

<b>Reference:</b>	FOI.16257.24
<b>Subject:</b>	Interpreters
<b>Date of Request:</b>	20 December 2024

**Requested:**

1. Does the Board have guidelines on translation and interpreting?
2. If so, please could you share the guidelines/ policy?
3. Does the Board offer (separate) guidance for multilingual members of staff in regard to translation and interpreting?
4. If so, please could you share the guidelines/ policy?
5. Does the Board hold a database or record of languages spoken by staff?
6. Does the Board employ in-house interpreters?

**Response:**

1. Hywel Dda University Health Board (UHB) confirms that it does have guidelines on translation and interpreting.
2. The UHB has applied an exemption under Section 21 of the Freedom of Information Act 2000 (FoIA), as some of the information requested is accessible by another means. The following policy is available on the UHB's website:

- Policy 863 – Interpretation and Translation Policy  
This policy is currently under review with a review date scheduled for February 2025.

For ease of reference, please click on the link provided overleaf, which will take you directly to the policies and written control documents webpage:

[Policies and written control documents - Hywel Dda University Health Board \(nhs.wales\)](https://www.nhs.uk/healthcare-boards/hywel-dda-university-health-board/policies-and-written-control-documents)

The UHB also provides a copy of its Enhancing Communication: Guide to accessing Interpretation and Translation Services, at Attachment 1.

3. The UHB does not offer separate guidance for multilingual members of staff in regard to translation and interpreting.
4. Not applicable.
5. The UHB does not hold a database or record of languages spoken by staff.
6. The UHB confirms that it has an in-house Welsh Language Team that translates and interprets English to Welsh and from Welsh to English.