

Date: 26th September 2025
Ref: CORP 25/26 - 118

Dear xxx

Freedom of Information request: Translation Services (CORP 25/26 – 118)

Thank you for your request for information which the Trust received on 28th August 2025.

Your Request:

For financial years 2022/23, 2023/24 and 2024/25

- *Trust's overall spending on Translation and Interpreting Services*
- *Total translators employed by the Trust*
- *The hourly pay for in-house interpreters*
- *What languages do they cover*
- *Total number of in-person/face to face interpreting sessions booked (break down by language and clinical area)*
- *How many appointments or procedures have had to be rescheduled/cancelled due to interpreter*

Please find the Trust's response below:

For financial years 2022/23, 2023/24 and 2024/25

- **Trust's overall spending on Translation and Interpreting Services**

22/23 - £134,037

23/24 - £238,429

24/25 - £289,663

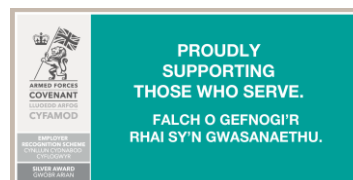
- **Total translators employed by the Trust**

There are less than 6* translators employed by the Trust.

*Where the figure provided is less than 6, and where simple calculations could identify fields that contain less than 6, the Trust has applied an exemption under Section 40(2) (personal data) of the Freedom of Information Act 2000. This is because the Trust believes there is a potential risk of individuals being able to be identified if the figures were disclosed.

- **The hourly pay for in-house interpreters**
- **What languages do they cover**

Mae Ymddiriedolaeth GIG Prifysgol Felindre yn hapus i dderbyn gohebiaeth yn y Gymraeg neu'r Saesneg.
Velindre University NHS Trust is happy to receive communication in Welsh or English.



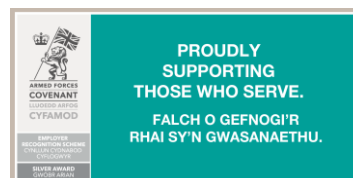
We do not have in in-house translators.

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

Row Labels	2022 - 2023	2023 - 2024	2024 - 2025
Polish	43	64	125
BSL	29	65	38
Mandarin	36	42	27
Bengali	22	36	34
Ukrainian	20	23	44
Russian	24	27	10
Spanish	22	24	13
Cantonese	<6	8	43
Romanian	8	17	29
Czech	19	9	<6
Portuguese	25	<6	<6
Arabic	<6	6	21
Hungarian	0	0	24
Somali	0	0	19
Farsi	6	0	11
Vietnamese	<6	<6	<6
Sylheti	0	0	9
Turkish	<6	<6	<6
Tamil	<6	0	<6
Tigrinya	<6	0	<6
Punjabi Indian	0	6	0
Thai	0	<6	0
Albanian	<6	0	0
Punjabi Pakistani	0	<6	<6
Lithuanian	0	0	<6
Hindi	<6	0	0
Urdu	<6	0	0

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- **How many appointments or procedures have had to be rescheduled/cancelled due to interpreter**

We do not hold data for this question. However, as we have 3 emergency interpreters on wheels and Language Line, there would be no need to cancel a procedure or appointment.

I trust this answers your request for information, however, should you not be satisfied with the information supplied or the process of supplying it, you have a right to complain and request a review. Please note that you must submit a request for a review within 40 days of the date of this letter.

You should forward your complaint to:

Mr Ian Bevan via FOI.VUNHST@wales.nhs.uk
Head of Information Governance
Velindre University NHS Trust
2, Charnwood Court
Heol Billingsley
Parc Nantgarw
Cardiff, CF15 7QZ

Should you wish to take your complaint further, if you are still unhappy with the decision after review, you can contact the:

Information Commissioner's Office - Wales
2nd Floor, Churchill House
Churchill Way
Cardiff, CF10 2HH
Telephone: 0330 414 6421 / email: wales@ico.org.uk

Yours sincerely

Non Gwilym
Interim Director of Corporate Governance
Velindre University NHS Trust
2 Charnwood Court
Heol Billingsley
Parc Nantgarw
Cardiff, CF15 7QZ

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