



Brighton & Hove City Council
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BN1 1JE

Mr Christopher Wyer
Unknown

FOI Reference: 1166933

Direct Dial: 01273 295959

Email: [redacted]@ [redacted] [redacted] [redacted]

Date: 8 June 2018

Your reference: [redacted]@ [redacted] [redacted]

Dear Mr Wyer

Freedom of Information Act 2000

Please see below our response to your Freedom of Information request.

1. How many public surveys have you carried out between April 2016 and March 2018?

Answer: In the main the council conducts public surveys through its portal. However, there is no system for counting the number of surveys carried out during a given period. Please accept our apology but we are unable to answer this question.

2. In relation to question 1 above:

a) How many of the surveys were conducted in paper format?

Answer: Some services may carry out paper surveys. However, no central record is kept of such surveys and so we are unable to quantify how many are carried out.

b) How many of the surveys were conducted electronically online e.g. Survey Monkey and the likes?

Answer: We are unable to give a figure for the number of surveys conducted online.

3. In relation to question 2 above:

a) How many of the paper surveys were written in plain English in accordance with the Crystal Mark criteria (Plain English Campaign)?

Services are advised to make their surveys as simple as possible to understand. We are unable to give a figure for the number of paper surveys written in plain English.

b) How many of the online surveys came with a translated British Sign Language (BSL) clip? I would imagine none.

We are unable to give a certain answer to this question but it is unlikely that any have contained a BSL clip.

4. What is your policy when a deaf member(s) of the public requests that the paper survey is made in plain English or translated into a BSL clip?

When such a request is made it is assessed against the budget available to the team involved. If we are able to progress with the request the service will then make use of one of our contracted professional suppliers.

5. What is your policy when a deaf member(s) of the public requests that the online form comes with a translated BSL clip?

Please see the response to question '4'.

6. When you conduct a report on the findings of each survey for the public ' do you write in plain English as explained above and / or in BSL?

Guidance issued to services is that they should write in Plain English but we are unable to say how many reports follow this request."

7. What is your policy when a deaf member(s) of the public requests that the report is in plain English and / or translated into BSL?

Please see the response to question 4.

Please quote the reference number 1166933 in any future communications.

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to:

information.governance@brighton-hove.gov.uk

or by post to;

Information Governance Team
Brighton & Hove City Council
4th Floor, Bartholomew House
Bartholomew Square

Brighton
BN1 1JE

If you are still dissatisfied with the Council's response after the internal review you have a right of appeal to the Information Commissioner at:

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF.
Telephone: 01625 545 700
Website: www.ico.gov.uk

We will now close your request as of this date.

Yours sincerely

Information Compliance Officer