

Date: Monday, 13th September 2021  
Our Ref: MB/SS FOI 4871

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**Re: Freedom of Information Request FOI 4871**

We are writing in response to your request submitted under the Freedom of Information Act, received in this office on 27th August 2021.

Your request was as follows:

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.

1)  Do you currently have:

a)  A specific local AIS policy?

b)  An accessibility policy which references the AIS?

[Here at The Walton Centre NHS Foundation Trust \(WCFT\) we have an an Interpretation and Translation and Accessible Information Policy.](#)

(2) How many of the following have you received since 1st April 2019 regarding provision of accessible information:

(a) complaints?

(b) compliments?

a. [The WCFT has had 2 complaints since 1st April 2019 regarding provision of accessible information.](#)

b. [The WCFT has had 1 compliment since 1st April 2019 regarding provision of accessible information.](#)

(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

[I can confirm in accordance with Section 1 of the Freedom of Information Act 2000 \(FOIA\) that we do not hold the information you have requested. Therefore we cannot provide this information.](#)

[Under the FOIA, we are not required to create this information in order to answer your request. I should explain that the](#)



FOIA is to do with transparency of information held by public authorities. It gives an individual the right to access recorded information held by public authorities. The FOIA does not require public authorities to generate information, or to answer questions, provide explanations or give opinions, unless this is recorded information that they already hold. However I can advise that WCFT are currently in the process of phased role out of the Synertec system which will allow letters/communication to be generated in various formats.

(4) What engagement do you have with people with a visual impairment regarding your implementation of the AIS?

All patient leaflets go through a patient information group that include patients with additional needs. This is to ensure all patient leaflets are reviewed to ensure they are suitable for all patients needs. As above I can advise that WCFT are currently in the process of phased role out of the Synertec system which will allow letters/communication to be generated in various formats.

(5) What proportion of your staff has received formal accessibility training in the last year?

WCFT do not provide staff with formal accessibility training however we have engaged with DAISY who have provided training for both staff and volunteers in July 2021 and also engage with Bradbury Fields.

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

The WCFT has recently launched a new website to improve usability, accessibility and to give a more modern experience for users. In compliance with the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018, our accessibility statement can be viewed here:  
<https://www.thewaltoncentre.nhs.uk/accessibility.htm>

Please see our response above in blue.

#### Re-Use of Public Sector Information

All information supplied by the Trust in answering a request for information (RFI) under the Freedom of Information Act 2000 will be subject to the terms of the Re-use of Public Sector Information Regulations 2005, Statutory Instrument 2005 No. 1515 which came into effect on 1st July 2005.

Under the terms of the Regulations, the Trust will licence the re-use of any or all information supplied if being used in a form and for the purpose other than which it was originally supplied. This license for re-use will be in line with the requirements of the Regulations and the licensing terms and fees as laid down by the Office of Public Sector Information (OPSI). Most licenses will be free; however the Trust reserves the right, in certain circumstances, to charge a fee for the re-use of some information which it deems to be of commercial value.

Further information can be found at [www.opsi.gov.uk](http://www.opsi.gov.uk) where a sample license terms and fees can be found with guidance on copyright and publishing notes and a Guide to Best Practice and regulated advice and case studies, at [www.opsi.gov.uk/advice/psi-regulations/index.htm](http://www.opsi.gov.uk/advice/psi-regulations/index.htm)

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to the Freedom of Information Office at the address above.

**Please remember to quote the reference number, FOI 4871 in any future communications.**

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information

Commissioners Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Yours sincerely

*Mike Burns*

**Mr. Mike Burns, Executive Lead for Freedom of Information**