

Freedom of Information Act 2000 disclosure log entry

Reference

22-23463

Date response sent

30/03/23

Subject

British Sign Language

Details of enquiry

1. Who within your Trust is responsible for the procurement of any BSL services? Do you have their email address?
2. Who within your Trust is responsible for your external communications, such as website and social media content? Do you have their email address?
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?
4. Who within your Trust is responsible for Staff training? Do you have their email address?
5. Are you currently providing Deaf awareness training to your Staff?
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?

Response sent

The Tavistock and Portman NHS Foundation Trust is are a specialist mental health Trust, and not a hospital. We provide outpatient, mainly psychological, services. We do not provide acute or inpatient patient services, nor any A&E services or walk-in appointments.

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

This is not a centralized service. Each department makes their own bookings.
Procurement@tavi-port.nhs.uk
2. Who within your Trust is responsible for your external communications, such as website and social media content? Do you have their email address?
Procurement@tavi-port.nhs.uk
3. Are your external comms/content currently provided in BSL for the Deaf community?

No

 - 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?

We do not hold this data. the Freedom of Information Act (FOIA) applies to recorded information that exists at the time of the request and does not require an authority to

answer questions where this would involve the creation of new information, and this question could only be answered by creating new information

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

Procurement@tavi-port.nhs.uk

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?

Yes

- i) If yes, who is the provider you are using?

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