

Freedom of Information Act 2000 - Request Reference Fol/20/225

BSL

Request details

We ask that you provide information on the following areas:

- 1. Do you provide face to face sign language interpreting through :-**
 - a. an externally commissioned supplier**
or
 - b. Through an 'in-house' provision (interpreters recruited and managed by the NHS Trust / public body)**
or
 - c. Through a combination of both.**
 - d. Other – please detail**

Cardiff and Vale University Health Board (the UHB) uses an externally commissioned supplier called the Wales Interpretation & Translation Service (WITS).

- 2. Is the service a 24hr service, 365 day service?**

Yes, it is.

- 3. Does your Trust also provide a remote interpreting service to sign language users to access Health and Social Care services?**

In the past the UHB has piloted Interpreter on Wheels in some of our Clinical areas.

- 4. Is the service a 24hr service, 365 day service?**

Yes.

- 5. Are all face to face sign language interpreting assignments provided by fully qualified interpreters and have full membership of the NRCPD or equivalent professional body?**

This is part of the contract that we have with WITS as a supplier.

- 6. If trainee interpreters are used what are the types of appointments / clinical situations they have provided interpreting for over?**

Yes, WITS do use Trainee BSL interpreters but they must be registered with the NRCPD as this ensures they have a high standard of knowledge in BSL. Where a trainee is used, they are for appointments that are not complex in nature.

7. What are the numbers and percentage equivalents of appointments over the last two financial years (2019/20, 2018/19) where trainee sign language interpreters have been utilised to provide sign language interpreting to the sign language community accessing health or social care appointments?

The UHB does not hold this information. To comply with our Section 16 obligation, the duty to provide advice and assistance, I would like to inform you that the information sought may be available via the Welsh Interpretation & Translation Service (WITS). WITS can be contacted via the following link.

<https://www.wits.wales/>

8. Are sign language users able to book their own interpreter for a health or social care appointment themselves?

The organisation only accepts appointments through WITS. We also have a sign video phone in our concerns team where people who need a BSL interpreter can call via that number to have the conversation relayed by a qualified BSL interpreter.

9. If they are able to book their appointment how do they do this?

N/A

10. Are sign language users always provided with a choice of who their interpreter will be for an appointment?

Every effort would be made to meet a request but WITS can only provide the UHB with who is available at the time of the appointment.

11. What percentage(s) of appointments over the last two financial years (2019/20, 2018/19) have sign language users been unable to access their choice of interpreter?

The UHB does not hold this information. To comply with our Section 16 obligation, the duty to provide advice and assistance, I would like to inform you that the information sought may be available via the Welsh Interpretation & Translation Service (WITS). WITS can be contacted via the following link.

<https://www.wits.wales/>

12. What percentage of appointments over the last two financial years (2019/20, 2018/19) was your service not able to provide a sign language interpreter for an appointment.

The UHB does not hold this information.

13. Have you developed service guidance / a decision making matrix on deaf service user having choice of a specific interpreter for specific clinical type appointments? If you have please could you provide a copy of these as part of your response to the information requested.

The UHB has not developed service guidance/a decision making matrix on deaf service users having choice of a specific interpreter, the UHB does however capture the choice of interpreter and share that information with WITS.

14. Are there any exclusion criteria for those services covered by your interpreting arrangements?

After considering your request the UHB believes that Section 21 of the Freedom of Information Act 2000 applies in this instance and is refusing your request. The reason for relying on this exemption is set out below.

Under Section 21 of the Act, an organisation does not have to respond to a request if the information being sought is reasonably accessible to the applicant by other means. The UHB has applied this exemption to your request as the information you are seeking is available in the public domain. Under our Section 16 obligation to advise and assist, I can confirm that the UHB has already published the relevant agreement details via its FOI Disclosure Log. These are available via the following links:

<http://www.cardiffandvaleuhb.wales.nhs.uk/sitesplus/documents/1143/Fol.19.429%20Service%20Level%20Agreement%20with%20WITS.pdf>

<http://www.cardiffandvaleuhb.wales.nhs.uk/sitesplus/documents/1143/Fol.19.429%20Collaboration%20Agreement.pdf>

<http://www.cardiffandvaleuhb.wales.nhs.uk/sitesplus/documents/1143/Fol.19.429%20Contract%20Extension.pdf>

<http://www.cardiffandvaleuhb.wales.nhs.uk/sitesplus/documents/1143/Fol.19.429%20Extension%20Letter.pdf>