

Our Ref: 391
June 2024

Re: Your request made under the Freedom of Information Act 2000

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? 154
- b) How many of these requests were confirmed/fulfilled? 104
- 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?

2) 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?

After careful consideration, we regret to inform you that we do not hold the information you have requested.

The information you requested is not available within our records as these are not the KPI's held by the Trust and their providers and hence this information is not held by the Trust.

Under the Freedom of Information Act 2000, we are only required to provide information that we hold at the time of the request. Unfortunately, we do not possess the information you are seeking.

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- 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? **YES**