

Our ref: IG/FOI/FOI.482.25

08 September 2025

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 28 August 2025, 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 my response follows each question individually.

Your Freedom of Information (FOI) Request and Powys Response (Bold):

This is an information request relating to NHS translators. Please include the following information for the following financial years 2022/23, 2023/24 and 2024/25:

Q1. Trust's overall spending on Translation and Interpreting Services

Please see the table below:

Financial Year	Overall spending on Translation and Interpreting Services (£)
2022/2023	112,254
2023/2024	163,428
2024/2025	162,340

Q2. Total translators employed by the Trust

I can confirm that Powys Teaching Health Board (PTHB) employs 1 Welsh language translator.

Q3. The hourly pay for in-house interpreters

Not applicable. The in-house translator is not an interpreter.

Q4. What languages do they cover

Not applicable.

Q5. Total number of in-person/face to face interpreting sessions booked (break down by language and clinical area)

We do not record by clinical area. Information per language is listed below:

Language	2022/2023
Polish	133
Ukrainian	132
Arabic	86
Bulgarian	48
Russian	44
BSL	30
Mandarin	20
Romanian	20
Turkish	18
Bengali	15
Kurdish Sorani	14
Dari	9
Nepalese	9
Slovak	8
Greek	7
Others (<5 per language)	26

Language	2023/2024
Polish	87
Arabic	69
Ukrainian	51
BSL	34
Bulgarian	30
Nepalese	12
Slovak	11
Dari	9
Mandarin	9
Pashto	8
Russian	7
Tamil	5
Greek	5
Others (<5 per language)	32

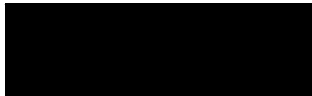
Language	2024/2025
Polish	104
BSL	33
Bengali	19
Ukrainian	19
Arabic	13
Bulgarian	11
Nepalese	11
Mandarin	7
Others (<5 per language)	34

Q6. How many appointments or procedures have had to be rescheduled/cancelled due to interpreter
We do not record this information.

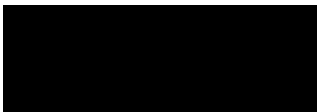
Under the terms of the Health Board's Freedom of Information procedure, individuals seeking access to recorded information held by the Health Board are entitled to request an internal review of the handling of their requests. If you would like to complain about the Health Board's handling of your request, please contact us directly at the address below or register your complaint via Powys.FOI@wales.nhs.uk

If after Internal Review you remain dissatisfied you are also entitled to refer the matter to the information commissioner at the Information Commissioner's Office (Wales), 2nd Floor, Churchill House, Churchill Way, Cardiff, CF10 2HH. Telephone Number: 0330 414 6421.

Yours sincerely



Mark McIntyre
Deputy Director for People and Culture



Hywel Pullen
Deputy Director of Finance

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.