alternative format, ensure you continue to use the alternative format in subsequent correspondence. This is particularly important when an agreement or contract with the Council needs to be signed, they need to be fully aware of and understand the conditions of the contract.

Planning Meetings or Events

If you are planning a meeting or event that is open to the public you should aim to provide the best possible access in line with available resources. As well as ensuring physical access to the building and to rooms and facilities inside the building, consideration also needs to be given to meeting language and communication support requirements. Any meeting you are planning will need to be accessible to the people you are inviting. Whenever possible, ask them about any information/communication needs they have when you invite them to give you time to plan for and provide them.

When planning an open meeting or event, useful questions to consider are:

- Have you included information on communication needs and access provision on publicity, invitations and/or registration forms?
- Is there clear signage to the entrance and throughout the venue that is in large print (and with visual clues)?
- Is there a working induction loop in the main and any breakout rooms?
- Is a portable loop system available?
- Are there signs (ear symbol with 'T') in all rooms where the induction loop is available?
- Is the PA system connected to the induction loop?
- Do any videos include subtitles and in-screen BSL interpretation?
- Do you need to arrange BSL interpreters?
- Is lighting flexible enough to allow for additional light for individual groups and can audio-visual equipment be used with some lighting still on so BSL interpreters can still be seen?
- Are there facilities available to accommodate a palantypist display (live spoken word to text translation)?
- Is there an audible alarm supported by a system suitable for Deaf or hard of hearing people if the building has to be evacuated in an emergency?
- Do you need to provide community language interpreters to enable wider participation?
- Are any printed materials available in large print? (Large print copies should generally be produced in 18 point arial but, whenever possible, check for the preferred font size with the customer or service user.)
- Have you had any requests for information to be provided in Braille?
- Do you need to provide extra trained facilitators?
- Are there suitable, managed parking spaces?

Guidance on producing information in a range of formats including clear print, tape, Braille, videos, e-text, large print and signs is available on the RNIB website.

http://www.rnib.org.uk/professionals/accessibleinformation/Pages/accessible_information.aspx

Interpretation

Identifying the need for an interpreter

If a customer is unable to communicate in English, the staff member will need to identify the language they use. There are a number of posters and websites that can help, including [here](#). Staff should also identify if a British Sign Language interpreter is necessary.

Use of multilingual staff

The Council does not expect multilingual staff to use these skills as they go about their daily work, except where staff are specifically recruited for their language skills. However, we realise that there are occasions where staff have offered to use their communication skills to assist customers, when approached directly.

Using professional Interpreters

Professional interpreters should always be used;

- when there might be lack of objectivity or a conflict of interest between the customer and a friend or relative
- when the information gained may potentially be used in legal proceedings to avoid any misunderstanding when the case reaches court
- to protect confidentiality
- when technical information is being provided
- when the subject matter is of a sensitive nature
- when dealing with possible or actual domestic violence, issues involving safeguarding children or adults, sexual violence, 'honour' based violence or where there are mental health assessments or concerns

Face to face interpreting should usually be used;

- for most formal procedures, such as assessments and form filling
- longer interviews
- for interviews/situations involving more than one client
- when the subject matter is complex, highly detailed, seen as high risk, or of a sensitive nature.

Telephone interpreting may be more appropriate for;

- unplanned and emergency situations
- instances where a face to face interpreter is unavailable
- resolving relatively simple issues
- contacting customers at home.

Use of informal interpreters

In some circumstances it may be appropriate to use informal interpreters such as a family or friend. However, problems may arise using family members, who may find it difficult to translate accurately and neutrally. The Council **will not** use children to interpret, other than in an emergency situation to gather basic information.

If the customer wishes a family member or friend to interpret, the officer may agree to this in certain circumstances:

- In a first interview, where the subject matter is straightforward, brief and uncontroversial.
- Where the customer's confidence or trust would be undermined by a refusal to accept the relative or friend as an interpreter. In this case, however, the officer may arrange for an independent interpreter to also be present.

A guide to working with interpreter is attached as an appendix to these guidelines

Translation

Translation and printing are both expensive. More than 70 languages are spoken in Wolverhampton, and no publicly funded organisation could afford to undertake the publication of translations without clear evidence of need. If a resident or group of residents needs information in a particular language in order to understand and exercise their rights fully, the Council will take reasonable steps to accommodate that need. This would not necessarily mean providing translated publications; it might mean providing interpreters, audio/CD translations, or translations of individual relevant documents. It might be that by adding the document to the Council website, the Google translate function would be sufficient. (This has limited uses but is constantly being developed – the Council is not responsible for it.)

There is no legal reason for all materials to be translated. The Equality Act simply says that all parts of the community should have access to services, and although that might involve translation, it does not always have to. The Human Rights Act only requires translation if someone is arrested or charged with a criminal offence.

Communicating by letter or email with an individual or group

When you are communicating by letter or email with an individual or group who have requested translation, ensure you continue to translate in subsequent correspondence. This is particularly important when an agreement or contract with the Council needs to be signed, they need to be fully aware of and understand the conditions of the contract.

Checklist for deciding when to translate a printed document

1. Is it essential to translate this document? Consider:

- Who is the target audience and is there any evidence that they would otherwise be disadvantaged?
- Does it include people for whom English is not their first language?
- Which languages do they speak?
- Could the information be more effectively shared by visiting community organisations or using community advocates?
- Would it be adequate for the document to be included on the website and Google translate used?
- Is there a statutory duty for providing written information in a translated format?

2. If you need to translate, does it need to be the whole document?

- Are you confident that people across communities have the literacy skills to understand the document?

- Would it be better to translate an easy-read version of the document?
- Would it be better to wait until you receive requests for translations rather than proactively translate? If so, can you provide translations quickly and will you need to extend any deadlines for responses?
- Could you produce a summary for translation?

3. How accurate is the data you have on the languages needed for translation?

- Do you know the language needs of your service users?
- Are they different to the city's language profile?
- Are the translation needs of your service users different to the interpreting needs?

4. What is the cost/benefit analysis for this translation?

- What will happen to this material once translated?
- What is the potential impact to the Council of not translating documents?
- Will there be a change in resident satisfaction ratings?
- Are there any anticipated risks to the Council such as reputation, quality of service delivery by not translating documents?
- Would there be an additional burden on public services?

5. Have you explored whether other local agencies might already have these materials in translated form?

- Have you networked with other local authorities to find out if they have already translated this material?
- Are other partners such as the Police or the Clinical Commissioning Group (NHS) translating similar documents?
- Is there any national best practice?

6. Will providing translations help to build integration and cohesion?

- Opinion is divided as to whether translation is a barrier to integration, or whether it is a stepping stone to better language skills, but when new communities arrive they will always need initial information in appropriate languages.

Procedure for booking and accessing interpreters, translation or transcription services

Wolverhampton City Council has a contractor for face to face and telephone interpreting, translation and transcription services. The contractor meets the National Accreditation Authority for Translation and Interpretation standards. Information about how to place orders can be obtained from Corporate Procurement.

Text Relay

Text Relay formerly known as Type Talk is used by Deaf and hard of hearing people and those with speech impairments to communicate by telephone. Text Relay allows communication to or from a textphone and is a national, confidential service, available 24 hours a day. Relay assistants provide a text-to-voice and voice-to-text relay service. This is charged at the telecommunication provider's standard rate. You can use Text Relay with a textphone, telephone or mobile.

For more guidance on how to use this service see www.textrelay.org/

Speech to text reporters (palantypists)

Speech to text is a process of computer-aided transcription in which a trained reporter takes down the spoken word on a special palantype keyboard. This is simultaneously translated into English and displayed on a television or monitor, or for meetings or conferences, on a large screen.

Appendix - Working with Interpreters

Preparation

- When booking the interpreter make absolutely sure that they speak the same language as the service user.
- Allow more time than you would for an English-speaking client, everything needs to be said twice and extra time is needed for checking back, but remember interpreting is very tiring so you may have to arrange two meetings or build in a break.
- Provide the interpreter with the opportunity to examine and translate any documents that may need translation during the session (letters, forms etc.).
- Arrange for the interpreter to arrive before the service user.

Briefing the interpreter

- Outline the purpose of the meeting, the issues to be discussed, any technical language and any potential uncomfortable situations that may arise.
- If appropriate, tell the interpreter of any particular needs of the service user, e.g. learning difficulties, mental health problems.
- Ask the interpreter to tell you whenever you need to slow down, pause or repeat a sentence.
- If you have an agenda or meeting plan provide the interpreter with a copy.
- Establish seating arrangements, it is usually recommended that the interpreter sit next to, but slightly behind you, this allows the service user to see you both clearly and allows you to speak directly to the service user.
- Negotiate the timing of any breaks.

During the interview

- Take time to welcome the service user and put them at their ease, allow the interpreter to introduce you both, clarifying your roles. This will include the facts that the interpreter will translate everything said, that the interpreter has a neutral role and is not there to act as an advocate and that they will always maintain confidentiality.
- Speak and look at the service user, not the interpreter, to begin with this can feel strange when the interpreter is speaking.
- Speak directly, e.g. 'How are you today?' not 'Ask him how he is today.'
- When speaking to the interpreter, always assume that the service user may understand what you are saying.
- Give plenty of non-verbal reassurance.
- Simplify your English;
 - speak clearly but do not raise your voice;
 - try not to speak too quickly;

Interpretation, Translation and Transcription

- avoid acronyms, idioms, slang and metaphors;
 - simplify the form of each sentence;
 - avoid long and complex sentences;
 - use the simple forms of active verbs;
 - try to speak in a clear logical sequence;
 - stick to one topic at a time;
 - avoid jargon or technical terminology where possible.
- Take extra care when explaining procedures, regulations and reasons for asking for certain types of information.
 - Always let the interpreter finish before starting the next point.
 - Summarise and check what you have understood.
 - Always check back that the service user has understood any important points and explore any inconsistencies you may have noticed.
 - Allow the service user to ask supplementary questions or seek clarification.
 - At the end of the meeting get the interpreter to write down any important points clearly and simply for the service user to take away.
 - Keep fuller case notes. This avoids subjecting the service user to repeated, unnecessary or complicated questioning.

After the interview

- Review the meeting with the interpreter.
- Ensure your notes are completed.
- If there needs to be a follow up meeting, try to ensure you use the same interpreter. (Unless the service user would prefer a different interpreter.)

Extra points when using a Sign Language Interpreter

- Check whether the service user uses British Sign Language (BSL), Sign Supported English (SSE) or another form of sign language before booking the interpreter.
- Allow the service user and the interpreter to arrange the best seating positions.
- Ensure the room is well lit.
- The service user may also be relying on lip reading so make sure that they can see your lips and don't try to overemphasise words.
- The deaf person can only look at one thing at a time so if you are using any visual aids allow extra time before starting to speak again to allow them to access both the interpreter and the visual aid.

Main Languages Spoken in Wolverhampton by Ward

Introduction

1. At the last Equalities Project Board (now the Equalities Advisory Group) in March, Councillors asked for a breakdown by ward of the languages spoken in Wolverhampton. The following tables use information from the 2011 census and include all the main languages that were reported as being spoken by more than 0.05% of people in each ward; all figures are rounded to one decimal point. There is also a table of all wards as a comparison.
2. We contacted the Refugee and Migrant Centre and the Equality and Diversity Forum to see if they were able to identify any languages which were not reflected in the census findings.
3. The Refugee and Migrant Centre reported that eastern Europeans represented half of the Centre's users and the main languages spoken last year were Kurdish, Persian, Pashto, Lithuanian, Polish, Shona, Mandarin, Cantonese, Latvian, Hindi, Punjabi and Gujarati.
4. The groups that the Equality and Diversity Forum are currently working with speak Russian, Polish, Czech, Slovakian, Lithuanian, French, Slovenian, Albanian and Persian.
5. Over 90% of the services provided by the Council's interpreting service were in Polish, Farsi, Lithuanian, Punjabi, Slovak, Serbian, Portuguese, Russian, Czech, Gujarati, Pashto, Kurdish, Urdu, Arabic and Chinese.
6. All of these languages are reflected in the census findings.

Summary of main findings

- St Peter's had the most languages spoken at 43 with Wednesfield North having the least at 8
- English was by far the most common main language in every ward ranging from 68.1% to 97.7%
- Panjabi (Punjabi) was the second most common in every ward ranging from 0.8% in Bushbury North to 21.6% in Blakenhall
- The only other main language in every ward was Polish with the largest percentage being in St Peter's (3.2%)
- A Chinese language was spoken in every ward apart from Wednesfield North, but in relatively small numbers
- French was spoken in 17 wards, 0.5% in Heath Town
- Shona was also spoken in 17 wards, 0.8% in Bushbury South and Low Hill
- Urdu was spoken in 16 wards, 3.1% in St Peter's
- Kurdish speakers were in 16 wards, the largest percentage was in St Peter's (4.9%)
- Hindi was spoken in 14 wards, 0.4% in St Peter's
- Gujarati was also spoken in 14 wards, 1.8% in Blakenhall
- Lithuanian speakers were in 13 wards with 1.5% in St Peter's
- Persian/Farsi was also spoken in 13 wards with 1.4% in St Peter's

- Russian was spoken in 13 wards, with 0.5% in both St Peter's and Heath Town
- Italian was also spoken in 13 wards, with 0.3% in Oxley
- BSL was evenly spread across 13 wards
- Arabic was also spoken in 13 with 0.7% in Heath Town
- Latvian was spoken in 12, with 0.8% in St Peter's
- Tamil was spoken in 12 with 0.5% in St Peter's
- German was evenly spread across 11 wards
- Tagalog/Filipino was spoken in 10 wards, 0.4% in Wednesfield South.
- Slovak was spoken in 9 wards, with 0.3% in St Peter's and Blakenhall
- Bengali and Sylheti were also spoken in 9 wards, but evenly spread
- Portuguese was spoken in 9 wards, with 0.3% in Heath Town
- Romanian was evenly spread across 7 wards
- Malayalam was spoken in 7 wards, 0.4% in St Peter's
- Czech was also spoken in 7 wards, with 0.4% in Graiseley
- Hungarian was evenly spread across 8 wards
- Pashto was spoken in 6 wards, 0.5% in St Peter's
- Telugu was spoken in 5 wards, 0.3% in St Peter's
- Nepalese was spoken in 4 wards, with 1.2% in Blakenhall
- Greek speakers were in 3 wards with 1.6% in St Peter's

Geographic origins of languages;

Akan/Twi – Ghana

Bengali – Bangladesh

Gujarati, Hindi – India

Igbo – South-east Nigeria

Kurdish – Kurdistan, which includes adjacent parts of Turkey, Syria, Iran, and Iraq. Also in Armenia, Georgia, Israel, Azerbaijan, Russia and Lebanon

Malayalam – India (mainly in Kerala)

Mirpuri, Potwari – Pakistan

Panjabi (Punjabi) – Pakistan, India

Pashto – Pakistan

Persian/Farsi – Iran, Afghanistan

Shona – Zimbabwe and Zambia

Sinhala – Sri Lanka

Swahili/Kiswahili – East Africa

Sylheti – Bangladesh

Tagalog/Filipino – the Philippines

Tamil – South India and North-east Sri Lanka

Telugu – South India (mainly in state of Andhra Pradesh)

Tigrinya – Eritrea, Ethiopia

Yoruba – Nigeria

Wolverhampton (all)		Saint Peter's		Heath Town	
					%age
English	89.1	English	68.1	English	80.7
Panjabi	4.6	Panjabi	5.7	Panjabi	3.5
Polish	1.0	Kurdish	4.9	Polish	2.1
Kurdish	0.6	Polish	3.2	Kurdish	1.9
Chinese (all)	0.4	Urdu	3.1	Lithuanian	1.2
Gujarati	0.4	Chinese	1.6	Tagalog/Filipino	1.0
Urdu	0.4	Greek	1.6	Arabic	0.7
Lithuanian	0.3	Lithuanian	1.5	Persian/Farsi	0.7
Latvian	0.2	Persian/Farsi	1.4	Somali	0.7
Persian/Farsi	0.2	Latvian	0.8	Greek	0.6
Shona	0.2	Arabic	0.5	Chinese	0.5
Arabic	0.1	Pashto	0.5	French	0.5
Bengali + Sylheti	0.1	Russian	0.5	Russian	0.5
BSL	0.1	Tamil	0.5	Shona	0.5
Czech	0.1	Hindi	0.4	Urdu	0.4
French	0.1	Malayalam	0.4	Latvian	0.3
German	0.1	French	0.3	Pashto	0.3
Greek	0.1	Gujarati	0.3	Portuguese	0.3
Hindi	0.1	Pahari		Czech	0.2
Italian	0.1	(+Mirpuri/Potwari)	0.3	Hindi	0.2
Malayalam	0.1	Shona	0.3	Malayalam	0.2
Nepalese	0.1	Slovak	0.3	Turkish	0.2
Pashto	0.1	Telugu	0.3	Akan/Twi	0.1
Portuguese	0.1	Bengali + Sylheti	0.2	Albanian	0.1
Russian	0.1	Czech	0.2	Bengali + Sylheti	0.1
Slovak	0.1	Igbo	0.2	Dutch	0.1
Tagalog/Filipino	0.1	Italian	0.2	German	0.1
Tamil	0.1	Nepalese	0.2	Gujarati	0.1
		Turkish	0.2	Igbo	0.1
		Yoruba	0.2	Italian	0.1
		Akan/Twi	0.1	Pahari	
		BSL	0.1	(+Mirpuri/Potwari)	0.1
		Bulgarian	0.1	Romanian	0.1
		Dutch	0.1	Slovak	0.1
		German	0.1	Tamil	0.1
		Hungarian	0.1	Telugu	0.1
		Malay	0.1	Tigrinya	0.1
		Portuguese	0.1	Vietnamese	0.1
		Romanian	0.1		
		Serbian/Croatian/ Bosnian	0.1		
		Sinhala	0.1		
		Spanish	0.1		
		Swahili/Kiswahili	0.1		
		Tagalog/Filipino	0.1		

Park		Graiseley		Ettingshall	
					%age
English	82.4	English	81.6	English	82.2
Panjabi	5.1	Panjabi	7.7	Panjabi	9.3
Polish	2.6	Polish	1.7	Polish	1.5
Kurdish	1.4	Urdu	1.2	Gujarati	1.3
Lithuanian	1.2	Gujerati	1.0	Kurdish	0.5
Urdu	1.1	Kurdish	0.7	Lithuanian	0.5
Persian/Farsi	0.7	Chinese	0.6	Chinese	0.4
Arabic	0.4	Lithuanian	0.6	Latvian	0.4
Chinese	0.4	Czech	0.4	Nepalese	0.4
Gujarati	0.4	Persian/Farsi	0.4	Shona	0.4
Latvian	0.4	Tagalog/Filipino	0.3	Tamil	0.4
Italian	0.3	Bengali + Sylheti	0.2	Persian/Farsi	0.3
Russian	0.3	French	0.2	Urdu	0.3
Tamil	0.3	Hindi	0.2	Arabic	0.2
French	0.2	Latvian	0.2	Hindi	0.2
German	0.2	Pashto	0.2	Pashto	0.2
Hindi	0.2	Russian	0.2	Russian	0.2
Pashto	0.2	Shona	0.2	Albanian	0.1
Portuguese	0.2	Slovak	0.2	BSL	0.1
Shona	0.2	Tamil	0.2	Czech	0.1
Bengali + Sylheti	0.1	Akan/Twi	0.1	Dutch	0.1
BSL	0.1	Albanian	0.1	French	0.1
Bulgarian	0.1	Arabic	0.1	German	0.1
Czech	0.1	BSL	0.1	Malayalam	0.1
Dutch	0.1	Dutch	0.1	Portuguese	0.1
Greek	0.1	German	0.1	Slovak	0.1
Hungarian	0.1	Hungarian	0.1	Telugu	0.1
Malayalam	0.1	Italian	0.1		
Pahari		Malayalam	0.1		
(+Mirpuri/Potwari)	0.1	Romanian	0.1		
Romanian	0.1	Sinhala	0.1		
Sinhala	0.1	Telugu	0.1		
Spanish	0.1	Yoruba	0.1		
Tagalog/Filipino	0.1				
Telugu	0.1				
Thai	0.1				
Ukrainian	0.1				

Blakenhall		East Park		Bushbury S. & Low Hill	
English	68.9	English	93.0	English	90.8
Panjabi	21.6	Panjabi	3.0	Panjabi	2.9
Gujarati	1.8	Polish	0.7	Polish	1.9
Polish	1.3	Shona	0.4	Shona	0.8
Nepalese	1.2	French	0.3	Lithuanian	0.4
Kurdish	0.7	Kurdish	0.3	Chinese	0.2
Chinese	0.6	Chinese	0.2	French	0.2
Urdu	0.4	Gujarati	0.2	Latvian	0.2
Hindi	0.3	Latvian	0.2	Portuguese	0.2
Malayalam	0.3	Urdu	0.2	Russian	0.2
Persian/Farsi	0.3	Albanian	0.1	Urdu	0.2
Shona	0.3	Arabic	0.1	Arabic	0.1
Slovak	0.3	Bengali + Sylheti	0.1	Bengali + Sylheti	0.1
Lithuanian	0.2	BSL	0.1	BSL	0.1
Russian	0.2	German	0.1	Hindi	0.1
Tamil	0.2	Hungarian	0.1	Italian	0.1
Bengali & Sylheti	0.1	Lithuanian	0.1	Kurdish	0.1
Czech	0.1	Malayalam	0.1	Persian/Farsi	0.1
French	0.1	Nepalese	0.1	Romanian	0.1
German	0.1	Persian/Farsi	0.1	Slovak	0.1
Hungarian	0.1	Russian	0.1	Tagalog/Filipino	0.1
Italian	0.1	Slovak	0.1		
Latvian	0.1	Tamil	0.1		
Portuguese	0.1				
Romanian	0.1				
Tagalog/Filipino	0.1				
Oxley		Tettenhall Regis		Tettenhall Wrightwick	
English	94.1	English	94.8	English	95.5
Panjabi	2.2	Panjabi	2.7	Panjabi	1.7
Polish	0.9	Urdu	0.3	Polish	0.3
Chinese	0.5	Polish	0.2	Urdu	0.3
Italian	0.3	Arabic	0.1	Arabic	0.2
Kurdish	0.2	BSL	0.1	Chinese	0.2
Urdu	0.2	Chinese	0.1	Kurdish	0.2
Albanian	0.1	French	0.1	BSL	0.1
Bengali + Sylheti	0.1	Gujarati	0.1	French	0.1
BSL	0.1	Hindi	0.1	German	0.1
French	0.1	Hungarian	0.1	Gujarati	0.1
German	0.1	Italian	0.1	Hindi	0.1
Gujarati	0.1	Latvian	0.1	Italian	0.1
Hindi	0.1	Pashto	0.1	Persian/Farsi	0.1
Hungarian	0.1	Persian/Farsi	0.1	Tamil	0.1
Latvian	0.1	Shona	0.1	Thai	0.1
Lithuanian	0.1	Ukrainian	0.1	Vietnamese	0.1
Russian	0.1				
Shona	0.1				
Swahili/Kiswahili	0.1				

Bilston North		Merry Hill		Spring Vale	
					%age
English	92.9	English	96.0	English	93.4
Panjabi	4.3	Panjabi	2.3	Panjabi	4.5
Gujarati	0.8	Chinese	0.1	Polish	0.3
Latvian	0.2	French	0.1	Shona	0.2
Polish	0.2	German	0.1	Tamil	0.2
Russian	0.2	Gujarati	0.1	Arabic	0.1
Shona	0.2	Hindi	0.1	BSL	0.1
Arabic	0.1	Italian	0.1	Chinese	0.1
BSL	0.1	Kurdish	0.1	German	0.1
Chinese	0.1	Lithuanian	0.1	Gujarati	0.1
French	0.1	Persian/Farsi	0.1	Hindi	0.1
Hindi	0.1	Polish	0.1	Persian/Farsi	0.1
Kurdish	0.1	Russian	0.1	Slovak	0.1
Lithuanian	0.1	Serbian/Croatian/		Tagalog/Filipino	0.1
Tamil	0.1	Bosnian	0.1	Urdu	0.1
Urdu	0.1	Urdu	0.1		

Penn		Bilston East		Fallings Park	
English	91.9	English	93.8	English	96.1
Panjabi	5.1	Panjabi	2.7	Panjabi	1.4
Gujarati	0.7	Polish	0.8	Polish	0.7
Chinese	0.3	Gujarati	0.6	Lithuanian	0.3
Bengali + Sylheti	0.2	Chinese	0.3	Chinese	0.2
Hindi	0.2	Lithuanian	0.3	Shona	0.2
Polish	0.2	Latvian	0.2	French	0.1
Urdu	0.2	Shona	0.2	Italian	0.1
Arabic	0.1	French	0.1	Portuguese	0.1
Hungarian	0.1	Kurdish	0.1	Romanian	0.1
Kurdish	0.1	Portuguese	0.1	Tagalog/Filipino	0.1
Shona	0.1	Russian	0.1		
Tagalog/Filipino	0.1	Tamil	0.1		
Tamil	0.1				

Wednesfield South		Bushbury North		Wednesfield North	
English	93.1	English	97.7	English	97.7
Panjabi	4.4	Panjabi	0.8	Panjabi	1.4
Polish	0.8	Italian	0.2	Arabic	0.1
Tagalog/Filipino	0.4	Kurdish	0.2	BSL	0.1
Chinese	0.3	Polish	0.2	Italian	0.1
French	0.2	Chinese	0.1	Polish	0.1
BSL	0.1	Czech	0.1	Shona	0.1
Kurdish	0.1	French	0.1	Slovak	0.1
Persian/Farsi	0.1	Shona	0.1		
Portuguese	0.1	Urdu	0.1		
Russian	0.1				