

FOI number: **HBC\_FOI\_20200114**  
Date FOI Received: **04/02/2020**  
Department: **Customer Services**  
Title: **Requests and provision for accessible documents**  
Description: **The number of requests for accessible documents over the past five years (2013/14 to 2018/19) and their provision.**

**Request: (As Redacted sent by requestor)**

Dear whom it may concern,

I am writing to make an open government request for all the information to which I am entitled under the Freedom of Information Act 2000.

Please send me:

- Over the past 5 years (up to and including 2018/ 2019), please can you tell me your budget for ensuring your information is accessible to all residents i.e. those with visual impairment, dyslexia, print impairment?
- Over the past 5 years (up to and including 2018/ 2019), please can you tell me your spend for ensuring your information is accessible to all residents, i.e. those with visual impairment, dyslexia, print impairment?
- Do you offer information to your residents in accessible formats such as Large Format Print?
- Do you offer information to your residents in accessible formats such as Accessible PDFs?
- Do you offer information to your residents in accessible formats such as Braille?
- How many requests do you get per month for information in accessible formats such as Large Format Print?
- How many requests do you get per month for information in accessible formats such as Accessible PDFs?
- How many requests do you get per month for information in accessible formats such as Braille?
- Which is the most popular accessible format for information requests?
- What is the department and job title for the person responsible for organising and sourcing accessible materials for these requests?
- Do you produce these accessible materials internally?
- If you don't produce this information internally, who do you outsource these requests to and what do they charge you?

I would like the above information to be provided to me as an electronic copy via return reply to this email.

If this request is too wide or unclear, I would be grateful if you could contact me as I understand that under the Act, you are required to advise and assist requesters. If any of this information is already in the public domain, please can you direct me to it, with page references and URLs if necessary.

If the release of any of this information is prohibited on the grounds of breach of confidence, I ask that you supply me with copies of the confidentiality agreement and remind you that information should not be treated as confidential if such an agreement has not been signed.

I understand that you are required to respond to my request within the 20 working days after you receive this letter. I would be grateful if you could confirm in writing that you have received this request.

I look forward to hearing from you.

Yours faithfully,

**Response: (Response as Redacted sent by service)**

- Over the past 5 years (up to and including 2018/ 2019), please can you tell me your budget for ensuring your information is accessible to all residents i.e. those with visual impairment, dyslexia, print impairment?

**No budget is allocated, this is done on a needs basis.**

- Over the past 5 years (up to and including 2018/ 2019), please can you tell me your spend for ensuring your information is accessible to all residents, i.e. those with visual impairment, dyslexia, print impairment?

**We do not hold this information**

- Do you offer information to your residents in accessible formats such as Large Format Print?

**Yes**

- Do you offer information to your residents in accessible formats such as Accessible PDFs?

**Yes**

- Do you offer information to your residents in accessible formats such as Braille?

**Yes**

- How many requests do you get per month for information in accessible formats such as Large Format Print?

**We do not hold this information**

- How many requests do you get per month for information in accessible formats such as Accessible PDFs?

**We do not hold this information**

- How many requests do you get per month for information in accessible formats such as Braille?

**We do not hold this information**

- Which is the most popular accessible format for information requests?

**We do not hold this information**

- What is the department and job title for the person responsible for organising and sourcing accessible materials for these requests?

**Lee Gallagher, Customer Services and Digital Transformation Manager**

- Do you produce these accessible materials internally?

**Yes if we can**

- If you don't produce this information internally, who do you outsource these requests to and what do they charge you?

**We would look to source any material we couldn't produce ourselves from a third party supplier**

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](http://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