

London Borough of Barnet
2 Bristol Avenue,
Colindale NW9 4EW
3 April 2023
Our ref: 9514725

Thank you for your request received on 3 April 2023, for the following information:

Dear Freedom of Information Team,

Involve Interpreter provides high quality virtualised British Sign Language Interpreting & Translation Services for any size of organisation. We support a wide range of sectors including local authorities, public sector, health, education and commercial. We also provide accessibility support to individuals. We have our own dedicated team of employed interpreters and language professionals experienced in delivering high quality support in both general and specialist areas. We also provide BSL video based translations for any digital content and messaging you want to make accessible to the Deaf Community.

If you could help us in providing the following information, it would be most appreciated:

- 1. Who is the point of contact for Equality, Diversity and Inclusion within the Council? Can you provide their email address?**
- 2. Who is the point of contact for Internal and External Communications within the Council? Can you provide their email address?**
- 3. Is your internal and 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 a budget in place and plans to deliver this in BSL throughout 2023/24?**
- 4. Who is the point of contact for Learning and Development training for staff within the Council? Can you provide their email address?**
- 5. Are you currently providing Deaf awareness training to your Staff?**

I would appreciate it if the information could be provided to me as an electronic copy. If this is not possible then I am more than happy to accept a paper copy

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.

If the release of any of this information is prohibited on the grounds of breach of confidence, I ask that you supply me with copies of the confidentiality agreement and remind you that information should not be treated as confidential if such an agreement has not been signed.

I understand that you are required to respond to my request within the 20 working days after you receive this letter. I would be grateful if you could confirm in writing that you have received this request.
I look forward to hearing from you.

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

1. Who is the point of contact for Equality, Diversity and Inclusion within the Council? Can you provide their email address?

Liz Cowie

Assistant Director Strategy & Communications - Communications

Email: strategy@barnet.gov.uk

2. Who is the point of contact for Internal and External Communications within the Council? Can you provide their email address?

Contact for Internal and External Communications: Marina Pirotta, Head of Communications

Email: marina.pirotta@barnet.gov.uk

There is a BSL interpreter service available for residents contacting the council directly: [Contact us using British Sign Language \(BSL\) video calls | Barnet Council](#)

Contact Dipti Amin, Webmaster

Dipti.amin@barnet.gov.uk

3. Is your internal and external comms/content currently provided in BSL for the Deaf community?

Video content is captioned with subtitles

i) If yes, do you outsource these BSL translations to an agency?

No, all video subtitling is done by the Communications team

ii) If no, do you have a budget in place and plans to deliver this in BSL throughout 2023/24?

The Webmaster team manage the agency contract and budget for the BSL interpreter service

4. Who is the point of contact for Learning and Development training for staff within the Council? Can you provide their email address?

Amanda Buchanan Organisational & Development Manager
Resources - HR and Organisational Development
Amanda.Buchanan@Barnet.gov.uk

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

Yes. We do offer training and guidance for deaf awareness.

Within our suite of Resident experience training for front facing Council officers we offer for residents with extra needs which includes the one for communicating with deaf customers, within our Customer Service Training.

Communicating with Deaf Customers (learningpool.com)

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 Records & Information

Management Service, Assurance Group, 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.