



**East London**  
NHS Foundation Trust

**Information Governance**

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**Website:** <https://www.elft.nhs.uk>

21 April 2022

**Our reference: FOI DA3930**

I am responding to your request for information received 27 August 2021. I am sincerely sorry for the delay in responding to your request. This has been treated as a request under the Freedom of Information Act 2000.

I am now enclosing a response which is attached to the end of this letter. Please do not hesitate to contact me on the contact details above if you have any further queries.

Yours sincerely,

Keshia Harvey  
Information Governance Manager

If you are dissatisfied with the Trust's response to your FOIA request then you should contact us and we will arrange for an internal review of this decision.

If you remain dissatisfied with the decision following our response to your complaint, you may write to the Information Commissioner for a decision under Section 50 of the Freedom of Information Act 2000. The Information Commissioner can be contacted at:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Tel: 0303 123 1113  
Web: [www.ico.org.uk](http://www.ico.org.uk)

**Please note that the data supplied is not allowed to be re-used and/or published without the explicit consent of East London NHS Foundation Trust. Please contact the signatory to request permission if this is your intention**

Interim Chair: Eileen Taylor

Chief Executive: Paul Calaminus

*We care*

*We respect*

*We are inclusive*

**Request:**

**Dear East London NHS Foundation Trust,**

**I have a series of questions in relation to your Trust policies and approach on the NHS Accessible Information Standard (AIS) and particularly how this impacts on blind and partially sighted patients and service users.**

**Question 1. Do you currently have:**

- a) A specific local AIS policy?**
- b) An accessibility policy which references the AIS?**

**Answer:** Section 1(1) of the Freedom of Information Act 2000 states:

*Any person making a request for information to a public authority is entitled—*  
*(a) to be informed in writing by the public authority whether it holds information of the description specified in the request, and*  
*(b) if that is the case, to have that information communicated to them.*

The Trust does not have a specific Accessible Information Standard policy. The Trust does not hold the information requested and is therefore unable to disclose it to you.

**Question 2. How many of the following have you received since 1st April 2019 regarding provision of accessible information:**  
**(a) complaints?**  
**(b) compliments?**

**Answer:** Section 1(1) of the Freedom of Information Act 2000 states:

*Any person making a request for information to a public authority is entitled—*  
*(a) to be informed in writing by the public authority whether it holds information of the description specified in the request, and*  
*(b) if that is the case, to have that information communicated to them.*

The Trust does not centrally hold the information requested as it is not a searchable criteria on our complaints system. It is therefore unable to disclose to you.

**Question 3. How many of the following items have you issued to patients since 1st April 2019 under an AIS request?**  
**(a) large print letters**  
**(b) braille letters**  
**(c) audio files**  
**(d) email letters**  
**(e) text messages**

**Answer:** Section 1(1) of the Freedom of Information Act 2000 states:

*Any person making a request for information to a public authority is entitled—*  
*(a) to be informed in writing by the public authority whether it holds information of the description specified in the request, and*  
*(b) if that is the case, to have that information communicated to them.*

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The Trust does not hold the information centrally and is therefore unable to disclose it to you.

**Question 4. What engagement do you have with people with a visual impairment regarding your implementation of the AIS?**

Answer: Section 1(1) of the Freedom of Information Act 2000 states:

*Any person making a request for information to a public authority is entitled—*

*(a) to be informed in writing by the public authority whether it holds information of the description specified in the request, and  
(b) if that is the case, to have that information communicated to them.*

The Trust does not hold the information centrally and is therefore unable to disclose it to you.

**Question 5. What proportion of your staff has received formal accessibility training in the last year?**

Answer: Section 1(1) of the Freedom of Information Act 2000 states:

*Any person making a request for information to a public authority is entitled—*

*(a) to be informed in writing by the public authority whether it holds information of the description specified in the request, and  
(b) if that is the case, to have that information communicated to them.*

The Trust does not run formal accessibility training as a standalone training. The Trust does not hold the information requested and it is therefore unable to disclose it to you.

**Question 6. What percentage of current online material has been officially checked for compliance with the Government's Digital Accessibility Regulations?**

Answer: Section 1(1) of the Freedom of Information Act 2000 states:

*Any person making a request for information to a public authority is entitled—*

*(a) to be informed in writing by the public authority whether it holds information of the description specified in the request, and  
(b) if that is the case, to have that information communicated to them.*

The Trust's new website launched in February 2022 and it has not yet been officially checked for compliance with the Government's Digital Accessibility Regulations (April 2022). The Trust does not hold the information requested and is therefore unable to disclose it to you.