

Freedom of Information Request: Our Reference CTMUHB_08_25

You asked:

I would like you to please rank your 20 most requested languages for interpreting/translation in 2024, as well as the number of requests for each.

Our response:

Please see provided in the table below CTM UHBs top 20 languages for translation, during January-December 2024:

Language	Bookings
Mandarin	11
Arabic	10
Polish	9
Turkish	6
Ukrainian	6
Bengali	4
Czech	4
Hungarian	2
Italian	2
Romanian	2
Bulgarian	1
Cantonese	1
Easy Read	1
Greek	1
Gujarati	1
Pashto	1
Portuguese	1
Russian	1
Serbian	1

Please see provided in the table below CTM UHBs top 20 languages for interpretation, during January-December 2024:

Language	Bookings
Polish	396
BSL	225
Arabic	110
Portuguese	87
Mandarin	71
Turkish	55
Punjabi Indian	54
Cantonese	48
Dari	43
Romanian	35
Bengali	31

Ukrainian	31
Albanian	27
Bulgarian	26
Tamil	26
Hungarian	20
Russian	18
Farsi	15
Kurdish Sorani	15
Spanish	12
Vietnamese	12

In addition, CTM UHB is a bilingual organisation that is statutorily required to provide its services in both official languages, Welsh and English. This means that the organisation has a Welsh language support function internally to support staff to access translation from English to Welsh. Records are not kept for calendar years. However, for the financial year 2023/24, staff requested a written translation from English to Welsh on 2,192 occasions. For the current financial year to date, staff have requested a written translation from English to Welsh on 2,074 occasions. At no point during the period requested has a member of the public requested interpretation between English and Welsh, according to our records.