

Reference:	FOI.21312.26
Subject:	Interpreting and translation services
Date of Request:	12 August 2026

Requested:

For the purposes of this request, "interpreting" means the conversion of spoken or signed language between a patient or service user and staff, whether delivered face-to-face, by telephone, or by video (video remote interpreting); "translation" means the conversion of written documents from one language into another.

1. For each of the financial years FY22/23, FY23/24, FY24/25 and FY25/26 (or the most recent available), please state the Local Health Board's total expenditure on interpreting services, broken down by delivery mode, and state expenditure on written document translation separately.

Expenditure (£)	FY22/23	FY23/24	FY24/25	FY25/26
Face-to-face interpreting				
Telephone interpreting				
Video interpreting				
Interpreting subtotal				
Document translation				
Total				

2. For each of the same four financial years, please state the number of interpreting requests or bookings received, and the number that were fulfilled.

Interpreting requests	FY22/23	FY23/24	FY24/25	FY25/26
Requests / bookings received				
Requests / bookings fulfilled				

3. Which provider(s) deliver the Local Health Board's interpreting services, and what was the annual expenditure with each provider for each of the four financial years?
 - a. And for each current interpreting contract, please state the date the contract came into effect, its current end date, and whether there is an option to extend (and if so, until when).

Provider (please name)	FY22/23 spend (£)	FY23/24 spend (£)	FY24/25 spend (£)	FY25/26 spend (£)	Start date	End date	Extension option (Y/N and until when)
Provider 1							
Provider 2							
Provider 3							
Provider 4							
Provider 5							

4. Through which arrangement(s) are these services commissioned? For example, through the Wales Interpretation and Translation Service (WITS), a national Welsh Government framework, a regional framework, or a direct contract with the Local Health Board.

5. For the most recent financial year (FY25/26 or the latest available), what proportion of interpreting expenditure fell within each of the following care settings?

Care setting	% of interpreting spend	Expenditure (£)
Secondary care		
Primary care		
Other community settings		
Total		

6. Does the Local Health Board have any plans to further expand interpreting provision into additional care settings (for example primary care or community settings)? If so, please indicate which settings, and the projected expenditure by setting and by financial year.
7. Are the interpreting and translation services described above provided through the Wales Interpretation and Translation Service (WITS), through an alternative external provider, or through a combination of the two? If through a combination, please indicate which services or settings are covered by each arrangement, and whether any supplementary provision is commissioned from commercial providers outside of WITS.

Where possible, we would be grateful to receive the information in an electronic, machine-readable format (for example Excel or a searchable PDF).

Response:

Hywel Dda University Health Board (UHB) is unable to provide you with all 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 Act 2000 (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 for questions 1, 2, 3 and 5. Therefore, in order to provide you with all of the data requested, the UHB would need to contact each service and request they undertake a manual trawl of their records and all interpretation/translation invoices received, for the time periods requested, to identify any information that may fulfil your request.

The UHB can confirm that seven hundred and forty-two (742) interpretation/translation invoices were received during the 2025/26 financial year alone. It is estimated that a manual search of these records would exceed the 18 hours stipulated within the Freedom of Information Act 2000 (FoIA). Based on the number of records identified for the 2025/26 financial year, conducting a search of digital records taking a minimum of five (5) minutes per digital record, would far exceed the ‘appropriate limit’, costing the UHB the following:

742 @ 5 minutes per item = 61 hours and 50 minutes
61 hours and 50 minutes @ £25 per hour = £1,545.83

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, this can include assisting a requestor to further refine their request.

Unfortunately, the UHB is unable to provide advice on how you can refine your request further. This is due to the UHB still requiring each service to undertake a manual search of records and invoices, for the 2022/23 to 2025/26 financial years, to identify any information that would fulfil your request.

Additionally, the UHB has applied an exemption under Section 21 of the FoIA, as some of the information relating to questions 1 and 2 of your request, is already in the public domain and accessible by another means. The UHB has answered a similar Freedom of Information request, FOI.18221.25 - Translation services, which includes the spend on interpreting and translation services, during the 2022/23 to 2023/24 financial years, and is available on our disclosure log.

A link to the UHB's disclosure log webpage is provided below.

[Disclosure Log - Hywel Dda University Health Board \(nhs.wales\)](https://www.nhs.uk/foi/disclosure-log)

Please note: when searching, please search by title rather than reference number.

Under Section 16, the UHB provides the accessible information it holds, that is not covered by the Section 21 exemption, within a spreadsheet as requested, at Attachment 1.