

Date: Tuesday, 18th April 2023
Our Ref: MB/CM FOI 5657

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Re: Freedom of Information Request FOI 5657

We are writing in response to your request submitted under the Freedom of Information Act, received in this office on 28th March 2023.

Your request was as follows:

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

The workforce procurement management team - The Walton Centre NHS Foundation Trust does not disclose individual staff members contact details. You can write to staff using the address above or alternatively email wcft.enquiries@nhs.net asking for your correspondence to be forwarded on.

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

Head of Communications and Marketing - The Walton Centre NHS Foundation Trust does not disclose individual staff members contact details. You can write to staff using the address above or alternatively email wcft.enquiries@nhs.net asking for your correspondence to be forwarded on.

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?

No - The Communications Team only looks after certain aspects of external communications that are non-patient information specific. For the areas that the Communications Team looks after, the content is not routinely provided in BSL. Because of the nature of the communication output from the team, BSL is not currently being considered but other accessible alternatives such as subtitles and language translation are available. Some of the Trust's existing communications platforms, such as the website, already have a number of accessible features.

4. Who within your Trust is responsible for Staff training? Do you have their email address?

The Training Manager - The Walton Centre NHS Foundation Trust does not disclose individual staff members contact details. You can write to staff using the address above or alternatively email wcft.enquiries@nhs.net asking for your correspondence to be forwarded on.

5. Are you currently providing Deaf awareness training to your Staff?

No.



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?

Yes - this service is provided by Signalise.

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 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

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 5657 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 by:

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

Online: <https://ico.org.uk/make-a-complaint/foi-and-eir-complaints/>

Telephone: 0303 123 1113

Yours sincerely

Mike Burns

Mr. Mike Burns, Executive Lead for Freedom of Information