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Bwrdd Iechyd Prifysgol  
Bae Abertawe  
Swansea Bay University  
Health Board

Cadeirydd/Chair: **Emma Woollett**  
Prif Weithredwr/Chief Executive: **Mark Hackett**

**gofalu am ein gilydd, cydweithio, gwella bob amser**  
**caring for each other, working together, always improving**

Rydym yn croesawu gohebiaeth yn y Gymraeg ac yn y Saesneg. We welcome correspondence in Welsh or English.

Dyddiad/Date: 9<sup>th</sup> April 2021  
Ein Cyf / Our Ref: 21-B-010

☎ 01639 648363

✉ [FOIA.Requests@wales.nhs.uk](mailto:FOIA.Requests@wales.nhs.uk)

██████████  
████████████████████

Corporate Services  
Headquarters  
1 Talbot Gateway  
Baglan  
Port Talbot, SA12 7BR

Dear ██████████

I refer to your further query dated 13<sup>th</sup> March 2021 regarding our response to your Freedom of Information Act Request sent to you on 3<sup>rd</sup> March 2021.

**You asked us if the annual spend we provided to you for Question1, for WITs and Language Line was correct due to large discrepancies pre and post 2017.**

As stated in the response, our agreement with WITS did not begin until July 2017, therefore usage prior to this date would be minimal/non-existent as reflected in the low figures up to 2017.

With regard to Language Line, the Health Board is of the understanding that this contract may have been managed centrally via another organisation and they would have held the budget and the costs, thereby explaining why our analysis shows variation in years.

I hope this information is helpful. If you require anything further please contact us at [FOIA.Requests@wales.nhs.uk](mailto:FOIA.Requests@wales.nhs.uk).

Under the terms of the Health Board's Freedom of Information policy, individuals seeking access to recorded information held by the Health Board are entitled to request internal review of the handling of their requests. If you would like to complain about the Health Board's handling of your request please contact me directly at the address below or register your complaint via [FOIA.Requests@wales.nhs.uk](mailto:FOIA.Requests@wales.nhs.uk).

If after Internal Review you remain dissatisfied you are also entitled to refer the matter to the information commissioner at the Information Commissioner's Office



**Pencadlys BIP Bae Abertawe, Un Porthfa Talbot, Port Talbot, SA12 7BR / Swansea Bay UHB Headquarters, One Talbot Gateway, Port Talbot, SA12 7BR**

Bwrdd Iechyd Prifysgol Bae Abertawe yw enw gweithredu Bwrdd Iechyd Lleol Prifysgol Bae Abertawe  
Swansea Bay University Health Board is the operational name of Swansea Bay University Local Health Board

(Wales), 2<sup>nd</sup> Floor, Churchill House, Churchill Way, Cardiff, CF10 2HH. Telephone  
Number: 029 2067 8400.

Yours sincerely

A handwritten signature in black ink, appearing to be 'Pam Wenger', written in a cursive style.

On behalf of

Pam Wenger

**Director of Corporate Governance**

