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Addysg a Gwellu Iechyd  
Cymru (AaGIC)  
Health Education and  
Improvement Wales (HEIW)

**Addysg a Gwellu Iechyd Cymru (AaGIC)**  
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Our Ref: DLIB/FOI/15-09-22

Ffion Davies

[request-899277-277e1ec3@whatdotheyknow.com](mailto:request-899277-277e1ec3@whatdotheyknow.com)

Date: 14 October 2022

Dear Ffion,

Thank you for your request for information under the Freedom of Information Act (FOIA), received on 15 September 2022 reference number FOI/15/09/22. I can confirm that Health Education and Improvement Wales (HEIW) has completed a search of its records and established that it does hold information falling within the confines of your request. Please find our response to your request below.

**1. How many members of staff do you employ to translate (Welsh-English-Welsh)?**

HEIW employs two full-time translators and one part-time apprentice translator. A vacant post will be filled in October which will bring the total number of full-time translators to three. We are currently undertaking a review of the Welsh language team with a view to further increasing our capacity for internal translation.

**2. What is the annual cost of employing senior translators and translators within your organisation?**

The annual cost of employing translators within HEIW is £150,809. However, the actual costs have been lower in year due to vacancies within the team.

**3a. Do you employ translators on a bank basis?**

HEIW does not employ translators on a bank basis.

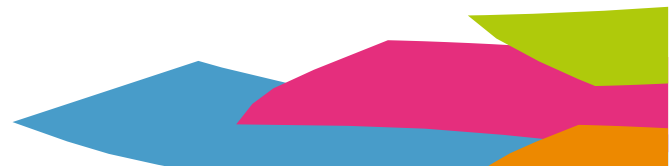
**3b. If you do employ translators on a bank basis, what was your annual spend for, 2019/20, 2020/21, 2021,22 and the first quarter of 2022/23?**

HEIW does not employ translators on a bank basis and so is unable to provide this information.

**4a. Do you use translation companies on the National Procurement Framework for Translation and Interpretation Services?**

Yes, HEIW does use translation companies on the National Procurement Framework for Translation and Interpretation Services.

**4b. What was your annual spend for 2019/20, 2020/21, 2021,22 and the first quarter of 2022/23 with the companies on the National Procurement Framework for Translation and Interpretation Services?**



2019/2020	£56,054.35
2020/2021	£96,382.11
2021/2022	£150,552.37
2022/2023 (Q1)	£11,947.98

**4c. How many translation companies on the National Procurement Framework for Translation and Interpretation Services are you currently engaged with?**

HEIW is currently engaged with one translation company on the National Framework for Translation and Interpretation Services.

**5a. Do you use freelance translators that are members of the Society of Welsh Translators?**

Yes, HEIW does use freelance translators that are members of the Society of Welsh Translators.

**5b. What was your annual spend for 2019/20, 2020/21, 2021,22 and the first quarter of 2022/23 with translators that are members of the Society of Welsh Translators?**

Please find below HEIW's annual spend for 2019/20, 2020/21, 2021/22, and Q1 2022/23 on freelance translators. We are unable to provide a breakdown identifying those costs associated with translators that are members of the Society of Welsh Translators as we do not hold membership details for all freelance translators.

2019/2020	£0
2020/2021	£0
2021/2022	£3,707.33
2022/2023 (Q1)	£14,790.86

**6a. Do you use freelance translators that are not on the National Procurement Framework for Translation and Interpretation services nor are members of the Society of Welsh Translators and Interpreters?**

Yes, HEIW uses freelance translators that are not on the National Procurement Framework for Translation and Interpretation Services nor are members of the Society of Welsh Translators and Interpreters.

**6b. If you replied 'yes' to question 6a, please outline your actual spend for 2019/20, 2020/21, 2021,22 and the first quarter of 2022/23?**

Please refer to our response to question 5b. We are unable to provide a breakdown identifying those costs associated with freelance translators who are not on the National Procurement Framework for Translation and Interpretation Services nor are members of the Society of Welsh Translators and Interpreters as we do not hold membership details for all freelance translators.

**7a. Do you use translators from other frameworks and agencies in Wales, or the UK?**

HEIW does not use translators from other frameworks and agencies in Wales or the UK.

**7b. If you replied yes to question 7a, what was your spend for 2019/20, 2020/21, 2021/22 and the first quarter of 2022/23.**

HEIW does not use translators from other frameworks and agencies in Wales or the UK and so does not hold this information.

**8a Do you use interpreters from the National Procurement Framework for Translation and Interpretation Services?**

HEIW does not currently use interpreters from the National Procurement Framework for Translation and Interpretation Services.

**8b If you do use interpreters from the National Procurement Framework for Translation and Interpretation Services, what was the spend for 2019/20, 2020/21, 2021/22 and the first quarter of 2022/23**

HEIW does not currently use interpreters from the National Procurement Framework for Translation and Interpretation Services and so does not hold this information.

**8c How many interpreters are your currently engaged with that are on the National Procurement Framework for Translation and Interpretation Services?**

HEIW is not currently engaged with any interpreters from the National Procurement Framework for Translation and Interpretation Services.

**9a Do you use interpreters from the Society of Welsh Translators and Interpreters?**

HEIW does not hold this information. We are unaware if the translators and interpreters we use from the framework are members of the Society and so are unable to provide this information.

**9b If you replied yes to question 9a, how many are you engaged with at present, and what was the spend for 2019/20, 2020/21, 2021/22 and the first quarter of 2022/23.**

Please see the answer to 9a above.

**9c How many interpreters are you engaged with at present that are not on the National Procurement Framework for Translation and Interpretation Services nor are they members of the Society of Welsh Translators?**

Please see the answer to 9a above.

**9d If you're engaging interpreters that are not on the National Procurement Framework for Translation and Interpretation Services and are not members of the Society of Welsh Translators and Interpreters, how much was your spend for interpreters in this category for 2019/20, 2020/21, 2021/22 and the first quarter of 2022/23?**

HEIW is not engaged with any interpreters who are not on the National Procurement Framework for Translation and Interpretation Services nor members of the Society of Welsh Translators.

**10a Do you use a translation memory software, if so please detail:**

**Which software you use;**

HEIW uses Memsource translation memory software.

**How many licences you hold;**

HEIW holds one Academic Licence and four people use the software under this licence.

## **Cost per licence per year**

€140 per annum.

I hope you find this information useful. If you are not satisfied that all of the information you have requested has been provided, or because of the way your request has been handled, you have the right to request a review. This would be looked into in accordance with the Information Commissioner's Office (ICO) guidelines, which state that a request for review should be received within two months of you receiving HEIW's response to your request for information. The ICO also recommends that public authorities carry out internal reviews within 20 working days. Please contact Dr Chris Jones CBE, Chairman, Health Education and Improvement Wales, Tŷ Dysgu, Cefn Coed, Nantgarw, CF15 7QQ, email: [Chris.D.V.Jones2@wales.nhs.uk](mailto:Chris.D.V.Jones2@wales.nhs.uk) in the first instance if you wish to request a review.

If you are still dissatisfied at the end of the review, you have the right to take your complaint directly to the Information Commissioner, who can be contacted at the address overleaf:

Information Commissioner's Office - Wales  
2<sup>nd</sup> Floor,  
Churchill House  
Churchill Way  
Cardiff  
CF10 2HH

Telephone: 029 2067 8400  
Fax: 029 2067 8399  
Email: [wales@ico.gsi.gov.uk](mailto:wales@ico.gsi.gov.uk)

In the meantime, if you have any other queries please do not hesitate to contact Catherine English, Corporate Governance Manager, Tŷ Dysgu, Cefn Coed, Nantgarw, CF15 7QQ, email: [HEIW.FOI@wales.nhs.uk](mailto:HEIW.FOI@wales.nhs.uk)

Yours sincerely



Dafydd Bebb  
**Ysgrifennydd y Bwrdd/Board Secretary**