

Freedom of Information Request: Our Reference CTMUHB_406_25

You asked:

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:

1. Health Board's overall spending on Translation and Interpreting Services?

The spend for Translation and Interpreting Services for the financial years 2022/23, 2023/24 and 2024/25:

2022/23	2023/24	2024/25
£155,273	£304,014	£406,128

2. Total translators employed by the Health Board?

- 2022/23: None
- 2023/24: One (employed from November 2023)
- 2024/25: One

3. The hourly pay for in-house interpreters?

There are no in-house interpreters employed by the Health Board.

4. What languages do they cover?

The employed translator covers Welsh only.

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

- 2022/23 – 1117
- 2023/24 – 1163
- 2024/25 - 1242

Breakdown by language:

Language	2022/23	2023/24	2024/25
Polish	324	430	339
BSL	139	188	163
Arabic	84	103	97
Portuguese	109	60	81
Mandarin	59	42	75

Language	2022/23	2023/24	2024/25
Cantonese	52	47	39
Turkish	57	38	38
Ukrainian	62	34	31
Romanian	34	27	37
Punjabi Indian	1	17	44
Dari	5	7	46
Bengali	14	15	37
Bulgarian	30	19	31
Albanian	2	11	28
Hungarian	5	24	15
Russian	22	15	20
Kurdish Sorani	3	22	12
Tamil	7	10	16
Farsi	4	7	17
Czech	14	12	8
Pashto	7	9	5
Hindi	1	2	12
Spanish	14	3	8
Slovak	2		11
Italian	5	3	6
Vietnamese	12	7	2
Thai	5	7	2
Arabic- Sudanese			7
Lithuanian	10	4	3
Kurdish Bhadini	9		5
Sylheti	2		3
Arabic- Syrian			1
Uzbek			1
French	3		1
Urdu	6		1
German	2		
Hakka	2		
Kurdish Kumanji	1		
Latvian	1		
Malayalam	1		
Punjabi Pakistani	1		
Somali	1		
Swahili	1		
Tagalog	1		
Twi	1		
Yoruba	1		
Braille	1		
Total	1117	1163	1242

Breakdown by department:

Department	2022/23	2023/24	2024/25
ACT and Medical Records & OPD	193	177	136
Acute Medicine and A&E	89	44	25
Bowel Screening	0	0	1

CAMHS Network	39	20	42
General Surgery, T & O and Urology	66	73	82
Head & Neck	31	30	30
Localities	3	0	16
Medicines Management	12	4	4
Mental Health	231	220	191
O & G and Sexual Health	72	78	163
Paediatrics Acute & Community	41	36	60
Pathology	11	12	8
Primary Care - Dentist	26	26	15
Primary Care - GMS	26	20	23
Primary Care - Opticians		2	5
Primary Care	51	59	53
Radiology	35	34	45
Therapies	190	328	343
Total	1116	1163	1242

6. How many appointments or procedures have had to be rescheduled/cancelled due to interpreter?

Appointments / Procedures Financial Year

6	2022/2023
7	2023/2024
15	2024/2025

Please note the following:

- Use of free text fields.
- Patient may appear more than once.
- Patient may belong to another Health Board area.