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Request for Information Reference: 03.23.53

FOI Direct line: 01325 743700
Email: cdda-tr.cddftfoi@nhs.net

Email only

29th March 2023

Dear

Freedom of Information Act 2000 – Request for Information

Thank you for submitting a request for information which we received on 28th March 2023 in relation to County Durham and Darlington NHS Foundation Trust (the Trust). Your request has been processed under the provisions of the Freedom of Information Act 2000 and I am now able to provide you with a response.

Your request was in relation to British Sign Language and I am providing the following information in response to your specific questions:

1. Who within your Trust is responsible for the procurement of any BSL services? Do you have their email address?

The Procurement Team and Paul Brennan, Patient Experience Manager – cdda-tr.patientexperiencecddft@nhs.net

2. Who within your Trust is responsible for your external communications, such as website and social media content? Do you have their email address?

The Communications Team – cdda-tr.communications@nhs.net

3. Are your external comms/content currently provided in BSL for the Deaf community?

i) If yes, do you outsource these BSL translations to an agency?

Yes, material are provided in BSL upon request and this is then outsourced.

ii) If no, do you have any plans to provide your comms/content in BSL?

Not applicable

4. Who within your Trust is responsible for Staff training? Do you have their email address?

Wayne Hall, Training and Development Business Partner – wayne.hall1@nhs.net

5. Are you currently providing Deaf awareness training to your Staff?

Yes, the Trust are delivering Introductory BSL.

6. Does your Trust have an on-demand BSL VRI service in place for patients?

No

i) If yes, who is the provider you are using?

ii) If no, who is the best contact in your Trust to speak to about implementing this so patients will have access to this service?

Paul Brennan, Patient Experience Team

In line with the Information Commissioner's directive on the disclosure of information under the Freedom of Information Act 2000 your request will form part of our disclosure log on the Trust's website. However please be assured that we anonymise all responses prior to adding them to the disclosure log.

I hope that this response has provided you with the information you had requested. If you have any queries or wish to discuss the information supplied, please do not hesitate to contact me by telephone or in writing. If however, you are dissatisfied with the way in which your request has been handled and would like an internal review, you will need to contact me in writing at the above address or via cdda-tr.cddftfoi@nhs.

If you remain dissatisfied with our response following an internal review you have the right to appeal to The Information Commissioner at Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. More information is available on their website; www.ico.gov.uk.

Yours sincerely

Corporate Records and Freedom of Information Facilitator