

Trust Headquarters
Russell's Hall Hospital
Dudley
West Midlands
DY1 2HQ

Ref: FOI-062024-000931

Date: 19.12.24

Address / Email:

Dear

Request Under Freedom of Information Act 2000

Thank you for requesting information under the Freedom of Information Act 2000.

Request

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

1. 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?

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?

3. Does the Trust employ any BSL/SSE/deaf blind interpreters within the Trust, on a full-time staff basis?
4. Does the Trust have a contract with a video relay service?
5. Please provide a breakdown of the above for the years 2020, 2021, 2022, 2023 and Jan - May 2024.

Response

The Trust has received previous requests for information on interpreters.

Please see attached two previous responses, 000661 and 000903

There are other responses available on the Freedom of Information request disclosure log on the Trust's external website [Disclosure log - The Dudley Group NHS Foundation Trust](#) and in the search box type in translation or interpretation (or other relevant words)

There is also a section on the Trust website [How do you communicate? - The Dudley Group NHS Foundation Trust](#)

If you are dissatisfied with our response, you have the right to appeal in line with guidance from the Information Commissioner. In the first instance you may contact the Information Governance Manager of the Trust.

Information Governance Manager
Trust Headquarters
Russell's Hall Hospital
Dudley
West Midlands
DY1 2HQ
Email: dgft.dpo@nhs.net

Should you disagree with the contents of our response to your appeal, you have the right to appeal to the Information Commissioners Office at.

Information Commissioners Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Tel: 0303 123 1113
www.ico.org.uk

If you require further clarification, please do not hesitate to contact us.

Yours sincerely

Freedom of Information Team
The Dudley Group NHS Foundation Trust