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About the Regional Language Networks

The Regional Language Networks (RLNs) promote language and cultural skills specifically for business and employment. Their role is to:

- work with partners to identify and address regional and sectoral needs for languages and cultural awareness;
- provide support to businesses on languages issues; and
- support languages industry professionals.

Regional Language Network North West (RLN NW), North East (RLN NE) and Yorkshire and the Humber (RLN) provide a much needed labour market intelligence (LMI) service focusing on foreign language capability and demand in the Northern English regions.

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About the Author

Tracy Docherty is a Research Consultant who provides the LMI Service for the Northern RLNs. She holds an MA (Econ.) in Applied Social Research and a First Class Honours degree in Psychology. Tracy is an associate member of the Market Research Society, currently working on the fast track system to full membership.

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Abbreviations/Acronyms

APS	Annual Population Survey
BSL	British Sign Language
CILT	The National Centre for Languages
EDL	European Day of Languages
EU	European Union
GOR	Government Office Region
HE	Higher education
HEI	Higher education institution
HESA	Higher Education Statistics Agency
LFS	Labour Force Survey
LMI	Labour Market Intelligence/Information
MFL/s	Modern foreign language/s
N	Number of responses
NINOs	National insurance number allocations to overseas nationals
NLS	National Language Standards
RDA	Regional Development Agency
RES	Regional Economic Strategy
RLN	Regional Language Network
RLN NE	Regional Language Network North East
RLN NW	Regional Language Network North West
RLN YH	Regional Language Network Yorkshire and Humber
SIC	Standard Industrial Classification
UK	United Kingdom
WRS	Workers Registration Scheme

Executive Summary

Currently there is no definitive source of data which identifies languages spoken in the UK nor the number of people who speak them. This data is vital in terms of economic development and international trade; the Regional Language Networks (RLNs) regularly receive data enquiries from companies needing information on the availability of language skills in the region. This data has a variety of uses e.g. it can help attract business to an area by demonstrating the available skills supply.

In 2006¹, the RLNs in the North of England undertook an online survey of the general population within the three regions, to identify languages spoken in the North of England and numbers of people who speak them. This report presents the findings of this Northern Language Survey 2006.

Key Findings

- Of the 2786 valid responses received 87.5% people have language skills in addition to English; the results in this report relate to these respondents. By region this equates to North West 43.3%, North East 27.2%, Yorkshire and Humber 19.8%, Other Area 9.7%.
- 77.8% of respondents are British nationals and an additional 71 non-UK nationalities are specified by respondents. 74.0% were born in the UK but 100 different countries of birth were identified.
- Although 74.3% of respondents have English as their mother tongue, 64 languages are specified by respondents.
- 30.5% state that they are monolingual i.e. they speak only their mother tongue fluently. However, 36.4% identify themselves as bilingual, 17.0% trilingual and 16.1% multilingual.
- 50 European languages are spoken at various levels of ability and the top five are English, German, Spanish and Italian.
- 35 Asian languages are spoken with Japanese and Mandarin the most popular.
- Arabic is the most widely spoken of the 10 Middle Eastern languages identified by respondents, followed by Turkish.
- 32 African languages are spoken and Afrikaans is the most popular followed by Swahili.
- The majority (62.3%) do not hold a higher level (undergraduate or postgraduate) modern foreign language (MFL) qualification. Considering other disciplines, 28.8% hold a graduate level qualification, 14.1% a postgraduate qualification and 12.0% have both an undergraduate and a postgraduate qualification.
- 53.4% of respondents hold professional qualifications from a range of areas; education, marketing, administration and financial are the most common types of qualification held.
- 95.5% of respondents have work/industrial experience, with education, administration, customer service and public sector experience the most widespread areas of experience.
- 79.9% are currently employed and education, business/professional and local government are the industry sectors employing the highest numbers of respondents.
- 34.4% regularly use and 21.2% occasionally use their foreign language skills at work. 34.2% do not use their language skills at work as they are not relevant. However,

¹ The survey ran from 26th September to 1st December 2006.

10.2% (195 people) do not currently use their language skills at work but believe they could be beneficial to the job role.

- 73.9% (1413 people) would be willing to undertake training to improve their language skills for use in a work situation and 63.7% (1215 people) would be interested in looking for a job using their foreign language skills.
- In all three regions, word of mouth was the most prevalent means of finding out about the survey, followed by direct mail and email.
- 75.9% are willing to be contacted with regard to future RLN language surveys.

Conclusion

The data collated via the Language Survey 2006 has provided the three Northern English RLNs with data which will be invaluable in responding to client enquiries. Although the results cannot claim to be truly representative due to the sampling, the data do show that a wide range of language skills are available in the three regions, that people are interested in looking for employment using their language skills and that many would be keen to undertake training to improve their business language skills – all vital information for business.

Introduction

“Language skills are an important element of national and regional competitive advantage. The potential for added value of language skills to a region as a means of boosting export trade performance and inward investment cannot be underestimated.”

Sir Digby Jones (2006)

Foreign languages are vital for economic development and international trade. For example, many companies want to know that they can meet their recruitment needs in an area before locating there. Regional Economic Strategies (RES) and other regional and national policy documents specifically identify foreign language skills as a key area for workforce development and essential for maximising global business opportunities.

The RLN Language Skills Data Service² has received over 60 requests for data on language skills since October 2005, many from potential inward investors who could create jobs and increase productivity in the North if they choose to locate there. However, reliable, up-to-date figures on languages spoken in England are simply not available. Related data is used to provide an indication of the potential languages skills in an area but this does not necessarily identify languages spoken in the regions or the number of people who speak them.

The following lists the key datasets currently used to assess likely language skills in the North East, North West and Yorkshire and Humber:

- Nationality and Country of Birth (Census, Labour Force Survey (LFS), Annual Population Survey (APS));
- Higher Education (HE) Students and Graduates of Modern Foreign Languages (MFLs) (Higher Education Statistics Agency – HESA);
- HE foreign national students (HESA);
- Migrant Workers (Workers Registration Scheme (WRS), National Insurance Number Allocations to Overseas Nationals (NINOs).

However, none of these datasets identify languages spoken or the number of people speaking them. Therefore, the three Northern Regional Language Networks³ commissioned the Language Survey 2006 to assess the language skills in their regions. This report presents the results from that survey.

² This service is currently available from the three Northern RLNs only.

³ North East, North West, Yorkshire and Humber.

Methodology

This section provides details of the key aspects of the survey methodology

Aims and Objectives

Aim: To identify languages spoken in the North of England and the number of people who speak them.

Objectives:

- Identify the range of foreign languages spoken by residents of the North East, North West and Yorkshire and Humber.
- Assess the number of people who speak each language and their level of ability.
- Examine the use of foreign language skills at work.
- Explore the interest in language training.
- Create a database of regional language skills to assist in future data enquiry responses.

Method

An online survey was considered the most appropriate survey method. This decision was based on the ability to attract a higher number of respondents within time and budget constraints compared to more conventional survey methods.

A questionnaire was designed by the Research Consultant in conjunction with the RLN teams and regional partners. Input and advice was also obtained from CILT, the National Centre for Languages. Where possible, relevant questions from surveys conducted previously were utilised plus new questions were devised.

The online version of the questionnaire was designed and developed by Cybertechnics Limited and was delivered using the v12 system. v12 is a professional web-based business management system developed by Cybertechnics Limited, which includes survey design, hosting, data collection and reporting modules amongst many other features. A pilot survey was conducted and the online questionnaire amended in light of feedback. The final questionnaire consisted of the following sections:

1. Language skills;
2. Qualifications (higher level and professional);
3. Employment and languages at work;
4. Demographics.

More details of the questionnaire design can be found in Appendix 1.

Prize draws were offered to respondents as an incentive to complete the survey. Prizes were provided by the RLNs plus some of the sponsors listed earlier. Celebrity endorsements were obtained in support of the survey and used in publicity materials.

A marketing campaign was developed to ensure the survey was widely publicised in order to attract responses from a cross-section of the population. Marketing included posters and postcards distributed widely across the three regions, these were targeted towards public places particularly those with public internet access e.g. libraries; website advertising (RLN sites plus a range of others); direct email to each RLN's mailing list and by some organisations to staff and students. Several organisations publicised the survey on behalf of the RLNs e.g. Regional Development Agencies (RDAs). A launch event was held and press releases were published in several local newspapers. Colleagues in each of the three RLN offices promoted the survey as widely as possible amongst their contacts, including survey information on their email signature.

The online survey was launched on European Day of Languages (EDL), 26th September 2006, and closed on the 1st December 2006. All marketing materials carried the website address: www.languagesurvey.com which was chosen as an easy to remember address and used as the link to the survey itself. All electronic communication included a direct link to the website.

Sampling

Whilst recognising the problems associated with not using a conventional sampling frame, e.g. representativeness of the sample, it was decided that the use of a commercial database of email addresses was not appropriate. Options for purchasing email lists were explored but they appear to focus on business or specific consumers, which were not applicable for this purpose. Business contacts were not required for this survey and consumer lists were thought to contain contacts meeting specific criteria rather than a broad cross-section of people.

The main aim of this survey is to identify actual language skills within the general population of the three regions, particularly if the holder of those skills is interested in employment utilising their language skills. Consequently, it was agreed that a marketing campaign to raise awareness of the survey plus incentives for completion would be likely to yield a more representative sample than using a commercial email address list.

It is acknowledged that this method is subject to non-sampling bias e.g. bias could be introduced owing to the nature of the marketing campaign, which focused somewhat on language skills and work, meaning that a disproportionate number of people with an interest in these subject areas could be attracted to complete the survey. It is also recognised that the absence of a clearly defined sampling frame means that the results cannot be generalised to the population as a whole. This is not considered a problem in this context as the data will be used in response to business enquiries, which tend to require specific data and information rather than estimates or related information.

Data Management

Data was exported from v12 into a Microsoft Excel spreadsheet for checking and cleaning. Duplicate and missing entries were removed from the data file. Contact details for respondents who expressed an interest in future surveys were extracted and stored separately in a confidential data file; those who provided contact details with regard to the prize draws were also extracted and deleted once all prizes had been allocated and claimed.

Two data files were then created, one with English only responses and the other containing all responses with foreign language skills. The data was then analysed using SPSS and/or Excel and was validated using the v12 reporting function.

Qualitative Responses

All free text responses were checked and cleaned e.g. consistent formatting of spelling throughout. The responses were coded into relevant lists, categories etc by the Research Consultant and by each RLN office independently to provide objective validation of the coding. The independent coding was then compared, combined and applied to the data file.

Data Protection

All results are strictly confidential and no individuals or organisations will be identified. Respondents could remain anonymous; contact details were requested in order to contact prize draw winners and/or to take part in future RLN language surveys, they will not be used for any other purpose.

Data storage

Cybertechnics Limited is registered with the Information Commissioner's Office.

All identifiers linking data to individuals has been removed from the dataset held by the RLN.

Ethical Considerations

Language Issues: Survey Language

Consideration was given to the language used throughout the survey. After all, the focus of the survey is foreign language skills i.e. languages other than English. However, the main aim is to identify potential language skills for business in the three regions and business demand is for English plus other languages. Therefore, it was deemed appropriate for the survey to be conducted entirely in English.

Language Issues: Language Lists

The RLNs wanted to be as inclusive as possible with regard to the languages other than English referred to in the survey. It was considered more inclusive to provide an extensive list rather than for example, French, German, Spanish, Italian and other. However, there is no official source with regard to languages spoken in the UK (CILT, 2006). In the absence of language lists, it was necessary to develop lists specific to the aims of this particular survey. Further details are provided in Appendix 1.

Language Issues: UK Languages

The aim is to identify **non-UK** languages spoken in the three Northern English regions; Cornish, Manx, Scottish Gaelic, Ulster-Scots and Welsh were not specifically identified for this reason. However, options to specify languages in addition to those listed were provided throughout.

Children and Young People

The survey was aimed solely at people aged 16 years or above. The main aim is to examine language skills for business, so respondents needed to be of working age. It was made clear that this was the case and that ineligible responses would not be accepted or entered into the prize draws.

Internet Access

It was hoped to achieve as representative sample of the population as possible, whilst recognising that not everyone has internet access and the absence of a complete sampling frame. Data shows that 28 million adults (60% of the UK adult population) accessed the Internet in the last 3 months. The most common place to access the Internet was the home (85%), while nearly half (46 %) of adults accessed from a place of work. In each of the three Northern English regions, over half of all households (North East 54%; North West 54%; Yorkshire and Humber 52%) have internet access and of these, most have broadband access. However, the data shows that individuals tended to access the Internet at more than one location (National Statistics, 2006).

This data shows that a high proportion of the population access the internet, so the sole use of an online research method was considered appropriate. The survey was promoted via businesses and also to the general public e.g. in local newspapers and libraries. The aim was to reach those who access the internet at home as well as at work.

Results

In total, 2786 valid responses were received. Of these, 2439 (87.5%) people have foreign language skills i.e. languages in addition to or other than English. The high number of people with language skills other than English should not be understood to be representative of the general population in the area. This result could be due to other factors e.g. the distribution of the survey via current RLN contacts.

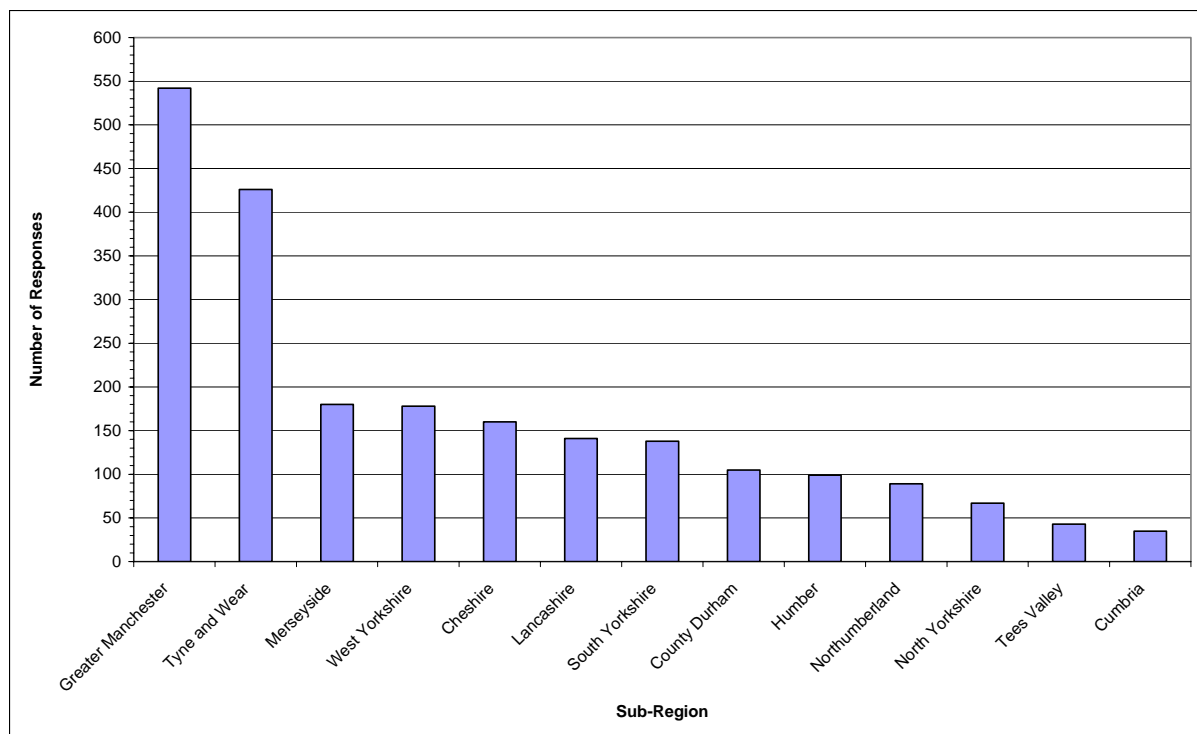
The results presented in this report relate to respondents with language skills in addition to English. Not all questions were mandatory; the number of people responding to each question is indicated as N = [number of respondents who answered question]. In some questions, respondents could select more than one answer, so total number of responses to the question may exceed the number of respondents.

Section 1: Demographics

Current Area of Residence

The percentage of responses by region are North West 43.3%, North East 27.2%, Yorkshire and Humber 19.8%, Other Area 9.7% (N=2439). Figure 1 shows the responses by sub-regions of the North West, North East and Yorkshire and Humber.

Figure 1: Responses by Sub-Region



N=2203

The numbers in some sub-regions are too small to provide meaningful analyses, so the remaining results are presented by Government Office Region (GOR) i.e. North East, North West and Yorkshire and Humber where possible. This is not to say that direct comparisons can be made of the three regions from this data due to the nature of the sampling and other factors. Data is provided at regional level to meet the requirement for region specific data from stakeholders.

Nationality and Country of Birth

77.8% of respondents are British nationals and 74.0% were born in the UK. The regional breakdown is shown in Table 1 and Table 2.

Table 1: Nationality by Region

Region	Non-UK Nationality	British
North West	259 (24.7%)	788 (75.3%)
North East	136 (20.7%)	521 (79.3%)
Yorkshire & Humber	87 (18.3%)	389 (81.7%)

N=2390

71 non-UK nationalities are specified by respondents (see Appendix 2). In addition, 20 people hold dual nationality. The numbers for individual non-UK nationalities within the regions are too small to publish⁴.

- In the North West, the top five nationalities are French, German, Italian, Spanish and Polish.
- In the North East, the top five are French, German, Dutch, Italian and Polish (equal numbers of Italian and Polish).
- In Yorkshire and Humber, the top five non-UK nationalities are French, German, Dutch, Polish and Italian.

Table 2: Country of Birth by Region

Region	Non-UK Country of Birth	British
North West	297 (28.7%)	739 (71.3%)
North East	153 (23.4%)	500 (76.6%)
Yorkshire & Humber	108 (22.8%)	365 (77.2%)

N=2370

100 different countries of birth were identified by respondents (see Appendix 3). Again, numbers for individual countries are too small to present here.

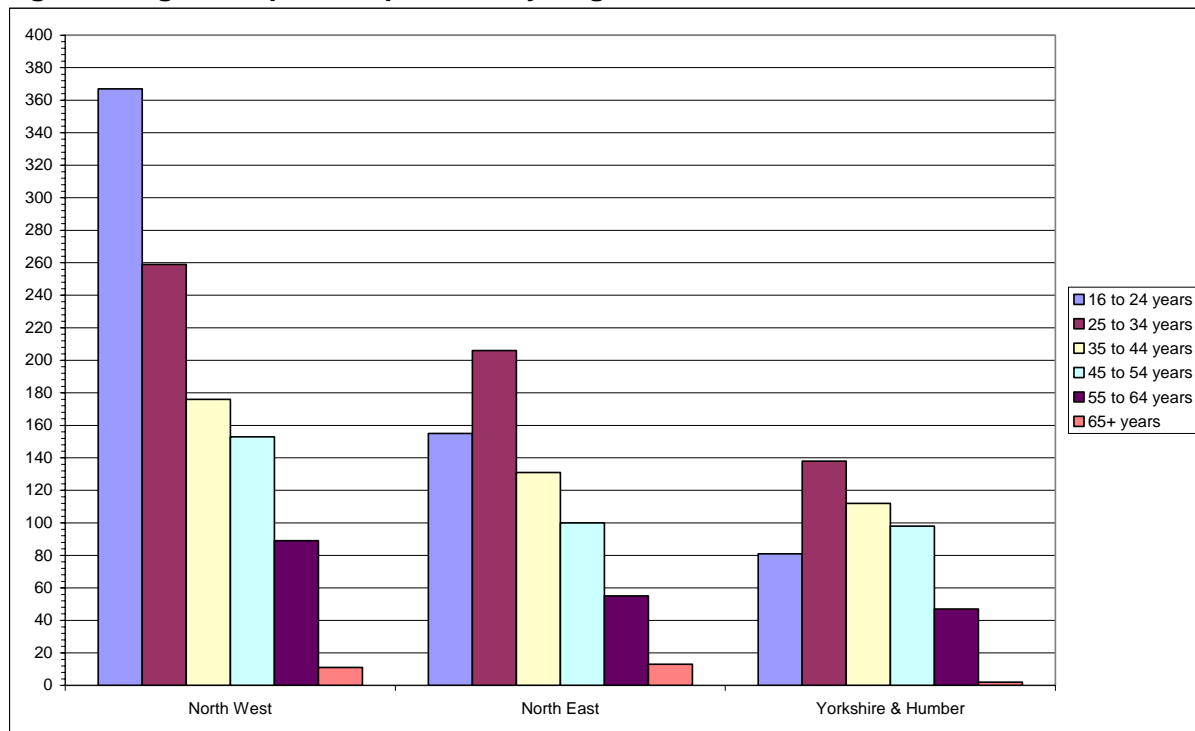
- In the North West, the top five countries of birth are France, Germany, Italy, Spain and Poland.
- In the North East, the top five are France, Germany, Poland, Netherlands, Italy and China (Italy and China have equal numbers).
- In Yorkshire and Humber, the top five are France, Germany, Netherlands, Poland and India.

Age

All age ranges are represented in the total sample; over half of respondents are aged between 16 and 34 years. 674 people are aged 16 to 24 and 653 people, 25 to 34 years. The age groups are also represented within each region (see Figure 2).

⁴ Publishing identifying information where there are small cell counts could lead to the identification of the respondent. Consequently, this information is not published.

Figure 2: Age Group of Respondent by Region



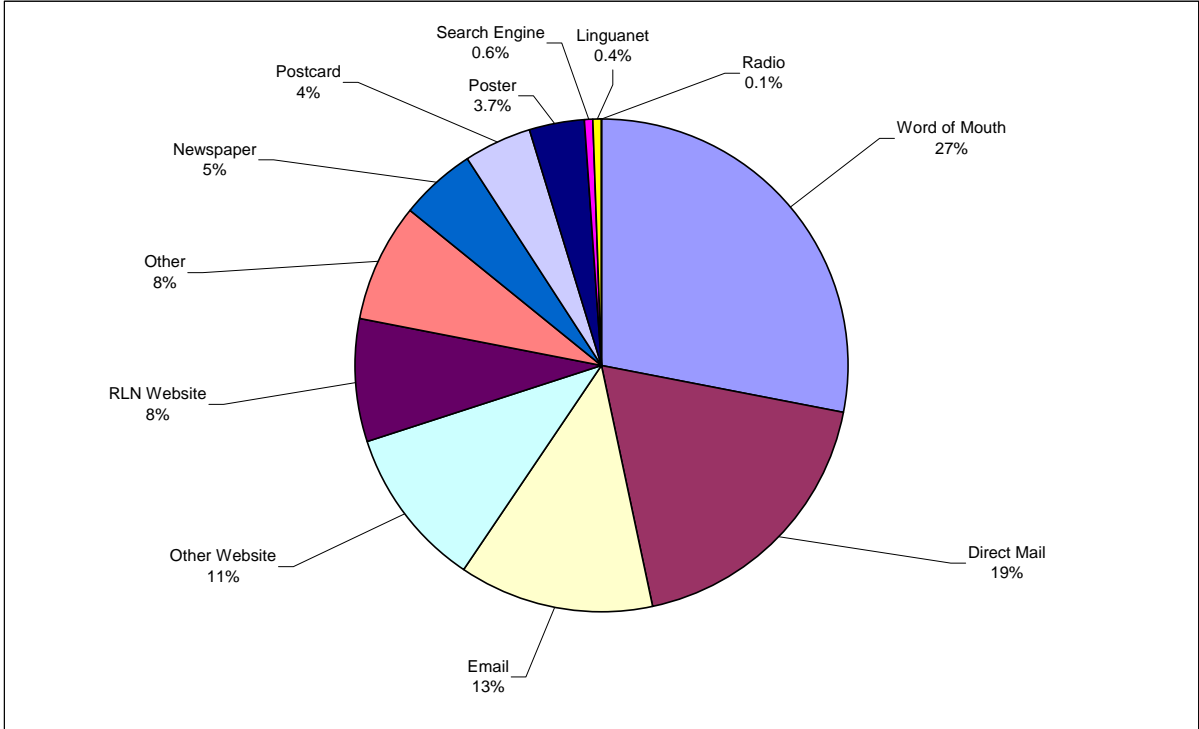
N=2405

Additional Information

How Respondents Found Out About the Language Survey

Respondents were asked how they found out about the Language Survey and in all areas word of mouth was the most popular source, followed by direct mail and email. Figure 3 shows the percentage of respondents who found out about the survey by each source. 7.7% (183 people) stated 'Other Source' and these are listed in Appendix 4.

Figure 3: How Respondents Heard About the Survey



N=2365

Future RLN Language Surveys

Respondents were also asked if they would be willing to take part in future RLN language surveys; 75.9% provided their details and are willing to be contacted for this purpose. This relates to 758 people in the North West, 506 in the North East, 357 in Yorkshire and Humber and 152 in other areas.

Section 2: Language Skills

Mother Tongue/First Language

A wide range of mother tongues are specified by respondents; 64 languages in total. 74.3% have English as their mother tongue. 48 mother tongues are identified in the North West, 21 in the North East and 32 in Yorkshire and the Humber. Table 3 shows the top ten mother tongues by region; the full list of languages is provided in Appendix 5.

Table 3: Top Ten Mother Tongues by Region

	North West	North East	Yorkshire & Humber
1	English	English	English
2	French	French	French
3	German	German	German
4	Italian	Chinese ⁵	Dutch
5	Spanish	Polish	Polish
6	Polish	Dutch	Punjabi
7	Portuguese	Italian	Spanish
8	Chinese	Spanish	Arabic
9	Dutch	Greek	Urdu
10	Russian	Russian	Italian

Fluency in More than One Language

30.5% of all respondents state that they are monolingual i.e. they speak only their mother tongue fluently. 36.4% identify themselves as bilingual, 17.0% trilingual and 16.1% multilingual.

Table 4 breaks this down by region which shows that:

- In the North West, 27.9% are monolingual, 39.5% bilingual, 16.6% trilingual and 16.0% multilingual.
- In the North East, an equal number are monolingual and bilingual (34.9%). 16.1% are trilingual and 14.1% multilingual.
- In Yorkshire and Humber, 30.5% are monolingual, 34.0% bilingual, 18.6% trilingual and 16.9% multilingual.

Table 4: 'Linguability' of Respondents by Region

Region	Monolingual	Bilingual	Trilingual	Multilingual	Total
North West	292 (43.7%)	414 (51.3%)	174 (47.2%)	168 (49.1%)	1048 (47.9%)
North East	230 (34.4%)	230 (28.5%)	106 (28.7%)	93 (27.2%)	659 (30.1%)
Yorkshire & Humber	146 (21.9%)	163 (20.2%)	89 (24.1%)	81 (23.7%)	479 (21.9%)
Total	668 (100.0%)	807 (100.0%)	369 (100.0%)	342 (100.0%)	2186 (100.0%)

N=2393

Languages at All Ability Levels

Respondents were asked to indicate any languages they can speak including their mother tongue plus the level of ability in each language. This section examines each of the language groupings contained in the Language Survey. The cell counts for some languages

⁵ With regard to Chinese languages, some respondents specified the actual language whilst others stated Chinese. As it is not possible to identify the specific Chinese language in all cases, Mandarin, Cantonese and Hakka were all recoded into Chinese.

are too small to provide meaningful analysis by individual language and region. However, this data will be available if required to respond to a regional data enquiry.

European Languages

50 European languages are spoken at various levels of ability by respondents (see Appendix 6). The top five languages spoken are French (78.8% of respondents with foreign language skills), English (65.7%), German (51.4%), Spanish (50.7%) and Italian (28.6%).

- 1923 people speak French. 28.3% speak the language at a basic level, 24.1% intermediate, 31.3% advanced and 16.3% native/near native level.
- 1603 people speak English. 0.1% speak English at a basic level, 1.9% intermediate, 12.1% advanced and 85.9% native/near native level.
- 1254 people speak German. 38.3% basic, 22.5% intermediate, 24.2% advanced and 15.1% native/near native level.
- 1237 people speak Spanish. 40.7% basic, 20.7% intermediate, 24.9% advanced and 13.7% native/near native level.
- 697 people speak Italian. 60.7% basic, 19.1% intermediate, 10.2% advanced and 10.0% native/near native level.

Considering these languages by level of ability at regional level:

- 803 respondents in the North West speak French (75.9% of North West responses), 559 Spanish (52.8%), 500 German (47.3%) and 300 Italian (28.4%).
- In the North East, 538 respondents speak French (81.1%), 369 German (55.7%), 322 Spanish (48.6%) and 181 Italian (27.3%).
- French is spoken by 395 respondents in Yorkshire and the Humber (82.0%). 250 speak German (51.9%), 240 Spanish (49.8%) and 151 Italian (31.3%).

The breakdown by region and level of ability is shown in Figure 4, Figure 5 and Figure 6.

Figure 4: North West Main European Languages by Level of Ability

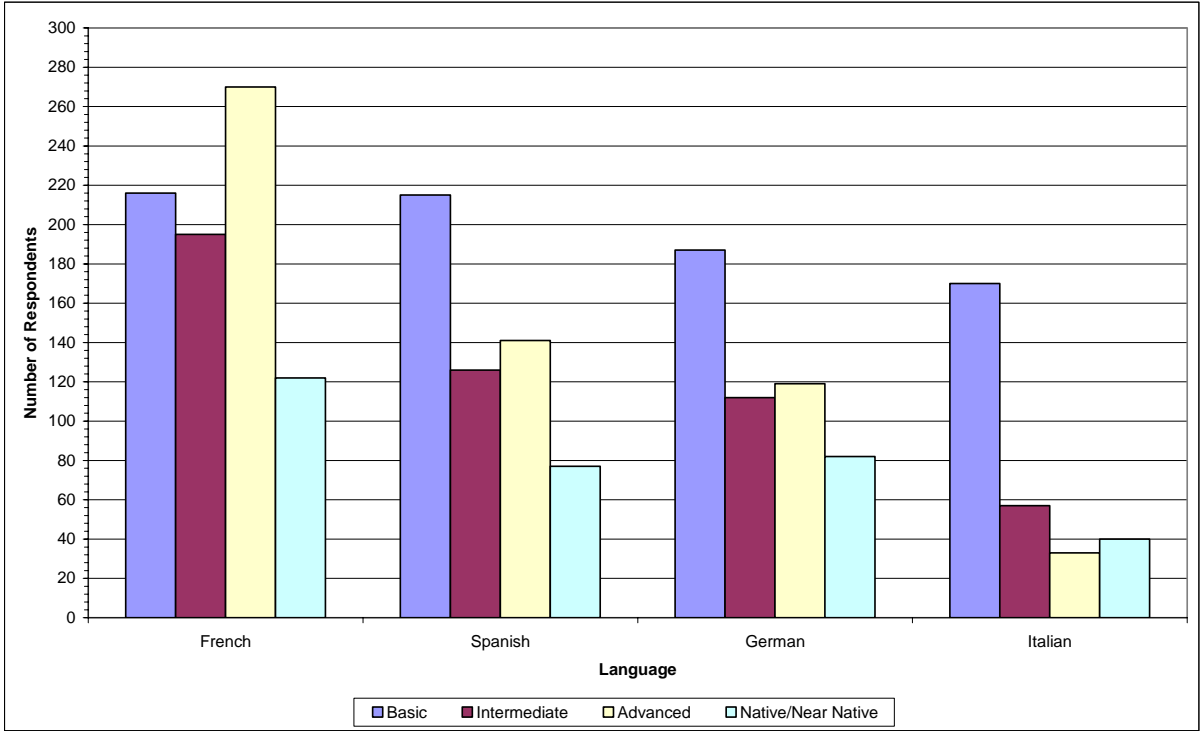


Figure 5: North East Main European Languages by Level of Ability

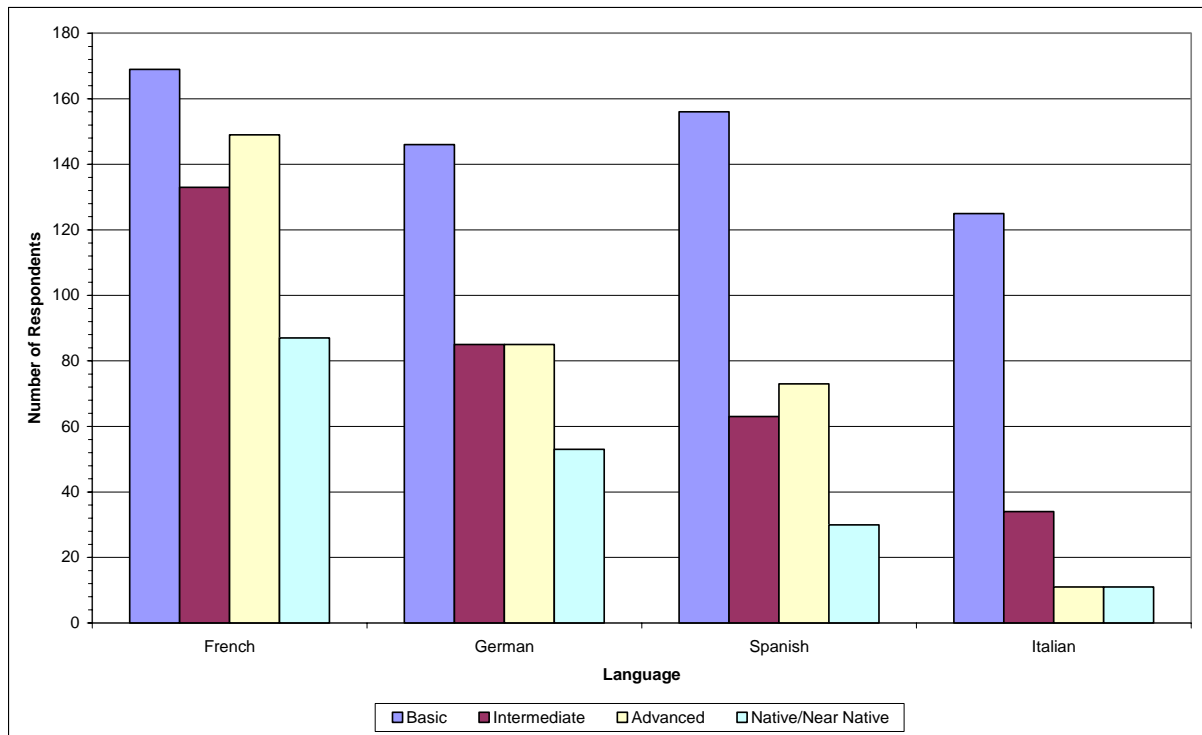
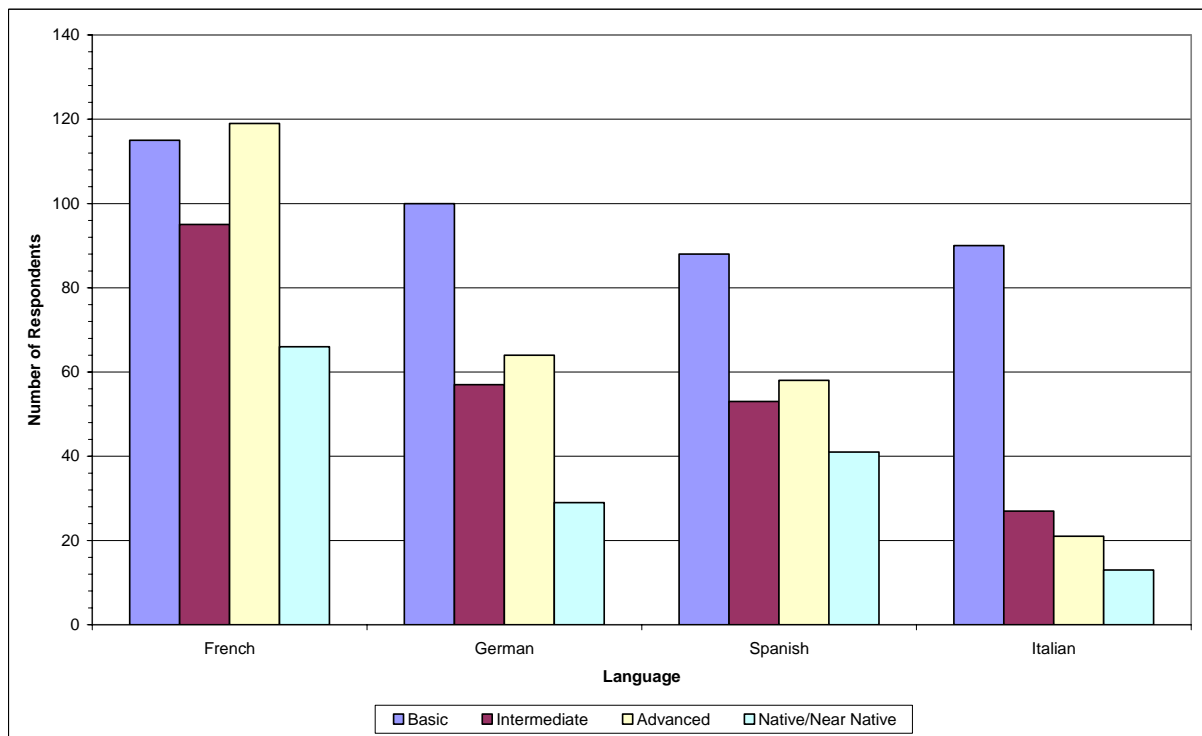


Figure 6: Yorkshire and Humber Main European Languages by Level of Ability



Asian Languages

13 Asian languages were listed in the survey and all are spoken by some respondents. In addition, 21 other Asian languages were identified by speakers, giving a total of 34 Asian languages. The full list of Asian languages spoken is provided in Appendix 7.

Japanese (129 speakers) and Mandarin (104 speakers) are the top two Asian languages spoken by respondents over all three regions.

In all three regions, the majority do not speak any Asian languages (North West 65.3%; North East, 69.1%; Yorkshire and Humber 67.6%). Overall, the data indicates that 826 people speak Asian languages or 33.9% of all respondents.

Middle Eastern Languages

10 Middle Eastern languages are spoken. Arabic is the most widely spoken amongst respondents with 123 speakers in total, followed by Turkish (34 speakers) and Hebrew (26). A full list of Middle Eastern languages identified by respondents is given in Appendix 8.

The majority of respondents do not speak Middle Eastern languages (North West 70.6%; North East 74.2%; Yorkshire and Humber 74.7%). This means that 679 people across the three regions do speak Middle Eastern languages i.e. 27.8%.

African Languages

32 African languages are spoken. Afrikaans is the most popular (45 speakers) followed by Swahili (30 speakers). The full list of African languages spoken by respondents is provided in Appendix 9.

In each of the regions, the majority of respondents do not speak African languages (North West 73.9%; North East 75.6%; Yorkshire and Humber 75.5%). There are 632 speakers of African languages, which equates to 25.9%.

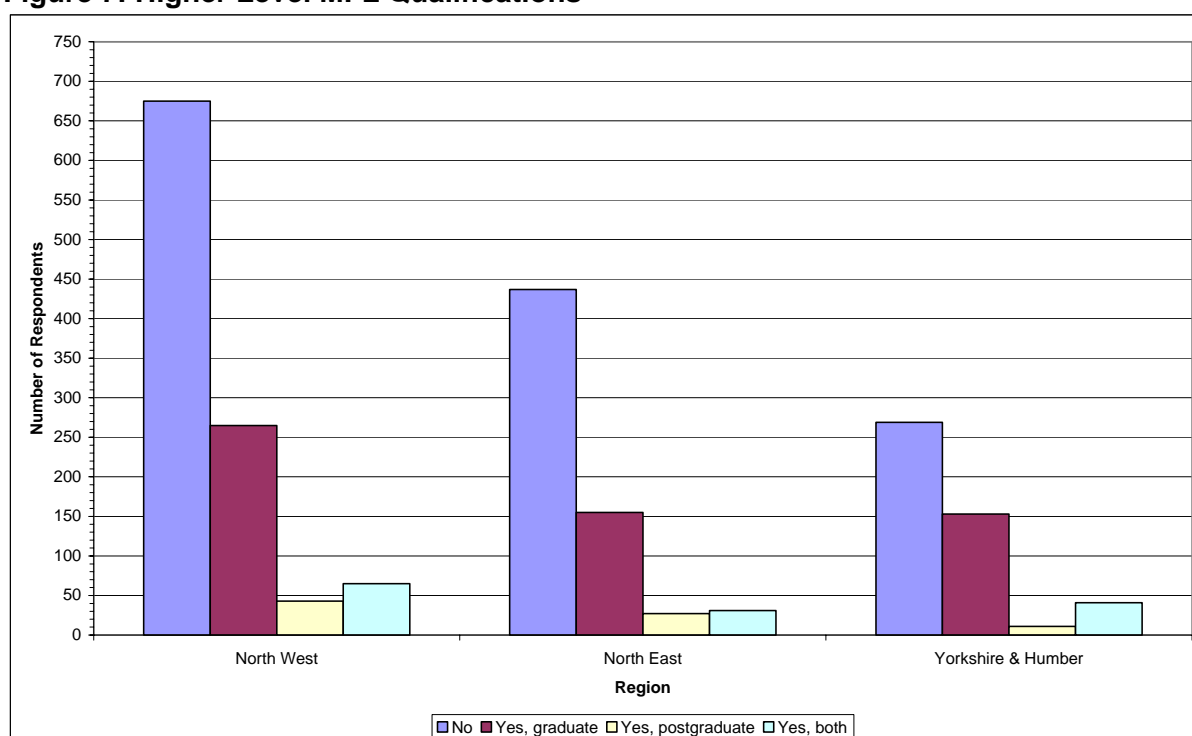
Section 3: Qualifications

Respondents were asked whether or not they held higher level modern foreign language (MFL) qualifications i.e. graduate or postgraduate level. The majority (62.3%) do not hold a higher level (undergraduate or postgraduate) MFL qualification. Of those who do hold MFL qualifications, 27.4% have a graduate qualification, 4.0% postgraduate and 6.4% both levels.

In all three regions, the majority of people do not hold higher level MFL qualifications.

- In the North West, 25.3% have a graduate level MFL qualification, 4.1% a postgraduate qualification and 6.2% both.
- In the North East, 23.8% hold a graduate MFL qualification, 4.2% postgraduate and 4.8% both.
- In Yorkshire and Humber, 32.3% have a graduate MFL qualification, 2.3% a postgraduate qualification and 8.6% both.

Figure 7: Higher Level MFL Qualifications



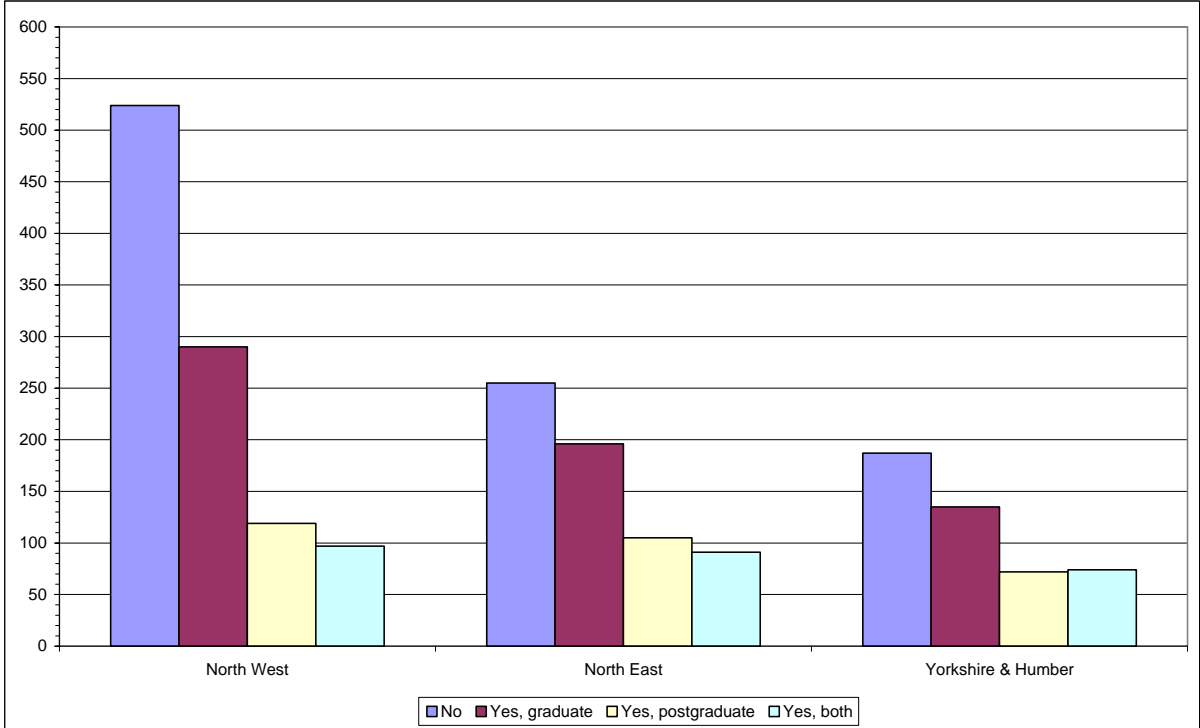
N=2380

Considering other disciplines, 28.8% hold a graduate level qualification, 14.1% a postgraduate qualification and 12% have both an undergraduate and a postgraduate qualification. Figure 8 shows whether or not respondents hold higher level qualifications in other disciplines by region.

- In the North West, 28.2% of respondents are graduates of other disciplines. 11.6% hold a postgraduate qualification and 9.4% have both.
- In the North East, 30.3% are graduates of other disciplines. 16.2% hold a postgraduate qualification and 14.1% have both.
- In Yorkshire and Humber, 28.8% are graduates of other disciplines. 15.4% hold a postgraduate qualification and 15.8% have both.

The other disciplines in which respondents hold higher level qualifications are shown in Appendix 10.

Figure 8: Higher Level Qualifications - Other Disciplines



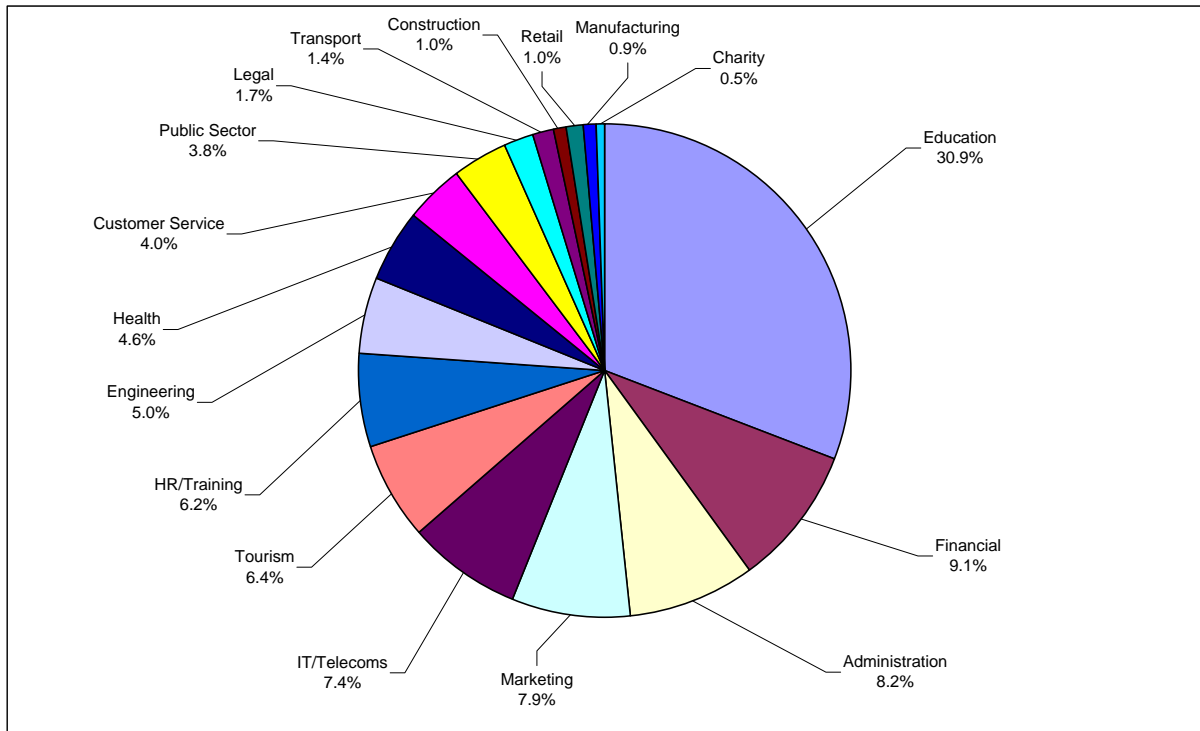
N=2354

53.4% of respondents hold professional qualifications from a range of areas. Of these, 35.9% hold education professional qualifications, 10.8% marketing, 9.6% administration and 8.6% financial. In all three regions, the majority of respondents hold professional qualifications in a range of areas.

- In the North West, 50.8% hold professional qualifications (N=1058). The most popular areas are education, financial and administration (in descending order).
- In the North East, 52.6% hold professional qualifications (N=663). The most popular areas are education, marketing and administration (in descending order).
- In Yorkshire and the Humber, 58.7% hold professional qualifications (N=482). The most popular areas are education, administration and marketing (in descending order).

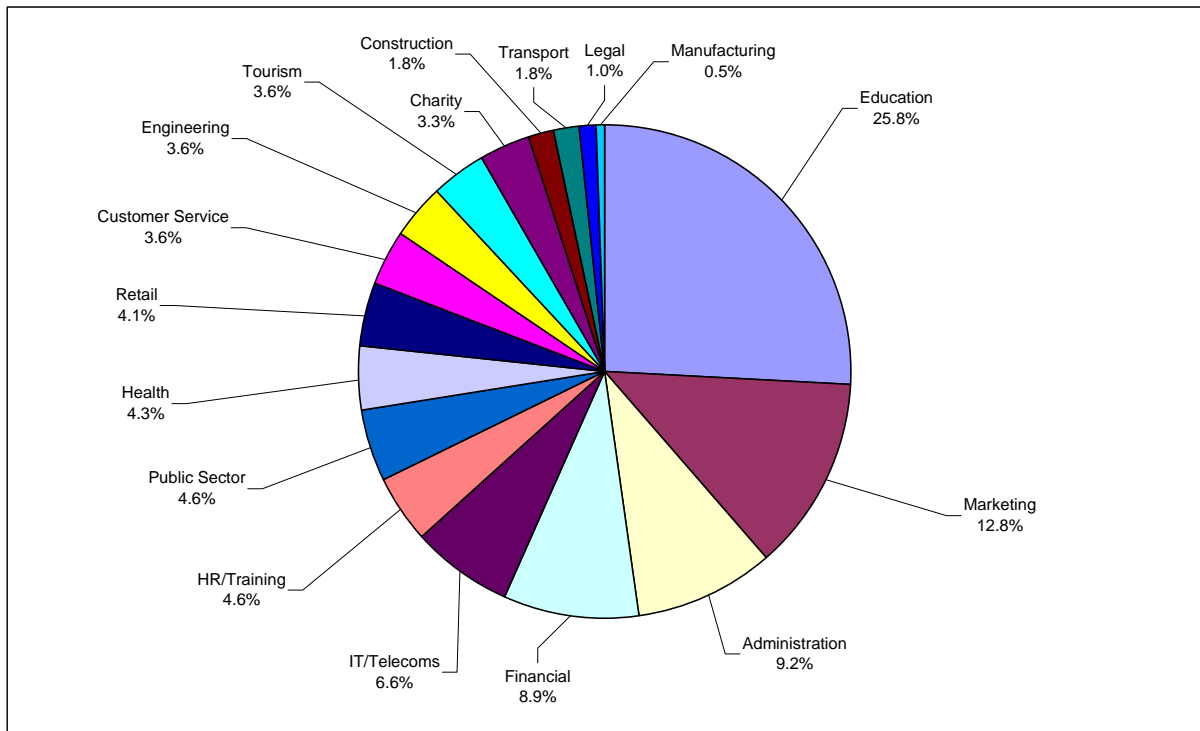
The following charts show the full breakdown of professional qualifications by region.

Figure 9: North West Professional Qualifications



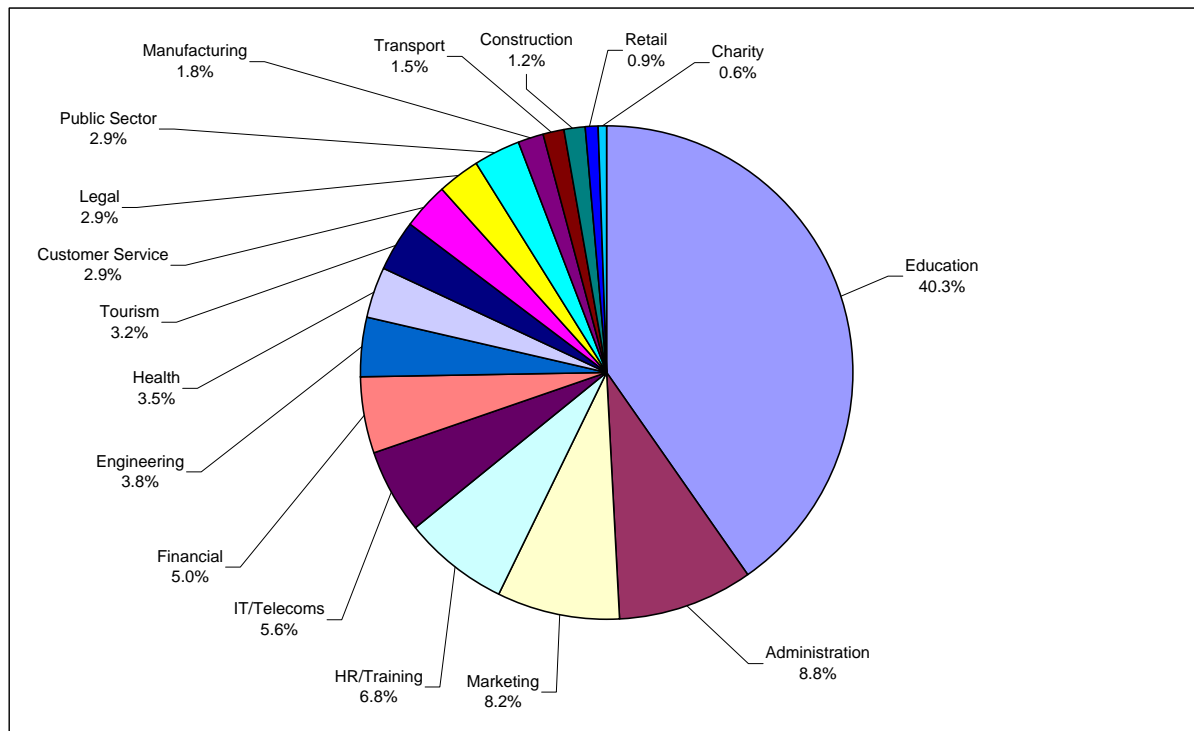
N=582

Figure 10: North East Professional Qualifications



N=376

Figure 11: Yorkshire and Humber Professional Qualifications



N=340

Section 4: Employment & Languages at Work

Employment Status

The majority of respondents are currently employed, 79.9% in total; 62.7% are employed, 7.4% self-employed and 9.8% are students who are also employed (see Figure 12). Overall, 18.7% are unemployed; 16.6% of these are unemployed students, only 2.1% are unemployed.

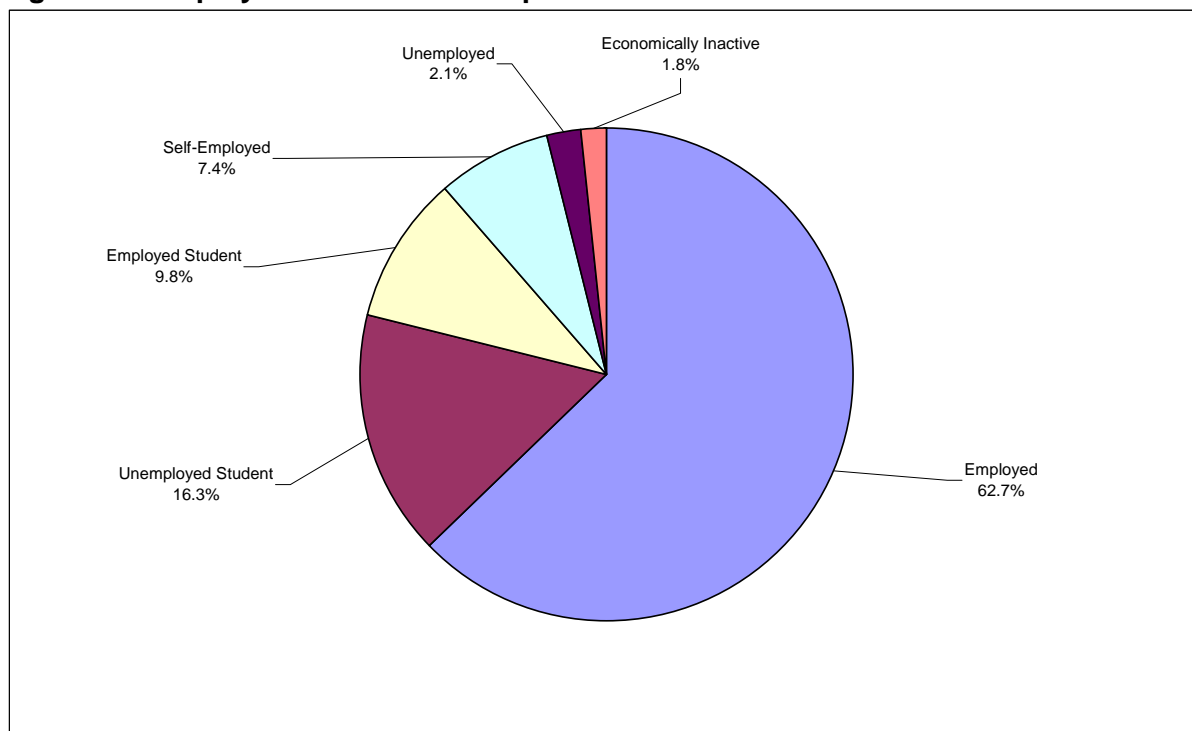
Table 5 shows the employment status of respondents by current area of residence. In all three regions, the majority of respondents are employed and only a small number unemployed.

Table 5: Employment Status by Region

Region	North West	North East	Yorkshire & Humber
Employed	581 (54.9%)	438 (66.1%)	362 (75.1%)
Employed Student	143 (13.5%)	44 (6.6%)	28 (5.8%)
Self-Employed	77 (7.3%)	57 (8.6%)	28 (5.8%)
Unemployed Student	219 (20.7%)	93 (14.0%)	47 (9.8%)
Unemployed	21 (2.0%)	18 (2.7%)	8 (1.7%)
Economically Inactive	17 (1.6%)	13 (2.0%)	9 (1.9%)
Total	1058 (100.0%)	663 (100.0%)	482 (100.0%)

N=2203

Figure 12: Employment Status of Respondents



N=2203

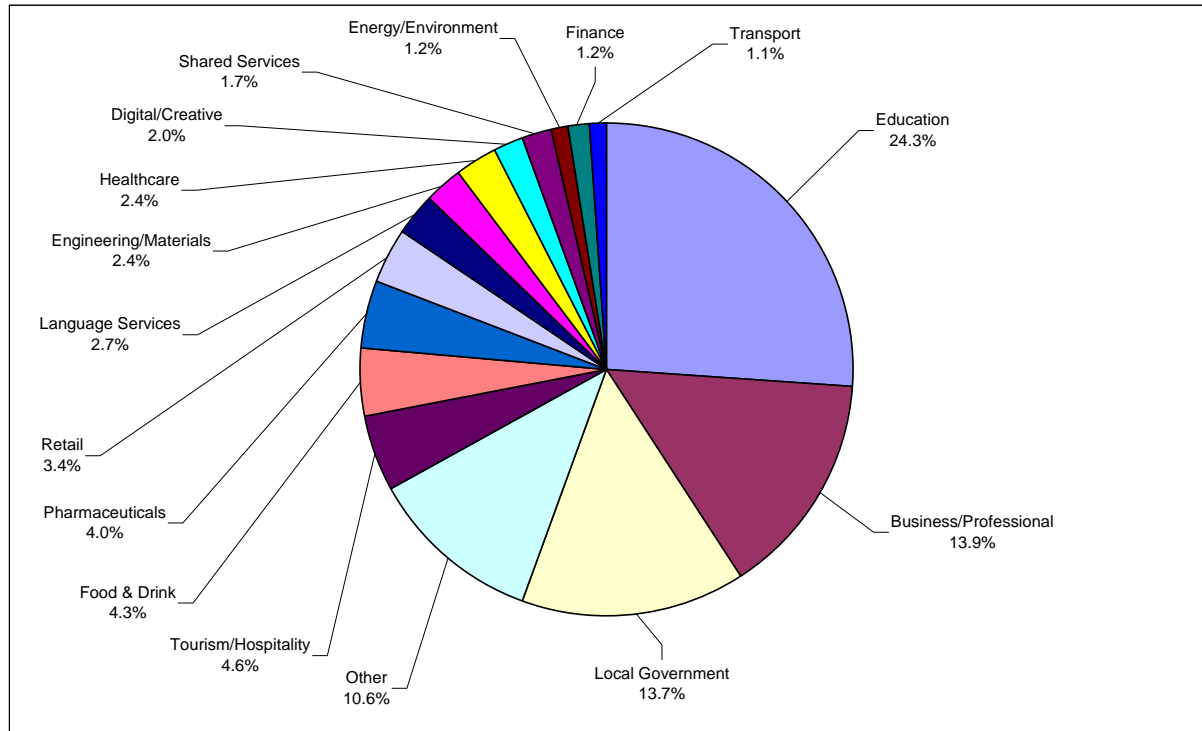
Of the respondents who indicated the industry sector they currently work in, 24.3% work in education, 13.9% in the business/professional sector and 13.7% in local government (N=1700). 10.6% say that they work in an 'Other' sector and the full list of these is provided in Appendix 11.

Figure 13 shows the industry sectors that currently employ more than 1.0% of respondents i.e. 18 or more people and Figure 14 breaks this down by region.

- In the North West, 22.2% are employed in the Education sector, 13.2% in Business/Professional and 8.6% Pharmaceuticals. 72 people (9.2%) stated they worked in an 'Other' sector.
- In the North East, 19.3% in Local Government, 17.2% in Education and 15.7% Business/Professional. 67 people (13.0%) work in an 'Other' sector.
- In Yorkshire and Humber, 37.3% are employed in the Education sector, 17.0% in Local Government and 12.8% Business/Professional.
- Respondents who currently work in the Pharmaceuticals sector feature strongly in the North West (8.6%) but in the North East only 1 person works in Pharmaceuticals and no-one in Yorkshire and the Humber.
- Although in small numbers, the Prison/Probation Service and the Defence/Marine industries are represented in the North West but not the other two regions.
- Although 46 people (2.7%) work in Language Services, they all identified an 'Other' sector most of which are translating or interpreting.

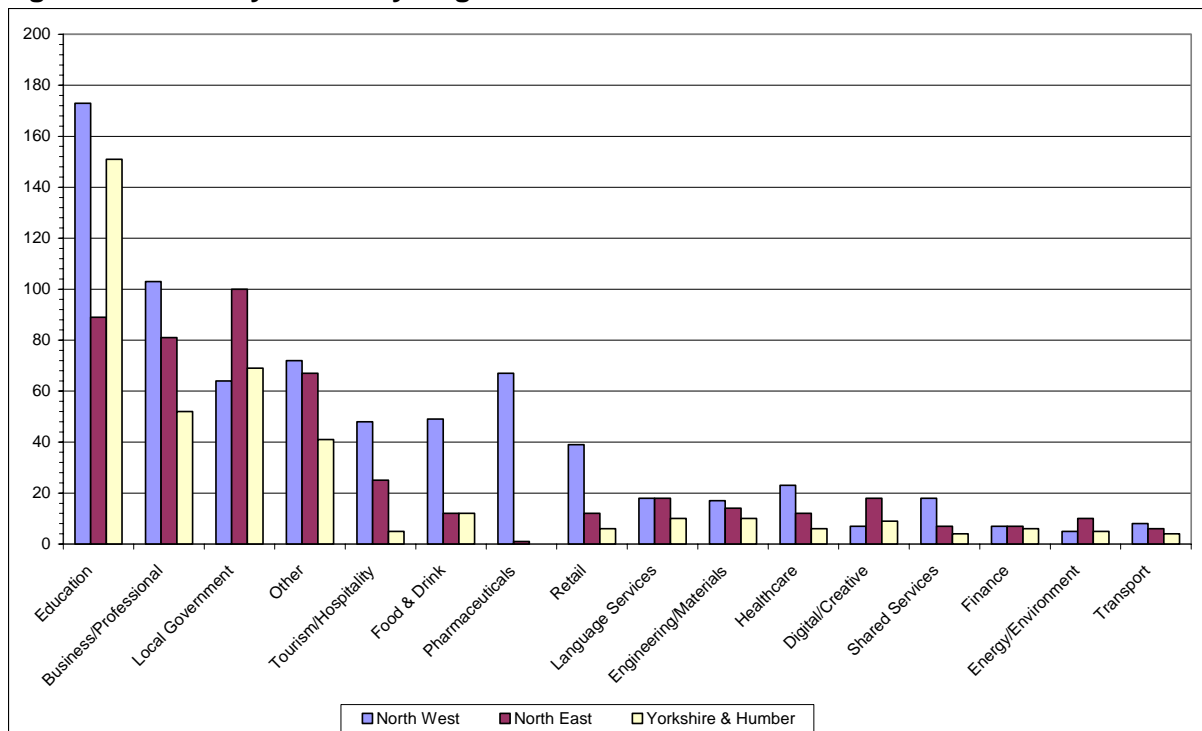
The additional following sectors, presented in descending order, each employ less than 1.0% of respondents: Charity, IT, Research, Customer Service/Administration, Leisure, Media, Automotive, Prison/Probation Service, Chemicals, Biomedical/Bioscience, Police, Defence/Marine and Agricultural. The Legal sector is not represented in any of the three regions.

Figure 13: Respondents Current Employment by Industry Sector



N=1587

Figure 14: Industry Sector by Region



N=1587

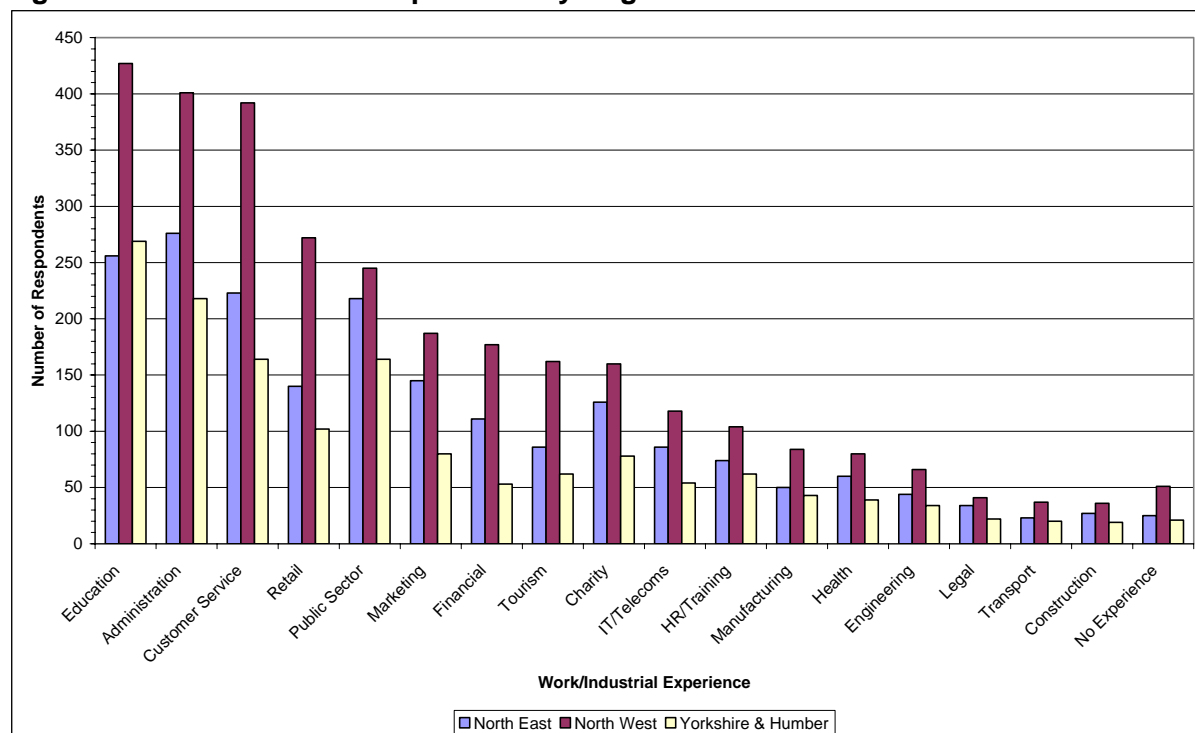
Work/Industrial Experience

95.5% of respondents have work/industrial experience. 45.3% have education work/industrial experience, 42.0% have administration experience, 35.9% customer service experience and 28.7% public sector experience.

Figure 15 shows the work experience of respondents by region. Education, administration and customer service are the areas in which the highest number of respondents have experience in each region

- In the North West, 95.2% have work/industrial experience; education (40.4%), administration (37.9%), customer service (37.1%).
- In the North East, 96.2% have work/industrial experience; administration (41.6%), education (38.6%), customer service (33.6%).
- In Yorkshire and the Humber, 95.6% have work/industrial experience; education (55.8%), administration (45.2%), customer service (34.0%).

Figure 15: Work/Industrial Experience by Region



N=2203

Languages at Work

Of the respondents who are currently in employment (including self-employed and students who are also employed):

- 34.4% regularly use their foreign language skills at work and 21.2% occasionally use their language skills at work.
- 34.2% do not use their language skills at work as they are not relevant. However, 10.2% (195 people) do not currently use their language skills at work but they could be beneficial to the job role.
- Considering those respondents who regularly use their language skills at work i.e. languages are essential to the job role, 21.1% currently work in Education, 16.1% in the Business/Professional sector and 14.4% in Local Government (N=634).
- Of those who think languages could be beneficial to their current job role, 28.5% work in Education, 14.5% Business/Professional and 11.3% in Local Government.
- 73.9% (1413 people) would be willing to undertake training to improve their language skills for use in a work situation and 15.5% are unsure. 10.6% would not be willing to undertake language training.
- 63.7% (1215 people) would be interested in looking for a job using their foreign language skills; 18.3% are unsure and 18% would not be interested.
- In the North West, 31.5% regularly use and 21.1% occasionally use their language skills at work. 10.6% do not currently use their language skills at work but they could be beneficial to the job role. 74.4% would be willing to undertake training to improve

their language skills for use in a work situation and 12.5% are unsure. 66.3% are interested in looking for a job using their language skills.

- In the North East, 38.2% regularly use and 20.5% occasionally use their language skills at work. 9.3% do not currently use their language skills at work but they could be beneficial to the job role. 72.2% would be willing to undertake training to improve their language skills for use in a work situation and 19.1% are unsure. 60.9% are interested in looking for a job using their language skills.
- In Yorkshire and the Humber, 35.3% regularly use and 21.0% occasionally use their language skills at work. 11.4% do not currently use their language skills at work but they could be beneficial to the job role. 77.1% would be willing to undertake training to improve their language skills for use in a work situation and 14.1% are unsure. 64.1% are interested in looking for a job using their language skills.

Discussion

A key benefit of the Language Survey 2006 is the collection of previously unavailable data which demonstrates a wide range of language skills in each of the three Northern English regions. 64 different mother tongues are spoken by respondents and many consider themselves bilingual, trilingual or multi-lingual. Furthermore, many European, Asian, Middle Eastern and African languages are spoken at all levels from basic to native speaker. This is the first step towards fully mapping the range of language skills in the three regions.

Another advantage of this new data is the potential value to the regional economy in terms of responding to inward investment and other business enquiries. The Language Survey data can identify numbers of people with particular skills and experience in the regions i.e. not estimates or indications based on related data. Students and graduates in particular can be a valuable resource for regional economies; the results identify many graduates, both of MFLs and a range of other disciplines. However, it should be noted that the data cannot identify the *total* number of people in a given area with specific skills, only the numbers who responded to the survey.

The information collected on professional qualifications, current employment and work/industrial experience is also beneficial in terms of demonstrating regional skill capabilities. Unfortunately due to the range of options available within these variables, data at regional/sub-regional level is limited as some cell counts are too small to publish.

Although many respondents do use their language skills at work currently, there are a number not currently using them who believe that they could be beneficial to the job role. Encouragingly, high numbers of respondents would be willing to training to improve their language skills for use in a work situation. Many would also be interested in looking for a job using their language skills. It may be interesting and helpful to explore these issues further e.g. do the employers agree that languages could be useful to specific job roles, would resources be made available for people to improve their language skills at work or do the respondents want to improve their skills in order to move to a new role.

Whilst providing valuable data, the Language Survey 2006 also raises some important issues requiring further exploration and discussion.

Recommendations

In light of the findings of this survey and subsequent issues raised, the following recommendations are made for stakeholders and the RLNs to consider implementing where appropriate (in no particular order):

- The Language Survey has collated valuable data but cannot claim to be representative of the whole population. The inclusion of questions regarding language skills e.g. mother tongue/first language of respondent in the next UK Census of Population would enable the provision of statistically reliable and representative data on the availability of language skills in small geographical areas. This is crucial data for the differentiation of the regional product, particularly for inward investment purposes;

- Until statutory data becomes available, conduct the Language Survey at regular intervals to ensure data remains readily available and as up to date as possible for responding to enquiries;
- Roll out the survey to other UK regions and/or countries to provide a fuller picture of UK foreign language skills. This will enable other UK regions to respond to data enquiries on language skills in their region;
- Students and graduates are a useful source in terms of regional recruitment potential. However, data on their language skills is currently limited and whilst the Language Survey goes some way to addressing this gap, the statutory collection and provision of this data e.g. in student enrolments and HESA reporting could be advantageous.
- Data at small geographic levels cannot be published in the majority of cases owing to the potential risk of identifying individual respondents. This data would be useful as many enquiries received by the RLNs require information for areas within a region. Boosting the samples in some sub-regions would provide more useful results at these levels.
- Issues relating to languages at work should be explored further, especially the following:
 - Is the perception that language skills could be beneficial to job roles in which they are not currently used founded? Do employers agree with this belief?
 - How can those willing to undertake training to improve their language skills in a work situation be supported? Are current employers likely to make resources available for this purpose?
 - In which industry sectors are people likely to look for jobs requiring language skills and what roles are they interested in? Where do they look for language jobs and how do they rate the provision?
- Survey regional employers to assess the current and future demand for specific language skills. This will then enable comparison of the supply of and demand for languages for business within the three regions to support future planning;
- It was hoped that data would be collected on BSL users in the regions as this data is not available. However, numbers of respondents with these skills is low. To provide an accurate indication of BSL users and skills levels, additional research needs to be conducted.

Conclusions

The main aims of this survey were to identify the range of foreign language skills spoken in the three Northern English regions and numbers of people who speak them in those areas. Although, due to sampling, the results cannot claim to be truly representative of the whole population within the North East, North West and Yorkshire and Humber, the data does show that a wide range of languages are spoken by residents. They also provide an indication of the number of people who speak the languages plus their level of ability.

Furthermore, the data identifies specific numbers of people who would be interested in looking for a job using their language skills (including the actual language skills they have. Interest in undertaking language training for use in a work situation has also been explored. This type of information is invaluable to companies and to potential inward investors in the region; the data will be invaluable in helping the RLNs respond to requests for figures and other information relating to the availability of language skills in the area.

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Glossary

Advanced	Respondent can understand and use complex language and express him or her self fluently in most situations.
Basic	Respondent can understand and use a small number of words and basic key phrases.
Bilingual	Respondent speaks two languages fluently.
Economically inactive	People who are neither in employment nor unemployed e.g., all those looking after a home or retired.
Fluent	Able to express oneself readily and effortlessly; capable of using a language easily and accurately.
Foreign	In this context, this refers to languages other than English.
Intermediate	Respondent can understand and use routine vocabulary and standard sentence structures, with some less familiar elements.
MFL	Modern foreign language. There is no ruling or standard definition, simply an accepted consensus, which encompasses all living languages i.e. not Latin, Ancient Greek etc.
Monolingual	Respondent speaks only their mother tongue fluently.
Multilingual	Respondent speaks more than three languages fluently.
Native/Near Native	Respondent can understand & use complex/specialised language in familiar and unfamiliar situations. Native tongue is the mother tongue/first language of the respondent.
Region	English Government Office Regions, in this case the North East, North West and Yorkshire and Humber.
Trilingual	Respondent speaks three languages fluently.

Appendix 1: Questionnaire Design

Language Lists

In compiling and testing the lists for use in the Language Survey, various sources were used including top ten regional nationalities and countries of birth from the Annual Population Survey (National Statistics), languages with the highest numbers of native speakers in the world (Wikipedia), Home Office language recommendations when communicating with ethnic minorities (James, 2005), the 20 official EU languages plus Irish which became an official EU language on 1st January 2007 (European Commission). Ethnologue was used to identify official or national languages of countries with regard to nationality/country of birth data (Gordon, 2005).

The main use of the data will be to provide information to businesses on the availability of language skills for business in the three regions. Therefore, English is listed as an option because the businesses the RLNs work with usually require English plus other languages within their workforce and request this data.

British Sign Language (BSL) is also included because there is currently no data available on the number of BSL users in the UK or regions and the Language Survey is a good opportunity to address this data gap within the three regions.

Additionally, it was felt important to include 'Other, please specify' options where appropriate, so that any languages not specifically listed could be included by respondents when identifying their mother tongue/first language and other language abilities.

Language Levels

Considerable attention was given to the language levels used in the survey and they were developed in consultation with CILT. Initially, consideration was given to language levels currently in use e.g. the National Language Standards (NLS) and to similar questions used in previous research e.g. the Heathrow Language Audit (RLN London, 2005) and the Language Usage in Local Businesses questionnaire (RLN YH, 2003).

During the pilot phase, 6 language levels were found to be too complicated in terms of respondents reading each definition and applying it to each language they speak; a simplification of levels, which are easy to refer to quickly was recommended. The terms basic, intermediate and advanced were thought to be more meaningful than using level 1, 2 etc. In consultation, an additional native/near native level was advised as this is easily understood and likely to apply to a number of people. The final definitions used are adapted from the NLS.

The Basic definition is taken from the NLS Entry Level, Intermediate from Level 2 (the general opinion was that Level 3 sounded more advanced) and Advanced from Level 4 (people thought the word fluent indicated the highest level of ability before native speakers and that apart from that, Levels 4 and 5 were very similar). NLS references to work situations were omitted because respondents may not currently be using their language skills at work and adding these references seemed to complicate the definition for this particular purpose.

Industry Sectors

The RLNs wanted to ensure that where possible, industry sectors of particular relevance to them were included in the survey. These sectors were based on those the RLNs frequently work with plus those identified in regional strategies as key to the region.

Standard industrial classifications (SIC) codes were found not to map directly onto these sectors and it was thought that respondents may find SIC codes difficult to use. Consequently, the following list of industry sectors was developed for use in the Language Survey to meet specific needs. An option was provided for respondents to indicate a different industry sector than those listed if necessary.

- | | |
|--------------------------|-----------------------|
| 1. Automotive | 14. Language Services |
| 2. Business/Professional | 15. Leisure |

- | | |
|-------------------------------------|-------------------------|
| 3. Charity | 16. Local Government |
| 4. Chemicals | 17. Media |
| 5. Customer Services/Administration | 18. Other |
| 6. Digital/Creative | 19. Pharmaceuticals |
| 7. Education | 20. Police |
| 8. Energy/Environment | 21. Research |
| 9. Engineering/Materials | 22. Retail |
| 10. Finance | 23. Shared Services |
| 11. Food & Drink | 24. Tourism/Hospitality |
| 12. Healthcare | 25. Transport |
| 13. I.T. | |

Work/Industrial Experience and Professional Qualifications

The RLNs were keen to identify experience and qualifications in key sectors of particular interest. These sectors were based on RDA key sectors/clusters plus any additional areas the RLNs considered of particular interest to them. Consequently, the following list of 17 areas of interest was provided for respondents to identify any work experience and professional qualifications:

1. Administration
2. Charity
3. Construction
4. Customer Service
5. Education
6. Engineering
7. Financial
8. Health
9. HR/Training
10. IT/Telecoms
11. Legal
12. Manufacturing
13. Marketing
14. Public Sector
15. Retail
16. Tourism
17. Transport

Appendix 2: Non-UK Nationalities Held by Respondents

1. Albanian
2. Algerian
3. American
4. Angolan
5. Argentinian
6. Australian
7. Austrian
8. Belgian
9. Brazilian
10. Bulgarian
11. Burundian
12. Canadian
13. Catalan
14. Chilean
15. Chinese
16. Chinese/Hong Konger
17. Congolese
18. Croatian
19. Cypriot
20. Czech
21. Danish
22. Dutch
23. Egyptian
24. Estonian
25. Finnish
26. French
27. Georgian
28. German
29. Greek
30. Hungarian
31. Indian
32. Iranian
33. Iraqi
34. Irish
35. Italian
36. Japanese
37. Jordanian
38. Kenyan
39. Kosovo
40. Kuwaiti
41. Kyrgyz
42. Latvian
43. Libyan
44. Lithuanian
45. Luxembourger
46. Malaysian
47. Mauritian
48. Mexican
49. Moroccan
50. New Zealander
51. Nigerian
52. Norwegian
53. Pakistani
54. Peruvian
55. Polish
56. Portuguese
57. Romanian
58. Russian
59. Singaporean
60. Slovak
61. Somali
62. South African
63. Spanish
64. Swedish
65. Swiss
66. Taiwanese
67. Thai
68. Trinidadian
69. Turkish
70. Ukrainian
71. Venezuelan

Appendix 3: Respondents Non-UK Country of Birth

1. Aden
2. Albania
3. Algeria
4. Angola
5. Argentina
6. Australia
7. Austria
8. Bangladesh
9. Belgium
10. Bosnia
11. Brazil
12. Bulgaria
13. Canada
14. Catalonia
15. Chile
16. China
17. Colombia
18. Congo Democratic
19. Congo-Brazzaville
20. Costa Rica
21. Croatia
22. Cyprus
23. Czech Republic
24. Dem. Rep. of Congo
25. Denmark
26. Egypt
27. England
28. Estonia
29. Fiji
30. Finland
31. France
32. Ghana
33. Georgia
34. Germany
35. Ghana
36. Greece
37. Hong Kong
38. Hungary
39. India
40. Iran
41. Iraq
42. Ireland (Republic of)
43. Italy
44. Ivory Coast
45. Jamaica
46. Japan
47. Jordan
48. Kashmir
49. Kenya
50. Kosovo
51. Kuwait
52. Kyrgyzstan
53. Latvia
54. Libya
55. Lithuania
56. Luxembourg
57. Madagascar
58. Macau
59. Malaysia
60. Mauritius
61. Mexico
62. Morocco
63. Mozambique
64. Netherlands
65. New Zealand
66. Nigeria
67. Norway
68. Pakistan
69. Peru
70. Philippines
71. Poland
72. Portugal
73. Romania
74. Russia
75. Rwanda
76. Saudi Arabia
77. Scotland
78. Singapore
79. Slovak Republic
80. Somalia
81. South Africa
82. Spain
83. Sri Lanka
84. St Kitts, WI
85. Sweden
86. Switzerland
87. Syria
88. Taiwan
89. Thailand
90. Tobago
91. Turkey
92. UAE
93. Uganda (East Africa)
94. Ukraine
95. Uruguay
96. USA
97. Uzbekistan
98. Venezuela
99. Vietnam
100. Zimbabwe (S. Rhodesia)

Appendix 4: How Respondents Heard About the Survey - Other Sources

The list below shows all the 'other' sources respondents identified. Note that some were specified by more than one respondent.

08 Place Liverpool

ANEC

AstraZeneca

BBC Languages

Bdaily

Business centre

Business Link South Yorkshire newsletter

Careers Fair

Comenius

CPD for MFL consultant

College

Council/Local Authority

Graduate Recruitment Fair

Insider magazine

Institute of Translating and Interpreting

Language Finders

Library

Linguanet

Marketing Manchester

Message of the Day

Newsgroup

Newsletter

North West Translators Network

North West Universities Association

Northeast Translators' Group

NW Business Club

ONE NorthEast

RLN Event

School

Sector Skills & Productivity Alliance

UK Trade & Investment

University

Work/Employer

Appendix 5: Respondents' Mother Tongues

The full list of mother tongues identified by respondents is presented below.

Language names were checked using Ethnologue (Gordon, 2005) and Wikipedia (online encyclopaedia).

1. Albanian
2. Arabic
3. Basque
4. Bengali
5. Berber
6. British Sign Language
7. Bulgarian
8. Cantonese
9. Catalan
10. Chinese (Mandarin)
11. Chinese (Cantonese)
12. Chinese (Hakka)
13. Creole
14. Croatian
15. Czech
16. Danish
17. Dutch
18. English
19. Farsi
20. Filipino
21. Finnish
22. French
23. Georgian
24. German
25. Greek
26. Gujarati
27. Hindi
28. Hungarian
29. Igbo
30. Irish
31. Italian
32. Japanese
33. Kannada
34. Kirundi
35. Kurdish
36. Latvian
37. Lingala
38. Lithuanian
39. Luxembourgish
40. Malay
41. Norwegian
42. Pahari
43. Potwari
44. Persian
45. Polish
46. Portuguese
47. Punjabi
48. Pushto
49. Romanian
50. Russian
51. Scots
52. Serbo-Croatian
53. Slovak/Slovakian
54. Somali
55. Spanish
56. Swedish
57. Sylheti
58. Tamil
59. Thai
60. Turkish
61. Twi
62. Ukrainian
63. Urdu
64. Welsh
65. Yoruba

Appendix 6: European Languages Spoken by Respondents

1. Albanian
2. Basque
3. Belarusian
4. Bosnian
5. Breton
6. BSL
7. Bulgarian
8. Catalan
9. Croatian
10. Czech
11. Danish
12. Dutch
13. English
14. Esperanto
15. Estonian
16. Finnish
17. Flemish
18. French
19. Galician
20. German
21. Greek
22. Hungarian
23. Icelandic
24. Irish Gaelic
25. Italian
26. Italian Sign Language
27. Kosovan
28. Kosovo Albanian
29. Latvian
30. Lithuanian
31. Maltese
32. Manx Gaelic
33. Norwegian
34. Polish
35. Portuguese
36. Romanian
37. Russian
38. Scottish Gaidhlig
39. Serbian
40. Slovak
41. Slovene
42. Spanish
43. Swedish
44. Swiss
45. Swiss German
46. Turkish
47. Ukrainian
48. Valencian
49. Viennese
50. Welsh

Appendix 7: Asian Languages Spoken by Respondents

1. Bahasa Indonesia
2. Bengali
3. Chinese - Cantonese
4. Chinese - Hakka
5. Chinese - Hokien
6. Chinese - Mandarin
7. Chinese - Wu
8. Filipino
9. Gujarati
10. Hindi
11. Hindko
12. Indonesian
13. Japanese
14. Kannada
15. Khmer
16. Korean
17. Kyrgyz
18. Malay
19. Marathi
20. Mauritian Bhojpuri
21. Mongolian
22. Nepali
23. Panjabi
24. Pashtu
25. Patwari
26. Pushto
27. Sindhi
28. Sylheti
29. Taiwanese
30. Tamil
31. Thai
32. Urdu
33. Uzbek
34. Vietnamese

Appendix 8: Middle Eastern Languages Spoken by Respondents

1. Arabic
2. Armenian
3. Farsi
4. Hebrew
5. Kurdish
6. Ladino
7. Lebanese Arabic
8. Maltese
9. Persian
10. Turkish

Appendix 9: African Languages Spoken by Respondents

In addition to the 10 African languages listed in the survey, a further 22 were identified by respondents. These are listed as the respondent entered the language; no changes have been made to spelling etc.

1. Afrikaans
2. Ashanti
3. Chishona
4. Egyptian
5. Ewe
6. Ga
7. Hausa
8. Ibo
9. Igbo
10. Isan
11. Kirundi
12. Krio
13. Lingala
14. Malagache
15. Malagasy
16. Malinke
17. Mauritian Creole
18. Ndebele
19. Pidgin
20. Sesotho
21. Seychellois Creole
22. Somali
23. Swahili
24. Swati
25. Tsonga
26. Tswana
27. Tumbuka
28. Twi
29. Wolof
30. Xhosa
31. Yoruba
32. Zulu

Appendix 10: Higher Level Qualifications in Other Disciplines by Region

Table 6: Graduate Qualifications

Region	North West	North East	Yorkshire & Humber
Other	82	68	54
Business/Administrative	68	48	34
Historical/Philosophical	28	24	13
Social studies	30	26	12
Combined	23	13	16
Engineering & technology	30	10	12
Education	21	9	10
Languages	26	8	9
Physical sciences	18	15	8
Biological sciences	14	12	7
Computer science	13	13	5
Creative arts & design	11	12	6
Law	13	8	5
Mathematical sciences	6	10	9
Mass communications	6	4	7
Architecture/Building	5	7	3
Subjects allied to medicine	7	3	2
Medicine & dentistry	3	4	1
Combined (specify)	6	3	0

N=1000

Table 7: Postgraduate Qualifications

Region	North West	North East	Yorkshire & Humber
Other	48	53	43
Education	51	34	41
Business/Administrative	50	31	21
Social studies	12	19	6
Historical/Philosophical	7	5	8
Computer science	9	5	6
Languages	7	4	5
Combined	7	6	1
Engineering & technology	10	2	1
Physical sciences	3	4	3
Biological sciences	4	1	4
Creative arts & design	2	4	1
Mass communications	3	3	1
Law	1	1	4
Mathematical sciences	2	2	1
Architecture/Building	1	2	1
Medicine & dentistry	1	3	0
Subjects allied to medicine	2	1	2
Agriculture & related	0	1	0

N=602

Appendix 11: 'Other' Industry Sectors Specified by Respondents

Note that some of the following were specified by more than one respondent.

1. Account Management - Reprographics
2. Aviation
3. Building trade
4. Business support
5. Care
6. Central Government
7. Civil service
8. Clinical Counsellor
9. Community Warden
10. Economic development
11. Electricity Supply
12. Government
13. Inland Revenue; Helicopter Production - Translation and Ad Hoc Interpreting; Mountaineering - Translation.
14. International consultancy in health
15. International Trade
16. Internet/telecoms
17. Journalism
18. Learning & Skills
19. Literature, Culture
20. Non Government Agency
21. Part Time Student Work for University
22. Personnel
23. Printing Industry
24. Public Sector - Employment Relations
25. Public Sector - Regional Development Agency
26. Public Service
27. Quango
28. Recruitment
29. Regional Development
30. Security
31. Students' Union
32. Telemarketing
33. Voluntary Sector
34. Wholesale
35. Youth Work