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**King's Mill Hospital**  
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NG17 4JL

25<sup>th</sup> July 2024

Tel: 01623 622515  
Join today: [www.sfh-tr.nhs.uk](http://www.sfh-tr.nhs.uk)

Dear Sir/Madam

**Freedom of Information Act (FOI) 2000 - Request for Information Reference:**  
BSL/SSE/deaf blind interpreters

I am writing in response to your request for information under the FOI 2000.

I can confirm in accordance with Section 1 (1) of the Freedom of Information Act 2000 that we do hold some of the information you have requested. A response to each part of your request is provided below.

## Home, Community, Hospital.

**Patient Experience Team**  
01623 672222  
[sfh-tr.pet@nhs.net](mailto:sfh-tr.pet@nhs.net)



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**Chair Claire Ward**  
**Chief Executive Paul Robinson**

FOI Request / Question	Question Response	Is there an exemption?	Exemption	Exemption Details
1. BSL/SSE - 2020, 2021, 2022, 2023 and Jan - May 2024	<p><b>a) How many requests have been made to the Trust for BSL/SSE to English interpreters?</b>  For 2020 - 2022 the requests were not stored electronically so we are unable to confirm how many requests were received.  For 2023 - 111 requests (5 cancelled, 3 not fulfilled)  For 2024 (Jan - May) - 42 requests (2 cancelled, 1 not fulfilled)</p> <p><b>b) How many of these requests were confirmed/fulfilled?</b>  For 2020 - 67 fulfilled (data obtained from invoices)  For 2021 - 101 fulfilled (data obtained from invoices)  For 2022 - 92 fulfilled (data obtained from invoices)  For 2023 - 101 fulfilled  For 2024 (Jan - May) - 39 fulfilled</p> <p><b>c) How many were fulfilled by staff and how many by agency staff?</b>  All requests were fulfilled by Agency staff.</p> <p><b>d) What were the main reasons for an interpreter being unavailable to attend any unfulfilled requests?</b>  Interpreters not available due to prior commitments.</p>			
2. Deaf Blind - 2020, 2021, 2022, 2023 and Jan - May 2024	<p><b>a) How many requests have been made to the Trust for deaf blind interpreters?</b>  no request have been made</p> <p><b>b) How many of these requests were confirmed/fulfilled?</b></p> <p><b>c) How many were fulfilled by staff and how many by agency staff?</b></p> <p><b>d) What were the main reasons for an interpreter being unavailable to attend any unfulfilled requests?</b></p>			

3) Does the Trust employ any BSL/SSE/deaf blind interpreters within the Trust, on a full time staff basis?	The Trust does not employ any BSL Interpreters.			
4) Does the Trust have a contract with a video relay service?	The Trust does not have a video relay contract.	Unknown		

I trust this information answers your request. Should you have any further enquiries or queries about this response please do not hesitate to contact me. However, if you are unhappy with the way in which your request has been handled, 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: Sally Brook Shanahan, Director of Corporate Affairs, King's Mill Hospital, Mansfield Road, Sutton in Ashfield, Nottinghamshire, NG17 4JL or email [sally.brookshanahan@nhs.net](mailto:sally.brookshanahan@nhs.net).

If you are dissatisfied with the outcome of the internal review, you can apply to the Information Commissioner's Office, who will consider whether we have complied with our obligations under the Act and can require us to remedy any problems. Generally, the Information Commissioner's Office cannot decide unless you have exhausted the internal review procedure. You can find out more about how to do this, and about the Act in general, on the Information Commissioner's Office website at: <https://ico.org.uk/your-data-matters/official-information/>.

Complaints to the Information Commissioner's Office should be sent to FOI/EIR Complaints Resolution, Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Telephone 0303 1231113, email [casework@ico.org.uk](mailto:casework@ico.org.uk).

If you would like this letter or information in an alternative format, for example large print or easy read, or if you need help with communicating with us, for example because you use British Sign Language, please let us know. You can call us on 01623 672232 or email [sfh-tr.foi.requests@nhs.net](mailto:sfh-tr.foi.requests@nhs.net).

Yours faithfully

### **Information Governance Team**

All information we have provided is subject to the provisions of the Re-use of Public Sector Information Regulations 2015. Accordingly, if the information has been made available for re-use under the [Open Government Licence](#) (OGL) a request to re-use is not required, but the licence conditions must be met. You must not re-use any previously unreleased information without having the consent from Sherwood Forest Hospitals NHS Foundation Trust. Should you wish to re-use previously unreleased information then you must make your request in writing. All requests for re-use will be responded to within 20 working days of receipt.