



GIG
CYMRU
NHS
WALES

Bwrdd Iechyd Prifysgol
Cwm Taf Morgannwg
University Health Board



Freedom of Information Request: Our Reference CTMUHB_314_24

You asked:

Under the Freedom of Information Act, I would like to request the following information:

Please provide a breakdown for the years 2020, 2021, 2022, 2023 and Jan - May 2024.

1) BSL/SSE

- a) How many requests have been made to the Health Board for BSL/SSE to English interpreters?**
- b) How many of these requests were confirmed/fulfilled?**
- c) How many were fulfilled by staff and how many by agency staff?**
- d) What were the main reasons for an interpreter being unavailable to attend any unfulfilled requests?**

We do not routinely/centrally capture this specific information and are therefore unable to provide. We receive bills for the interpretation service and respond to those payment requests only. Unfortunately, as we only receive the bills for services fulfilled, we are therefore unaware of the number of requests made and the response rates to those requests. Furthermore, we are not informed of any services subject to rescheduling or unavailability. If no interpreter was available then the appointment would be rescheduled between the patient and the department.

2) Deaf Blind

- a) How many requests have been made to the Health Board for deaf blind interpreters?**
- b) How many of these requests were confirmed/fulfilled?**
- c) How many were fulfilled by staff and how many by agency staff?**
- d) What were the main reasons for an interpreter being unavailable to attend any unfulfilled requests?**

Please see response above.

3) Does the Health Board employ any BSL/SSE/deaf blind interpreters within the Health Board, on a full time staff basis?

We do not employ any BSL/SSE or Deaf Blind translators

4) Does the Health Board have a contract with a video relay service?

Yes, the Health Board does have a contract with a video relay service.