



Assurance Group  
London Borough of Barnet,  
2 Bristol Avenue, Colindale,  
London NW9 4EW  
23 July 2020  
Our ref: 6449412

Thank you for your request received on 22 July 2020, for the following information:

**Under the terms of the Freedom of Information Act, could you please tell me if your council provides, commissions or funds an information, advice and guidance service specifically for Deaf residents, in British Sign Language (BSL), and that:**

- (a) If yes, can you supply contact details for who provides this service; and**
- (b) If not, what arrangements are in place to ensure Deaf people are able to access advice on an equal basis to hearing residents.**

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

## **Response**

The council holds the information requested and it is attached/ the answers to your questions are below

***Under the terms of the Freedom of Information Act, could you please tell me if your council provides, commissions or funds an information, advice and guidance service specifically for Deaf residents, in British Sign Language (BSL), and that:***

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- (b) If not, what arrangements are in place to ensure Deaf people are able to access advice on an equal basis to hearing residents.***

The council does not commission any services for specifically for people with a hearing impairment. However the Community Advice Service commissioned from Barnet Citizens Advice Bureau is required to ensure that advice and guidance is universally available to residents including those with disabilities. Additionally all council services can access the corporate interpreting service when necessary which provides BSL interpreters.

## **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](http://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](mailto: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](http://www.ico.org.uk)). There is no charge for making an appeal.