

Freedom of Information Request

Ref: 24-468

6 June 2024

By Email

Dear Sir/Madam

Thank you for your request for information under the Freedom of Information Act 2000. The Trust's response is as follows:

- We can confirm that we do hold the information you are requesting

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?

Please provide a breakdown of the above for the years 2020, 2021, 2022, 2023 and Jan - May 2024.

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We are now in the process of moving to an official tender for the future delivery of this service and associated contract and we are currently unable to release any information regarding this until after the award has been approved.

By releasing any information during this period will unduly bias a potential bidder over the rest of the supplier pool and would be in conflict with the Public Contract Regulations 2015. This is commercially sensitive information and will not be shared at an organisational level. Section 43 of the FOI Act provides that information is exempt if its disclosure would, or would be likely to prejudice the commercial interests of any person. Therefore we are withholding this information at this time.

This concludes our response. We trust that you find this helpful, but please do not hesitate to contact us directly if we can be of any further assistance.

If, after that, you are dissatisfied with the handling of your request, you have the right to ask for an internal review. 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:

Data Protection Officer
University Hospitals Bristol and Weston NHS Foundation Trust
Trust Headquarters
Marlborough Street
Bristol

BS1 3NU

Please remember to quote the reference number above in any future communications.

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

Publication

Please note that this letter and the information included/attached will be published on our website as part of the Trust's Freedom of Information Publication Log. This is because information disclosed in accordance with the Freedom of Information Act is disclosed to the public, not just to the individual making the request. We will remove any personal information (such as your name, email and so on) from any information we make public to protect your personal information.

To view the Freedom of Information Act in full please click [here](#).

Yours sincerely

Freedom of Information Team
University Hospitals Bristol and Weston NHS Foundation Trust