

Reference:	FOI.13570.24
Subject:	Translators
Date of Request:	15 January 2024

Requested:

Please include the following information for the following years: 2020/21, 2021/22, 2022/23:

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

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 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 eight hundred and fifty-three (853) face to face interpreting sessions were undertaken, during the 2022/23 financial 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:

853 @ 15 minutes per item = 213.25 hours
213.25 hours @ £25 per hour = £5,331.25

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 the accessible information it holds below.

1. The UHB provides, within the table below, the total non-pay spend on translation and interpreting services, during the 2020/21 to 2022/23 financial years.

Financial year	Non-pay spend
2020/21	£141,533.00
2021/22	£186,581.00
2022/23	£251,517.00

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. For ease of reference, the link to the website has been provided below:

[Pay & Conditions - NHS Wales](#)

4. Please see response to question 2.
5. & 6. Section 12 exemption applied.