

**Freedom of Information Act 2000 – Request Reference FoI/24/028**  
**Translation and Interpretation**

This is an information request relating to NHS Translators.

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

- **Trust's overall spending on Translation and Interpreting Services**

For the financial year ending 31 March 2021, the total expenditure was £502,640.

For the financial year ending 31 March 2022, the total expenditure was £780,862.

For the financial year ending 31 March 2023, the total expenditure was £893,982.

- **Total translators employed by the Trust**

Cardiff and Vale University Health Board (the UHB) employs two Senior Welsh Language Translators.

Additionally, the UHB can confirm that it employs four part-time Link Workers who support patients and families. Their role includes, but is not limited to:

- Providing information and advice to Healthcare Professionals regarding culture and religious practices;
- Identifying unmet health needs;
- Liaising with various communities;
- Working in partnership with Health Visiting, Childhood Immunisation and Public Health teams;
- Supporting and encouraging the uptake for childhood immunisations; and
- Sharing other Public Health messages with their communities.

As part of this role, the Link Workers will support patients with translation services, but are not dedicated translators.

- **The hourly pay for in-house interpreters**

After considering your request, the UHB believes that the data requested is classed as personal data as defined under the General Data Protection Regulation (GDPR) and Data Protection Act 2018. Its disclosure would be contrary to the data protection principles and constitute unfair and unlawful processing with regard to Articles 5, 6, and 9 of the GDPR. We are therefore withholding this detail under section 40(2) of the Freedom of Information Act 2000 (FOIA 2000). This exemption is absolute and therefore there is no requirement to apply the public interest test.

However, according to our duty to advise and assist under section 16 of the FOIA 2000, the UHB can confirm that both roles are Band 6.

The UHB can further advise that any translation that the employed translators are unable to do is then referred to the UHB's partners, Bilingual Cardiff, at Cardiff City Council. There, the UHB spent £112,000 during the financial year ending 31 March 2023 on translation from Cardiff City Council. The UHB does not send any work to any other translation providers. For more information on this, please refer to the following weblink: [Bilingual Cardiff: Welsh Translation](#).

- **What languages do they cover**

Welsh.

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

The UHB does not hold this information. But in line with our duty under section 16 of the FOIA 2000, the UHB can inform you that this service is done through the Welsh Interpretation and Translation Service.

- **How many appointments or procedures have had to be rescheduled/cancelled due to lack of an interpreter**

The UHB does not hold this information.