

Ref: FOI-191-202425-HR-BSL

Date: 10<sup>th</sup> July 2024

Email [foi@uhnm.nhs.uk](mailto:foi@uhnm.nhs.uk)

Dear

I am writing to acknowledge receipt of your email dated 14th June 2024 requesting information under the Freedom of Information Act (2000) regarding BSL

As of 1<sup>st</sup> November 2014 University Hospitals of North Midlands NHS Trust (UHM) manages two hospital sites – Royal Stoke University Hospital, and County Hospital (Stafford). Therefore the response below is for the two sites combined from that date where appropriate.

**Q1 BSL/SSE**

- a) How many requests have been made to the Trust for BSL/SSE to English interpreters?
- b) How many of these requests were confirmed/fulfilled?
- c) How many were fulfilled by staff and how many by agency staff?
- d) What were the main reasons for an interpreter being unavailable to attend any unfulfilled requests?

A1 See below:  
Provider 1 Q a&b

	2020		2021		2022		2023		2024	
	BSL	DeafBlind	BSL	DeafBlind	BSL	DeafBlind	BSL	DeafBlind	BSL	DeafBlind
Requests	134	0	157	0	226	0	311	1	141	3
Fulfilled	131	0	155	0	224	0	309	1	141	3
Unfulfilled	3	0	2	0	3	0	2	0	0	0

Qc- All requests filled by contracted interpreter service.  
Qd- Interpreter unavailable

Provider 2 (approx. data)  
2020- information not held  
2021- data only available June- Dec -148 requests; 148 fulfilled  
2022- 199 requests; 191 fulfilled  
2023- 323 requests; 251 fulfilled  
2024- 150 requests; 123 fulfilled

Qc- All requests filled by contracted interpreter service.

Qd- Interpreter unavailable

**Q2 Deaf Blind**

- a) How many requests have been made to the Trust for deaf blind interpreters?
- b) How many of these requests were confirmed/fulfilled?
- c) How many were fulfilled by staff and how many by agency staff?
- d) What were the main reasons for an interpreter being unavailable to attend any unfulfilled requests?

A2 See below:  
Provider 1 Qa&b

	2020		2021		2022		2023		2024	
	BSL	DeafBlind	BSL	DeafBlind	BSL	DeafBlind	BSL	DeafBlind	BSL	DeafBlind
Requests	134	0	157	0	226	0	311	1	141	3
Fulfilled	131	0	155	0	224	0	309	1	141	3
Unfulfilled	3	0	2	0	3	0	2	0	0	0

Qc- All requests filled by contracted interpreter service.

Qd- Interpreter unavailable

Provider 2- no available information

**Q3 Does the Trust employ any BSL/SSE/deaf blind interpreters within the Trust, on a full time staff basis?**

A3 No

**Q4 Does the Trust have a contract with a video relay service?**

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

A4 See below:

- 2020 – 840 mins
- 2021 – 300 mins
- 2022 – 2430 mins
- 2023 – 1350 mins
- 2024 Since April – 0 mins

\*Please note that any individuals identified do not give consent for their personal data to be processed for the purposes of direct marketing.

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An anonymised copy of this request can be found on the Trust's disclosure log, please note that all requests can be found at the following link: <http://www.uhnm.nhs.uk/aboutus/Statutory-Policies-and-Procedures/Pages/Freedom-of-Information-Disclosure-Log.aspx>

This letter confirms the completion of this request. A log of this request and a copy of this letter will be held by the Trust.

If you have any queries related to the response provided please in the first instance contact my office.

Should you have a complaint about the response or the handling of your request, please also contact my office to request a review of this. If having exhausted the Trust's FOIA complaints process you are still not satisfied, you are entitled to approach the Information Commissioner's Office (ICO) and request an assessment of the manner in which the Trust has managed your request.

The Information Commissioner may be contacted at:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF or via [www.ico.org.uk](http://www.ico.org.uk).

Yours,



**Rachel Montinaro**  
Data Security and Protection Manager - Records