

Reference:	FOI.19429.26
Subject:	Voice banking
Date of Request:	28 January 2026

Requested:

1. What measures does the Health Board have in place to ensure Welsh Language Voice Banking is available for those with time critical diseases such as Motor Neurone Disease?
2. What software is used by the Health Board to enable Voice Banking in Welsh?

Response:

1. Hywel Dda University Health Board (UHB) encourages voice banking in all languages, including Welsh, and recommends that important messages are saved. Voice banking is done by the patient with their own equipment, as the UHB does not have voice banking provision.

Patients with progressive/time critical diseases are supported to undertake voice banking using private online voice banking providers and can be supported through the process usually by the UHBs Speech and Language Therapy (S<) service, or patients can choose to do so independently. As the voice banking system itself is not an NHS system, the UHB has no responsibility for voice banking and are therefore, unable to take any measures to ensure its availability.

Additionally, patients with progressive/time critical diseases are provided with information about voice banking/voice cloning at the earliest opportunity with funding options typically being discussed at this point. Funding for voice banking/cloning is available through some charitable organisations e.g. Motor Neurone Disease (MND) Association, Multiple System Atrophy (MSA) Trust and Progressive Supranuclear Palsy Association (PSPA), with applications supported by the S< service. However, as not all conditions are funded, self-funding may need to be discussed.

2. The UHB does not hold the requested information as it does not provide voice banking.

However, the Lleisiwr project supported by Bangor University is an entirely private venture that can be accessed by the patient, with advice from the S< service, to enable individual voices in the Welsh language to be banked.

Additionally, Elevenlabs is a voice cloning service provider that can be used to create a multi-language voice clone. Both the MND Association and MSA Trust recommend Elevenlabs as a service provider, with the UHBs S< service providing advice and support to patients who wish to undertake voice cloning.