



East London
NHS Foundation Trust
Information Governance
Robert Dolan House
9 Alie Street
London
E1 8DE

Email elft.foi@nhs.net
Website: <https://www.elft.nhs.uk>

18th March 2026

Our reference: FOI DA6358

We are responding to your request for information received 14 November 2025. We are sorry for the delay in responding to your request. This has been treated as a request under the Freedom of Information Act 2000.

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

Yours sincerely,

FOI Team

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

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We care . We respect . We are inclusive

Chief Executive Officer: Lorraine Sunduza
Chair: Eileen Taylor

Request:

Question 1: What proportion of staff employed by the Trust have completed the NHS England e-learning module on the NHS Accessible Information Standard?

Answer: None, this course is not hosted on the Trust's learning system.

Question 2: What proportion of the clinical staff employed by the Trust have completed the NHS England e-learning module on the NHS Accessible Information Standard?

Answer: None, this course is not hosted on the Trust's learning system.

Question 3: Does the Trust offer training on deaf awareness to staff? If so, please specify how the training is delivered.

Answer: Yes.

- Shared the North East London (NEL) Virtual British Sign Language (BSL) Course emails in June 2025 for a course that started in September 2025.
- Shared an email regarding the launch of the Deaf and Hard of Hearing to NHS Staff Network in March 2024.

Question 4: In the last five years, how many NHS complaints has the Trust received which primarily relate to a failure to provide care that is accessible to a person who is deaf or has hearing loss, and/or a failure to provide "reasonable adjustments" during the care of a person who is deaf or has hearing loss?

"reasonable adjustments" are a legal requirement under the Equality Act 2010, to make sure health services are accessible to disabled people. Reasonable adjustments in accessing NHS services for a person who is deaf or has hearing loss might include the provision of a BSL interpreter or other communication support professional, facing the patient and not speaking too quickly, or the provision of alternative contact methods to the telephone.

If it is not possible to provide these figures in full without incurring the Act's Section 12 time/cost limit, please provide any figures you are able to within the limit (e.g. figures for one year, any snapshot reports/audits)

Answer: The Trust has not had any complaints for reasonable adjustments in the past five years.

Question 5: In the last five years, what has been the cost of litigation to the NHS Trust as a result of failure to make reasonable adjustments under the Equality Act 2010 to meet the communication needs of patients who are deaf or have hearing loss?

If such payments are processed by NHS Resolution, including where failure to provide reasonable adjustments has been part of a clinical negligence case, please let us know total cost paid as a result of claims against the Trust on this topic.

If it is not possible to provide these figures in full without incurring the Act's Section 12 time/cost limit, please provide any figures you are able to within the limit.



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Answer: We have not received any claims in the last five years pertaining to a failure to make reasonable adjustments under the Equality Act 2012 to meet the communication needs of patients who are deaf or have hearing loss.

Question 6: In the last five years, what has been the cost of litigation to the NHS Trust as a result of failure to make reasonable adjustments under the Equality Act 2010 to meet the communication needs of patients with a disability, impairment, or sensory loss (as set out in the NHS Accessible Information Standard)?

If such payments are processed by NHS Resolution, including where failure to provide reasonable adjustments has been part of a clinical negligence case, please let us know total cost paid as a result of claims against the Trust on this topic.

If it is not possible to provide these figures in full without incurring the Act's Section 12 time/cost limit, please provide any figures you are able to within the limit.

Answer The Trust is currently managing six open claims where the claimants are alleging that the Trust has breached several elements of the Equality Act 2010. None of them however fall into category of failure to make reasonable adjustments under the Equality Act 2010 to meet the communication needs of patients with a disability, impairment or sensory loss.



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