

Request 7927 – British Sign Language enquiry

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.

Response

We can advise that all people who contact us are offered communication support if required, this is checked on first contact. We use an organisation called [Cintra](#), who offer a variety of language support including BSL.