

<b>Reference:</b>	FOI.18221.25
<b>Subject:</b>	Translation services
<b>Date of Request:</b>	28 August 2025

**Requested:**

Please include the following information for the following financial years

- 2022/23,
- 2023/24 and
- 2024/25:

1. Trust’s overall spending on Translation and Interpreting Services.
2. Total translators employed by the Trust.
3. The hourly pay for in-house interpreters.
4. What languages do they cover?
5. Total number of in-person/face to face interpreting sessions booked (break down by language and clinical area).
6. How many appointments or procedures have had to be rescheduled/cancelled due to interpreter?

**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 5 and 6. 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 ten (510) face to face interpreting sessions were undertaken, during the 2023/24 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 2023/24 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:

510 @ 5 minutes per item = 42.5 hours  
 42.5 hours @ £25 per hour = £1,062.50

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 for questions 5 and 6 further. This is due to the UHB still requiring a manual trawl of records to be undertaken to identify any of the information requested.

Additionally, as some of the information requested is already within the public domain, the UHB has applied an exemption under Section 21 of the FoIA, as the information is accessible by another means and is available on our disclosure log.

The UHB has answered a similar Freedom of Information request, FOI.13570.24 - Translators, which includes the information requested for the 2022/23 financial year for question 1. A link to the UHB's disclosure log webpage has been provided below

[Disclosure Log - Hywel Dda University Health Board \(nhs.wales\)](https://www.nhs.uk/disclosure-log/hywel-d-da-university-health-board)

1. The UHB provides within the table below, the total non-pay spend on translation and interpreting services, during the 2023/24 and 2024/25 financial years.

Financial year	Non-pay spend
2022/23	Section 21
2023/24	£178,813.00
2024/25	£198,658.00

2. The UHB confirms that it currently employs 3.00 Whole Time Equivalent (WTE) Welsh Language translators.
3. The UHB's Welsh Language translators are remunerated at Agenda for Change (A4C) pay Bands 5 and 6. As A4C salary information is already within the public domain, the UHB has applied an exemption under Section 21 of the FoIA, as the information is accessible by another means.

A4C salary remuneration is available on the NHS Wales website. A link to the website has been provided below:

[Pay & Conditions - NHS Wales](https://www.nhs.uk/working-for-nhs/about-us/pay-conditions)

4. Please see response to question 2.
5. & 6. An exemption under Section 12 of the FoIA has been applied.