

Please can details be provided for FY 19/20 and 20/21 to date for the below areas.

- The number of unfulfilled face to face spoken interpreting bookings across the FY years including the top ten languages unfulfilled and the number of bookings unfulfilled against each language.

- The number of unfulfilled telephone interpreting bookings across the FY years including the top ten languages unfulfilled and the number of bookings unfulfilled against each language.

FY 19/20

The number of unfulfilled face to face spoken interpreting bookings = 85

Top ten languages unfulfilled and the number of bookings unfulfilled against each language:

Language	Number of unfulfilled bookings
Albanian	14
Czech	6
Romanian	5
Punjabi, Eastern (India)	4
Tamil	4
Urdu	4
Italian	3
Arabic (Modern Standard)	2
Bengali	2
Bulgarian	2

The number of unfulfilled telephone interpreting bookings = 268

Top ten languages unfulfilled and the number of bookings unfulfilled against each language:

Language	Number of un-serviced calls
Romanian	43
Polish	23

Kurdish (Sorani)	21
Slovak	21
Czech	18
Urdu	15
Tigrinya	13
Punjabi	12
Greek	11
Lithuanian	8

FY 20/21 (to date)

The number of unfulfilled face to face spoken interpreting bookings = 93

Top ten languages unfulfilled and the number of bookings unfulfilled against each language:

Language	Number of unfilled bookings
Albanian	15
Vietnamese	8
Kurdish (Sorani)	7
Tigrinya	6
Somali	5
Czech	3
Farsi	3
Punjabi, Eastern (India)	3
Slovak	3
Urdu	3

The number of unfulfilled telephone interpreting bookings = 207

Top ten languages unfulfilled and the number of bookings unfulfilled against each language:

Language	Number of un-serviced calls
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Romanian	35
Urdu	22
Punjabi	19
Polish	15
Pashto	11
Slovak	10
Bengali	7
Sorani	7
Arabic	6
Albanian	5