

Ref. No: 1015
Date: 13/06/24
Subject: Interpreting Services

REQUEST

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

1. **British Sign Language / Sign Supported English**
 - 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?

Please provide a breakdown of the above for the years 2020, 2021, 2022, 2023 and 2024 (January – May).

RESPONSE

St Helens and Knowsley Teaching Hospitals NHS Trust and Southport and Ormskirk Hospital NHS Trust became a single legal entity known as Mersey and West Lancashire Teaching Hospitals NHS Trust on 1st July 2023, as such parts of the response may be provided in two sections relating to the hospital sites of each of the legacy organisations.

1. British Sign Language / Sign Supported English

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

Southport and Ormskirk

2020 – 53 requests
2021 – 76 requests
2022 – 98 requests
2023 – 141 requests
2024 (Jan – May) – 73 requests

St.Helens and Knowsley response

2020 – 204
2021 – 232
2022 – 386
2023 – 346
2024 (Jan-May 2024) – 139

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

Southport and Ormskirk

2020 – 53 requests were fulfilled
2021 – 74 requests were fulfilled
2022 – 93 requests were fulfilled
2023 – 132 requests were fulfilled
2024 (Jan – May) – 71 requests were fulfilled

St.Helens and Knowsley response

2020 – 200
2021 – 230
2022 – 385

2023 – 346
2024 (Jan-May 2024) – 137

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

Southport and Ormskirk

It is a contracted service which is outsourced, all requests were fulfilled by the service provider.

St.Helens and Knowsley response

It is a contracted service which is outsourced, all requests were fulfilled by the service provider.

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

Southport and Ormskirk

Short notice bookings being made.

St.Helens and Knowsley response

Short notice bookings being made.

2. Deaf Blind

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

Southport and Ormskirk

2020 – 0 requests
2021 – 0 requests
2022 – 2 requests
2023 – 3 requests

2024 (Jan – May) – 1 request

St.Helens and Knowsley response

2020 – 0
2021 – 0
2022 – 3
2023 – 1
2024 (Jan-May 2024) – 0

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

Southport and Ormskirk

2020 – N/A as no requests were made
2021 – N/A as no requests were made
2022 – 2 requests were fulfilled
2023 – 3 requests were fulfilled
2024 (Jan – May) – 1 request was fulfilled

St.Helens and Knowsley response

2020 – 0
2021 – 0
2022 – 3
2023 – 1
2024 (Jan-May 2024) – 0

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

Southport and Ormskirk

It is a contracted service which is outsourced, all requests were fulfilled by the service provider.

St.Helens and Knowsley response

It is a contracted service which is outsourced, all requests were fulfilled by the service provider.

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

Southport and Ormskirk

N/A as all requests were fulfilled.

St.Helens and Knowsley response

All requests were fulfilled

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

Southport and Ormskirk

No

St.Helens and Knowsley response

It is a contracted service which is outsourced, all requests were fulfilled by the service provider.

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

Southport and Ormskirk

Yes the Trust can provide video links to support interpretation, it is also scoped within the service providers current contract.

St.Helens and Knowsley response

The Trust can provide video links to support interpretation via the service provider.