

Neil Andrews
Via email
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Ref: 2241595

Dear Neil Andrews

Re: Information Request

Thank you for your request for information, which we received on 23 July 2020. This information is being provided as a statutory obligation under the Freedom of Information Act 2000.

Your request

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.*

Our response

Southwark Disablement Association (SDA) provide some deaf support as part of their services for Disabled Adults. We have access to signing interpreters as part of our generic interpreter services.

Citizens Advice Southwark use Language Line (provided by national Citizens Advice) which supports deaf clients as well as those unable to access advice in English.

Latin American Disabled People's Project provide advice on housing, benefits and employment issues to people from the Latin American community with a range of disabilities including those who are deaf.

Please note that under the Privacy and Electronic Communications (EC Directive) Regulations 2003 Southwark Council ask not to receive unsolicited marketing communications.

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Your rights

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review. You should request this review within two months of receiving this response, by contacting accessinfo@southwark.gov.uk. Please remember to quote the reference number above in any future communications.

If you are not content with the outcome of your appeal you may apply directly to the Information Commissioner for a decision. Generally, the Information Commissioner cannot make a decision unless you have first exhausted our internal appeal procedure and you should contact her within two months of the outcome of the internal review. Further information on the Freedom of Information Act is available through the Information Commissioner's website at www.ico.org.uk

Yours sincerely

Amina Dayal
Information Officer