

Our ref: IG/FOI/FOI.067.26

16 March 2026

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 16 February 2026 and subsequent clarification received on 2 March 2026, 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, but have applied an exemption to elements of this request.

For ease of reference your request is set out below and the Health Board's response follows each question individually.

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

I am writing to request the following information under the Freedom of Information Act 2000 regarding your organisation's use of language support services. Please provide all information for the most recent full financial year for which you hold complete data, unless otherwise stated.

Spend, Suppliers & Contracting

Q1. Total spend on:

- Interpreting
- Translation
- Transcription

Translation and interpreting expenditure are not recorded separately. The combined spend for both services was £85,045.38, which includes the salary and associated costs of maintaining one FTE internal Welsh translator. I can also confirm that no expenditure was incurred for transcription services

Q2. Who is your current supplier(s) for language services? If multiple suppliers are used, please specify which services each supplier delivers.

- **WITS – Written translation & face-to-face interpretation**
- **LanguageLine – Video & telephone interpretation**
- **Convo – British Sign Language (BSL) relay & video interpretation**

Q3. Who is your provider for non-spoken language services (e.g., BSL/ISL)? - **As above, all three provide some BSL services.**

Q4. Who is your provider for transcription services (if separate)? - **Not applicable.**

Q5. Do you employ any in-house interpreters or translators? - **I can confirm we have one Full Time Equivalent (FTE) Welsh translator.**

Q6. Contract expiry dates:

- Without extensions
- With all extensions applied

Contracts are all ongoing and rolling year-on year.

Q7. Name, phone number and email address of the contract manager for language services.

Adam Pearce – Service Lead for Equality and Welsh Language

Adam.Pearce@wales.nhs.uk

Q8. Name, phone number and email address of the person responsible for the language services budget – **Please see response to Q7 above.**

Q9. Do you have any minimum durations set for interpreting bookings? If yes, please specify for each service type (spoken, non-spoken, telephone, video) - **No.**

Activity Data – Latest Full Financial Year – **(2024 – 2025)**

Q10. Total number of:

- Face-to-face interpreting assignments (spoken) + total hours
- Document translations + total words translated
- Face-to-face interpreting assignments (non-spoken) + total hours

A total of 265 face-to-face and document-related assignments were completed during the reporting period. These are not recorded separately by type, and total minutes or hours are not captured

- Telephone interpreting calls + total minutes
- Video interpreting calls (spoken) + total minutes
- Video interpreting calls (non-spoken) + total minutes

There were 955 telephone and video interpreting calls. These are likewise not recorded separately by category, and total minutes are not captured

- Audio transcriptions + total audio duration – **0.**

Q11. Top 20 highest-volume languages for interpreting/translation. - **Please see the list below:**

- **Welsh**
- **Polish**
- **Arabic (all kinds)**
- **Dari**
- **Bulgarian**
- **Ukrainian**
- **Bengali**
- **BSL**
- **Lithuanian**
- **Sylethi**
- **Nepalese**
- **Spanish**
- **Vietnamese**
- **Russian**
- **Turkish**
- **Romanian**
- **Mandarin**
- **Albanian**
- **Sorani**
- **Farsi**

Performance, Fulfilment & Complaints

Q12. Fulfilment rate (%) for:

- Face-to-face interpreting
- Telephone interpreting
- Video interpreting
- Document translation
- Audio transcription

PTHB does not record this data.

Q13. Number of language service complaints received in the latest full financial year.- **Zero.**

Q14. Percentage of positive vs negative feedback received regarding language services.- **There has been no positive or negative feedback.**

Q15. Languages your provider has been unable to source in the last 12 months. - **PTHB does not record this data.**

Q16. Have any service credits been applied in the last 12 months? If yes, what performance issues were they linked to? – **No.**

Social Value, Tender Information & Pricing

Q17. Social value delivered under this contract in the last 12 months.

Clarification requested

Please can you provide additional information to help the service to answer this question. Please can you confirm how you would like this measured or described.

Clarification received

Q17. To assist you, please provide the information in the simplest form in which it is already recorded. Specifically:

Off-Contract Spend on Language Services

If any language service work has been commissioned outside your contracted provider(s), please provide:

1. Total value of off-contract spend

- A single aggregated figure for the most recent 12-month period for which data is held.

2. Names of off-contract suppliers used

- Please list the supplier names.

- No additional detail (e.g., number of assignments, languages, volumes) is required unless already readily available.

I am not seeking any new analysis or reporting—just the information in the form in which it is already held. - **£3,333 was spent on an external translator, a total of 2 assignments, both for written Welsh.**

Q18. If tendered, please provide a copy of the winning bidder's tender submission. - **This was not tendered.**

Q19. Contracted rates for:

- Spoken face-to-face interpreting (hourly)
- Non-spoken face-to-face interpreting (hourly)
- Telephone interpreting (per minute)
- Spoken video interpreting (per minute)
- Non-spoken video interpreting (per minute)
- Document translation (per word)
- Audio transcription (per audio minute)

I can confirm that the rates have been withheld as they are considered exempt under Section 43 Commercial Interests of the Freedom of Information Act. This section of the Act sets out an exemption from the right to know if releasing the information is likely to prejudice the commercial interests of any person (a person maybe an individual, company, the public authority itself or any other legal entity).

This exemption was considered by the Health Board when deciding whether to release this information because it was felt that, in doing so, it could create a significant risk in prejudicing the commercial interests of the Health Board and third parties we work with.

As this is a qualified exemption the Health Board must consider the public interest in deciding whether to withhold or disclose the information. The Health Board accepts that there is a public interest in ensuring openness and transparency. However, the Health Board believes that disclosure of information in a manner which fails to protect the interests and relationships arising in a commercial context could

discourage third parties from dealing with the Health Board because of fears that the disclosure of information could damage them commercially. In turn, this could jeopardise the Health Board's ability to compete fairly and pursue its function to bring forward development in the area and obtain value for money. As a result, exemption Section 43 is engaged as it is not considered in the public interest to disclose this.

Further information on WITS can be found on their website: www.wits.wales

Q20. Has your provider increased their rates in the last 12 months? – **Please see Q19 response.**

Q21. What is the Authority's typical route to market for procuring language services? – **Collaboration with other Welsh public sector organisations via The Wales Interpretation and Translation Service (WITs). We do not normally acquire new providers directly.**

Assistive Technology (BSL / Deaf Access)

Q22. Do you have a VRS (Video Relay Service) on-demand service in place allowing Deaf BSL users to contact you via video when phoning? – **Yes.**

Q23. Do you have a VRI (Video Remote Interpreting) on-demand service in place for emergency/unplanned/immediate communication needs for Deaf patients or service users? – **Yes.**

If yes to either:

- Who is the provider? – **Convo.**
- When was the service introduced? – **2025/26.**
- Is it available 24/7? – **Yes.**
- Is there a cost to the Authority? – **Yes.**

Additional Data for the Most Recent Full Financial Year

Q24. Total number of spoken language requests. – **1181.**

Q25. Total number of non-spoken language requests. – **39.**

Q26. Total spend on spoken vs non-spoken language services. – **Information not recorded separately.**

Q27. Fulfilment rates for spoken vs non-spoken services. – **PTHB does not record this data.**

Final Clarification Request

Q28. If your provider offers additional provisions or specialist services (e.g., ISL, rare languages, emergency response, in-person support, or other enhanced services), please provide details. – **Not applicable.**

If you have queries or any concerns, contact details are given at the top of the letter. Please remember to quote the reference number above in any future communications. If you are dissatisfied with the handling or response to your

request and wish to ask for a review of this, please contact us and we will arrange for this to be done.

Further information is available from the Information Commissioner's Office who can be contacted at:

Address: Information Commissioner's Office (Wales), 2nd Floor, Churchill House, Churchill Way, Cardiff, CF10 2HH.

Telephone: 0330 414 6421

Complaints Portal: www.ico.org.uk/foicomplaints

Web site: <https://ico.org.uk/>

Re-use of Public Sector Information

All information supplied by the Health Board in answering a request for information (RFI) under the Freedom of Information Act 2000 will be subject to the terms of the Re-use of Public Sector Information Regulations 2015.

Under the terms of the Regulations, the Health Board will license the re-use of any or all information supplied if being used in a form and for the purpose other than which it was originally supplied. This license for re-use will be in line with the requirements of the Regulations and the licensing terms and fees as laid down by the Office of Public Sector Information (OPSI). Most licenses will be free; however, the Health Board reserves the right, in certain circumstances, to charge a fee for the re-use of some information which it deems to be of commercial value.

Further information including a sample license terms and fees can be found at Open Government License.

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.