

Information Governance

Robert Dolan House
9 Alie Street
London
E1 8DE

Email elft.foi@nhs.net

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

12 May 2023

Our reference: FOI DA4661

I am responding to your request for information received 28 March 2023. I am 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,

Information Rights Coordinator

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

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



We promise to work together creatively to: learn
'what matters' to everyone, achieve a better quality
of life and continuously improve our services.
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Chief Executive: Paul Calaminus
Chair: Eileen Taylor

Request:

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

Answer: Dr Mohit Venkataram, email: mohit.venkataram@nhs.net

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

Answer: Steve Gladwin, email: elft.communications@nhs.net

Question 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?

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

Answer: Yes. The Trust has a contract with Language Shop.

Question 4: Who within your Trust is responsible for staff training? Do you have their email address?

Answer: Princess Kabba, email: Princess.kabba@nhs.net

Question 5: Are you currently providing deaf awareness training to your staff?

Answer: There is currently no training scheduled at a central level, however our Ability Network have previously delivered sessions on this.

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

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?

Answer: Yes. The provider is Language Shop.



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