



Reference: FOI2960

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

Response:

We do not hold this information.

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

Response:

We have BSL interpretation contracts which provide face to face and live video interpretation, and BSL video recording to enable D/deaf service users to access our services. During the Covid-19 outbreak we have sign-posted BSL users to information and advice about the virus via our Covid-19 webpages.

Where appropriate our services also communicate via SMS and e-mail. Our commissioned North Tyneside Sensory Service also offers information and guidance, while our Equipment and Assistive Technology Teams provide equipment to support D/deaf customers.