

Our ref: IG/FOI/24.R.017

30 January 2024

Sent via email to: [REDACTED]

Dear [REDACTED]

Request under the Freedom of Information Act 2000

I write further to your request for information, which was received on 15 January 2024, to confirm, in accordance with S.1(1)(a) of the Freedom of Information Act 2000, that Powys Teaching Health Board (PTHB) partly holds the information that you require.

For ease of reference your request is set out below and our response follows:

Your Freedom of Information (FOI) Request:

This is an information request relating to NHS Translators. 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 due to lack of an interpreter.

Powys Response:

1. Please see the table below for Powys Teaching Health Boards (PTHB) overall spend on Translations and Interpreting Services for the years requested:

Year	Total Spend
2020/2021	£173,417.00
2021/2022	£167,313.00
2022/2023	£186,254.00

2. Please see the table below for the number of translators employed by PTHB for the years requested.

Year	Number of Translators employed
2020/2021	0
2021/2022	1
2022/2023	1

3. I can confirm that PTHB does not have in-house interpreters. The in-house translator does written translations only.

4. Not applicable.

5. Please see the tables below for the total number of PTHBs in-person/ face-to-face interpreting sessions booked broken down by languages. I can confirm PTHB does not have data for 2020/2021 as the health board only began centrally collecting this data during 2021. PTHB also does not record this information broken down by clinical area:

2021- 2022		2022-2023	
Language	Number of interpreting sessions booked	Language	Number of interpreting sessions booked
Polish	108	Polish	136
Arabic	61	Ukrainian	115
Bulgarian	57	Arabic	83
BSL	36	Bulgarian	45
Mandarin	22	Russian	43
Spanish	13	BSL	31
Greek	13	Romanian	27
Romanian	10	Mandarin	19
Bengali	9	Bengali	15
Slovak	8	Turkish	13
Turkish	6	Kurdish Sorani	12
Nepalese	6	Dari	9
Cantonese	2	Slovak	7
French	2	Nepalese	6
Lithuanian	2	French	5
Tamil	1	Greek	5
Russian	1	Spanish	4
Czech	1	Pashto	3
Hungarian	1	Urdu	3
Portuguese	1	Japanese	2
		Farsi	2
		Tagalong	1
		Punjabi Indian	1
		Cantonese	1
		Lithuanian	1
		Somali	1
		Portuguese	1

Grand total	360	Grand total	591
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6. I can confirm that PTHB does not collect this information.

Should you need any further assistance, please do not hesitate to contact me at the address below.

If you are dissatisfied, with the way your request has been dealt with by PTHB, you have the right to request a review in which case you should write to:

Chief Executive
Powys Teaching Health Board Headquarters
Glasbury House
Bronllys Hospital
Bronllys
Brecon
Powys LD3 0LY

If you are still dissatisfied at the end of the review, you may complain to the Information Commissioner, who can be contacted at the following address:

Information Commissioner's Office - Wales
2nd Floor,
Churchill House,
Churchill Way,
Cardiff, CF10 2HH
Tel: 029 2067 8400 Fax 029 2067 8399
www.ico.org.uk twitter.com/iconews

Rydym yn croesawu derbyn gohebiaeth yng Nghymraeg. Byddwn yn ateb y fath ohebiaeth yng Nghymraeg ac ni fydd hyn yn arwain at oedi. We welcome receiving correspondence in Welsh. We will reply to such correspondence in Welsh and this will not lead to a delay.

Yours sincerely



Debra Wood-Lawson
Director of Workforce & Organisation Development