

24 February 2020

Our ref: 6046288

Thank you for your request received on 5 February 2020, for the following information:

I am writing to make an open government request for all the information to which I am entitled under the Freedom of Information Act 2000.

*** Over the past 5 years (up to and including 2018/ 2019), please can you tell me your budget for ensuring your information is accessible to all residents i.e. those with visual impairment, dyslexia, print impairment?**

*** Over the past 5 years (up to and including 2018/ 2019), please can you tell me your spend for ensuring your information is accessible to all residents, i.e. those with visual impairment, dyslexia, print impairment?**

*** Do you offer information to your residents in accessible formats such as Large Format Print?**

*** Do you offer information to your residents in accessible formats such as Accessible PDFs?**

*** Do you offer information to your residents in accessible formats such as Braille?**

*** How many requests do you get per month for information in accessible formats such as Large Format Print?**

*** How many requests do you get per month for information in accessible formats such as Accessible PDFs?**

*** How many requests do you get per month for information in accessible formats such as Braille?**

*** Which is the most popular accessible format for information requests?**

*** What is the department and job title for the person responsible for organising and sourcing accessible materials for these requests?**

*** Do you produce these accessible materials internally?**

*** If you don't produce this information internally, who do you outsource these requests to and what do they charge you?**

I would like the above information to be provided to me as an electronic copy via return reply to this email.

If this request is too wide or unclear, I would be grateful if you could contact me as I understand that under the Act, you are required to advise and assist requesters. If any of this information is already in the public domain, please can you direct me to it, with page references and URLs if necessary.

We have processed this request under the Freedom of Information Act 2000.

Response

The council holds the information requested and the answers to your questions are below

I am writing to make an open government request for all the information to which I am entitled under the Freedom of Information Act 2000.

**** Over the past 5 years (up to and including 2018/ 2019), please can you tell me your budget for ensuring your information is accessible to all residents i.e. those with visual impairment, dyslexia, print impairment?***

We do not have a budget for this kind of material but we do provide information in accessible formats if we get a request from a resident or service user.

**** Over the past 5 years (up to and including 2018/ 2019), please can you tell me your spend for ensuring your information is accessible to all residents, i.e. those with visual impairment, dyslexia, print impairment?***

We do not collect information on how much we have spent on providing this type of information, however, we receive very few requests for these formats.

**** Do you offer information to your residents in accessible formats such as Large Format Print?***

Yes, if we get a request. Adults and Health also routinely run engagement groups meetings with their service users and provide accessible information at these meetings, in particular large print and Easy Read.

**** Do you offer information to your residents in accessible formats such as Accessible PDFs?***

Yes, if we get a request Adults and Health also routinely run engagement groups meetings with their service users and provide accessible information at these meetings, in particular large print and Easy Read.

**** Do you offer information to your residents in accessible formats such as Braille?***

Yes, if we get a request.

**** How many requests do you get per month for information in accessible formats such as Large Format Print?***

Less than once a month.

**** How many requests do you get per month for information in accessible formats such as Braille?***

Less than once a month

*** Which is the most popular accessible format for information requests?**

Easy read documents and large print

*** What is the department and job title for the person responsible for organising and sourcing accessible materials for these requests?**

Each department is responsible for organising and sourcing this material for their own documentation.

*** Do you produce these accessible materials internally?**

Yes, if we get a request

Further information

If you are interested in the data that the council holds you may wish to visit Open Barnet, the council's data portal. This brings together all our published datasets and other information of interest on one searchable database for anyone, anywhere to access. <http://open.barnet.gov.uk/>

Advice and Assistance : Direct Marketing

If you are a company that intends to use the names and contact details of council officers (or other officers) provided in this response for direct marketing, you need to be registered with the Information Commissioner to process personal data for this purpose. You must also check that the individual (whom you wish to contact for direct marketing purposes) is not registered with one of the Preference Services to prevent Direct Marketing. If they are you must adhere to this preference.

You must also ensure you comply with the Privacy Electronic and Communications Regulations (PECR). For more information follow this Link www.ico.org.uk

For the avoidance of doubt the provision of council (and other) officer names and contact details under FOI does not give consent to receive direct marketing via any media and expressly does not constitute a 'soft opt-in' under PECR.

Your rights

If you are unhappy with the way your request for information has been handled, you can request a review within the next 40 working days by writing to the Information Management Team at: foi@barnet.gov.uk. Or by post to Information Management Team (FOI) London Borough of Barnet, 2 Bristol Avenue, Colindale, NW9 4EW

If, having exhausted our review procedure, you remain dissatisfied with the handling of your request or complaint, you will have a right to appeal to the Information Commissioner at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF (telephone: 0303 123 1113; website www.ico.org.uk). There is no charge for making an appeal.