

5FOI number: **HBC_FOI_20200485**
Date FOI Received: **24/08/2020**
Department: **Customer Services**
Title: **Advice services for Deaf people in BSL**
Description: **Advice and guidance for deaf residents in BSL (British Sign Language)**

Request: (As Redacted sent by requestor)

Under the terms of the Freedom of Information Act, could you please tell me if your council provides, commissions or funds an information, advice and guidance service specifically for Deaf residents, in British Sign Language (BSL), and that:

- (a) If yes, can you supply contact details for who provides this service; and
- (b) If not, what arrangements are in place to ensure Deaf people are able to access advice on an equal basis to hearing residents.

Response: (Response as Redacted sent by service)

Hertsmere Borough Council has a subscription service with Language Line Solutions Ltd which includes services specifically for Deaf residents.

More information is available via this link

<https://www.languageline.com/uk/interpretation/british-sign-language/>

If you have any queries about the processing of your request then please do not hesitate to contact me. Further information explaining the Council's process for responding to information requests together with a complaints/appeals procedure is available in our reception or via our website at:

<https://www.hertsmere.gov.uk/Your-Council/Official-Publications--Guides--Policies/Access-to-Information.aspx>

The Information Commissioner oversees the application of the Freedom of Information Act. You may contact the Information Commissioner at:

Information Commissioners Office
Wycliffe House, Water Lane
Wilmslow
Cheshire SK9 5AF
Telephone: 01625 545700
Website: www.informationcommissioner.gov.uk

Please include the above reference number on all correspondence related to this request.

Thank you for your request.

Kind regards

Information Services