

FOI_1732_2024-25 – FOI Request concerning BSL/SSE to English Interpreters

Please note: Solent NHS Trust commenced a centralised interpreting contract from 1 April 2023 with Prestige Network (PN). PN is therefore required to provide information to support Trust requests. There are historic off contract activity with two additional suppliers, Island Support Services CIC (ISS) and Deaf Action (DA). Information from these providers is not held centrally by the Trust, nor accessible, therefore the answers below only relate to PN activity.

The below data is based on the financial year 2023-24.

Please provide information regarding:

1. BSL/SSE

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

73 (PN) 47 (CIC) 120 (DA)

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

68 (PN only see note above)

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?

Interpreter sickness / Specific Interpreter request (PN only see note above)

2. Deaf Blind

e) How many requests have been made to the Trust for deaf blind interpreters?

0 PN only see note above)

a) How many of these requests were confirmed/fulfilled?

N/A

b) How many were fulfilled by staff and how many by agency staff?

N/A

c) 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?

No