



**South Bedfordshire**  
taking pride in our district

**South Bedfordshire District Council**

The District Offices, High Street North,  
Dunstable, Bedfordshire, LU6 1LF

Tel:(01582) 472222 Fax:(01582) 474009

DX: 57012 Text phone:(01582) 474184

[www.southbeds.gov.uk](http://www.southbeds.gov.uk)

Email to: Mr Garry Lelliott  
request-8764-214f63ce@whatdotheyknow.com

DATE: 6 March 2009  
OUR REF: 083-2009  
PLEASE ASK FOR: Annette Lamptey  
EMAIL: [annette.lamptey@southbeds.gov.uk](mailto:annette.lamptey@southbeds.gov.uk)

Dear Mr Lelliott,

Re: Request for Information

Thank you for your email received on the 4 March 2009 in which you requested the information about the cost of translation (all forms including verbal, written and electronic) and English language classes for the last 5 full financial years.

The information you have requested is as follows:

South Beds District Council provides services in a way that meets the needs of all of its population, particularly those who may be vulnerable.

The Council does not automatically translate all public materials and takes into account evidence of need or demand for the translation. In addition, the Council gathers evidence to make sure that people will be disadvantaged without the translation.

Furthermore, as part of its equality and diversity duties, the Council considers whether or not it should translate documents into other languages so as to take reasonable steps to ensure that non-English speaking residents are not prejudiced in access to services provided.

However, the Council engages the services of external contractors to provide a range of 'on request' translation services which began in 2005 and therefore are only able to provide information from that period. For this service we pay an annual subscription fee of £295.00.

The costs for SBDC on request translation for the period from 2005 to date are as follows:

Year	Costs £
2005/06	153.00
2006/07	46.80
2007/08	75.60
2008/09	138.74

Please treat this as the Council's formal response under the Freedom of Information Act.

If you are unhappy with the service you have received in relation to your request and wish to make an appeal for a review of our decision, you should write to:

Telephone calls to the council may be recorded to improve customer service.

Rated a 'good' council by the Audit Commission.



INVESTOR IN PEOPLE

Amerjit Kang  
Corporate Service Manager (Legal and Democratic)  
South Bedfordshire District Council  
The District Offices  
High Street North  
Dunstable  
Beds, LU6 1LF

If you are not content with the outcome of your appeal, you may apply directly to the Information Commissioner for a decision. Generally, the Information Commissioner cannot make a decision unless you have first exhausted our internal appeal procedure and you should contact him within 2 months of the outcome of your internal appeal. Further information on the Freedom of Information Act is available through the Information Commissioner at the:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire. SK9 5AF  
Telephone: 01625 545 700  
Internet: [www.informationcommissioner.gov.uk](http://www.informationcommissioner.gov.uk)

Yours sincerely,

Annette Lamphey  
Access to Freedom of Information Officer