

Our Ref: NG/RM/24212
Date: 10th July 2024

Nicola Griffiths
Deputy Director of Governance
North Staffordshire Combined Healthcare NHS Trust
Lawton House
Bellringer Road
Trentham
ST4 8HH

Reception: 0300 123 1535

Dear

Freedom of Information Act Request

I am writing in response to your e-mail of the 13th June 2024. Your request has been processed using the Trust's procedures for the disclosure of information under the Freedom of Information Act (2000).

Requested information:

- 1) BSL/SSE
 - a) How many requests have been made to the Trust for BSL/SSE to English interpreters? **318**
 - b) How many of these requests were confirmed/ fulfilled? **Data not available**
 - c) How many were fulfilled by staff and how many by agency staff? **N/A**
 - d) What were the main reasons for an interpreter being unavailable to attend any unfulfilled requests? **We were unable to fill a request for 2 x BSL interpreters to support an engagement event on 13/03/2024. This is because we required 2 interpreters to support the event. Only one interpreter was available, making the arrangement non-viable.**
- 2) Deaf Blind-
 - a) How many requests have been made to the Trust for deaf blind interpreters? **0**
 - b) How many of these requests were confirmed/fulfilled? **N/A**
 - c) How many were fulfilled by staff and how many by agency staff? **N/A**
 - d) What were the main reasons for an interpreter being unavailable to attend any unfulfilled requests? **N/A**
- 3) Does the Trust employ any BSL/SSE/deaf blind interpreters within the Trust, on a full-time staff basis? **No**
- 4) 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.
The Trust does not hold the information for the year 2020.
Deaf links, 01/09/2021 – 31/03/2023.
Deaf links, 01/07/2023 – 30/06/2024.

Please note these are Service Level Agreements that relate to BSL interpretation services generally (face to face interpretation). They do not relate specifically to video relay BSL interpretation.

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review of the management of your request. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to: Dr Buki Adeyemo, Chief Executive, North Staffordshire Combined Healthcare Trust, Trust Headquarters, Lawton House, Bellringer Road, Trentham, ST4 8HH. If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Yours sincerely



Nicola Griffiths
Deputy Director of Governance



Chair: Janet Dawson
Chief Executive: Dr Buki Adeyemo
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