

FOI 0103 2024 Response

Under the Freedom of Information Act, I would like to request the following information:

Please provide a breakdown of the above for the years 2020, 2021, 2022, 2023 and Jan - May 2024.

1) BSL/SSE

a) How many requests have been made to the Trust for BSL/SSE to English interpreters?

Year	Interpreter Bookings
2020	128
2021	278
2022	284
2023	241
2024	170
Total	1101

b) How many of these requests were confirmed/fulfilled?

We are unable to provide a response. This is because our patient administration system - Rio, has details of when an interpreter was required for an appointment, but it does not tell us whether an interpreter was booked or attended.

c) How many were fulfilled by staff and how many by agency staff?

The Trust do not routinely use staff members to fulfil translation needs.

Please note the following:

- The Trust is currently using Word 360 Interpreting and Translation service to fulfil all Trust wide interpreting and translation requests, such as face to face, telephone, and video interpreting.
- The Trust also use B.I.D for advanced level BSL interpreters (specifically experienced in mental ill health interpretation for our Deaf in-patients as part of nationally commissioned specialised services).

d) What were the main reasons for an interpreter being unavailable to attend any unfulfilled requests?

We are unable to provide a response. This is because our patient administration system - Rio, has details of when an interpreter was required for an appointment, but it does not tell us whether an interpreter was booked or attended.

2) Deaf Blind

a) How many requests have been made to the Trust for deaf blind interpreters?

Year	Interpreter Bookings
2020	1

2021	0
2022	1
2023	4
2024	6
Total	12

b) How many of these requests were confirmed/fulfilled?

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c) How many were fulfilled by staff and how many by agency staff?

The Trust do not routinely use staff members to fulfil translation needs.

Please note the following:

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d) What were the main reasons for an interpreter being unavailable to attend any unfulfilled requests?

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3) Does the Trust employ any BSL/SSE/deaf blind interpreters within the Trust, on a full time staff basis?

The Trust does not employ any full time staff for BSL/SSE/deaf blind interpreting needs.

However do use the following:

- Word 360 Interpreting and Translation service to fulfil all Trust wide interpreting and translation requests, such as face to face, telephone, and video interpreting.
- B.I.D for advanced level BSL interpreters (specifically experienced in mental ill health interpretation for our Deaf in-patients as part of nationally commissioned specialised services).

4) Does the Trust have a contract with a video relay service?

Yes, BID offer video relay for our deaf service only .