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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: 3rd March 2021
Ein Cyf / Our Ref: 21-B-010

☎ 01639 648363

✉ FOIA.Requests@wales.nhs.uk

██████████
████████████████████

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

Dear ██████████

I refer to your Freedom of Information Act Request acknowledged by ourselves on 5th February 2021. Your request sought information relating to translation services.

Please note that from 1st April 2019 responsibility for providing healthcare services for people in the Bridgend County Borough Council area transferred from Abertawe Bro Morgannwg University Health Board to Cwm Taf Morgannwg University Health Board. In light of this change to ABMU's responsibilities, the organisation's name has changed to Swansea Bay University Health Board. However as this response asks for data prior to 1st April 2019, we have provided the information that ABMU Health Board held which will include Bridgend data.

1. The spending per financial year on translation services (written) and interpreting services (oral) for your organisation over each of the following 5 financial years: 2015/2016, 2016/2017, 2017/2018, 2018/2019, 2019/2020, as well as the languages involved. Please do not include data regarding the spending on services for the deaf and blind (such as sign language interpreting or Braille).

Please note that there may be additional expenditure on outsourced translation or interpretation services used by the Health Board not listed below. Our financial reports for translation services do not include detail of the nature of the interpretation/translation service used (oral/written/blind/deaf/language etc) therefore to obtain the exact figure spent would involve a manual trawl and search of each individual invoice which we have estimated would significantly exceed the 18 hours limit set down by the FOI Act as the reasonable limit. Section 12 of the FOI Act provides that we are not obliged to spend in excess of 18 hours in any sixty day period locating, retrieving and identifying information



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

in order to deal with a request for information and therefore we are withholding this information at this time.

WITS Contract via Cardiff Council

For general translation and interpreter services, the Health Board uses the "Welsh Interpreter & Translation Services" (WITS), which is hosted by Cardiff City Council. The Service Level Agreement (SLA) commenced on 1st July 2017 and is renewed on an annual basis. The Health Board uses this service to book interpreters/translators on an ad hoc basis to meet the needs of the service/patients, as necessary.

Year	Spend
2015/16	£20.00
2016/17	£0.00
2017/18	£430,445.39
2018/19	£129,337.76
2019/20	£222,412.76

Welsh translation

The Health Board has an internal Welsh Translation team for written work, and staffing of this department consists of the following:

2015/16 – 1 wte Band 5 Translator

2016/17 – 1 wte Band 5 Translator

2017/18 – 1 wte Band 5 Translator

2018/19 – 1 wte Band 5 Translator & 1 wte Band 2 Translation apprentice

2019/20 – 2 wte Band 5 Translator & 1 wte Band 2 Translation apprentice

Work is also occasionally outsourced on an ad hoc basis. Please see a breakdown of spend below;

Year	Outsourced spend
2015/16	£20,730.10
2016/17	£11,761.43
2017/18	£11,858.27
2018/19	£12,846.25
2019/20	£20,326.41

Language Line

The Health Board also has informal arrangements with Language Line for the provision of telephone interpretation services. Please see a breakdown of the spend below;



Year	Spend
2015/16	£0.00
2016/17	£150.00
2017/18	£1,167.68
2018/19	£30,738.58
2019/20	£7,504.80

2. The total budget for your organisation for each of the 5 financial years the information above is provided on, for all expenses not just for translation and interpreting services, i.e. to include all expenses such as salaries, utilities, equipment, consumables etc., with only the total figure given, no breakdown necessary.

Year	Total budget
2015-16	£1,143,491,536.00
2016-17	£1,190,224,594.00
2017-18	£1,253,027,030.00
2018-19	£1,312,523,046.00
2019-20	£1,074,255,688.00

I hope this information is helpful. If you require anything further please contact us at 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.

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

Yours sincerely



On behalf of

Pam Wenger

Director of Corporate Governance

