



## Response to Request for Information

Reference      FOI 071561  
Date            14 July 2015

### ***British Sign Language Interpreting Provisions and Contract***

Request and response in 'blue':

FOI request: British Sign Language (BSL) Interpreting provisions and contract.

I am writing to find out the following:

1. Does your organisation provide BSL interpreting service for Deaf customers/service users/visitors? **Yes**
  - If yes:
    - How many hours of BSL interpreting was provided in the last financial year? **825**
    - In relation to the provisions above, how many separate bookings have been made for BSL interpreting provision during that period?  
Separate bookings

Primary Health	135
Social Services	118
(Primary Health and Social Care have a joint contract managed by Social Care)	
Council	5
Retail Market	3
Schools	43
Wolverhampton Home	15
Wolverhampton Adult Education	93.5
Total	<b>412.5</b>
    - How much has your organisation spent on BSL interpreting services in the last financial year?  
We can confirm that the department holds information that you have asked for in relation to the above. However, the information is exempt under section 21 of the FOI Act because it is reasonably accessible to you, and I am pleased to inform you that you can access it on our website via the following links:

<http://data.wolverhampton.gov.uk/View/finance>

Section 21(1) of the Freedom of Information Act exempts disclosure of information that is reasonably accessible by other means, and the terms of the exemption mean that we do not have to consider whether or not it would be in the public interest for you to have the information.

You can find out more about Section 21 by reading the extract from the Act, available at:

<http://www.legislation.gov.uk/ukpga/2000/36/section/21>

- What is the minimum qualification criteria (if any) that your organisation insists the interpreter should have when providing the service? RSLI (Registered Sign Language Interpreter), TSLI (Trainee Sign Language Interpreter) or a person holding BSL NVQ Level 3 or other?  
[Grade 6 and registration](#)
  - Do you have a contract with a preferred supplier or offer an in-house interpreting service?  
[Contract with preferred provider](#)
  - If your organisation has a contract with a preferred supplier, then when is that contract up for tender?  
[Current contract ends November 2016](#)
  - If your organisation provides an in-house interpreting service, would you be looking to put out a tender for BSL interpreting in the near future?
  - If no, do you have any plans to provide a BSL interpreting service in the near future?
2. Do you offer a live online interpreting service on demand?
- If no, are there any plans to do so?  
[Not at this time](#)
  - If yes, who is the provider and when is the contract up for tender?
3. Do you carry out a customer satisfaction survey of the quality of BSL provision provided by your organisation?  
[We do not contact customers as their appointments may be of a sensitive nature. We do however as part of Quality Assurance monitor services and any complaints they may have](#)
- If yes:
    - How is it done? Via paper survey/questionnaire? BSL clips?
    - What has the outcome been?
  - If no:
    - How do you measure that the BSL interpreting service is of good quality and that your services are accessible to BSL service

[NOT PROTECTIVELY MARKED]

users/customers/visitors?