

<b>Reference:</b>	FOI.16299.25
<b>Subject:</b>	Interpretation/translation requests
<b>Date of Request:</b>	7 January 2025

**Requested:**

I would like you to please rank your 20 most requested languages for interpreting/translation in 2024, as well as the number of requests for each.

**Response:**

Hywel Dda University Health Board (UHB) is unable to provide you with all of the information requested, as it is estimated that the cost of answering your request would exceed the “appropriate limit” as stated in the Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004. The “appropriate limit” represents the estimated cost of one person spending 18 hours (or 2½ working days) in determining whether the UHB holds the information, and locating, retrieving and extracting the information.

The UHB does not centrally record the information requested. Therefore, in order to provide you with all of the data requested, the UHB would need to contact each service and request them to undertake a manual trawl of their records, to identify any information that may fulfil these parts of your request.

The UHB can confirm that five hundred and eighty (580) face to face interpreting sessions were undertaken, during the 2024 calendar year alone. Therefore, to provide you with the exact information being requested, conducting the search would far exceed the ‘appropriate limit’, costing the UHB the following:

580 @ 15 minutes per item = 145 hours  
 145 hours @ £25 per hour = £3,625.00

The UHB is therefore applying an exemption under Section 12 of the Freedom of Information Act 2000 (FoIA), which provides an exemption from a public authority’s obligation to comply with a request for information where the cost of compliance is estimated to exceed the appropriate limit.

However, under Section 16 of the FoIA, we are required as a public authority, to provide advice and assistance so far as it is reasonable to individuals who have made a request under the FoIA. Therefore, the UHB provides, within the table below, the number of face to face interpreting sessions provided by Wales Interpretation and Translation Service (WITS), by language, during the 2024 calendar year.

Language	Number
Arabic	169
Polish	142
Ukrainian	72
Slovak	37
Russian	23
BSL	18
Pashto	16
Romanian	16

Turkish	16
Bengali	13
Cantonese	11
Arabic- Syrian	7
Dari	7
Tamil	6
Sylheti	5
Kurdish Sorani	5
Bulgarian	5
Spanish	5
French	4
Albanian	3
<b>Total</b>	<b>580</b>