

FOI Ref  
9824

Response sent  
8 Nov 21

### **(CCC) British Sign Language Translation Services**

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

- Do you provide community information videos which are accessible to British Sign Language users or the Deaf Community in general?
- What is the name, job title, department and email address of the individual/s responsible for this?
- Do you provide communication support for Deaf Employees?
- What is the name, job title, department and email address of the individual/s responsible for this?

#### **Response:**

Thank you for your request for information above, which we have dealt with under the terms of the Freedom of Information Act 2000.

I hope the following will answer your query:

**1. Do you provide community information videos which are accessible to British Sign Language users or the Deaf Community in general?**

We provide community information videos on our You Tube channel (<https://www.youtube.com/user/camcitco>) that use automatic captioning. If customers or voluntary and community sector and public sector partners that we work with identified a specific need to produce a video with British Sign Language (BSL) interpretation or manual speech-to-text captioning, the Council would procure this.

The Council has provided BSL interpretation and/or speech-to-text translation at some community events (for instance, Disability History Month and Volunteer 4 Cambridge). It also provides BSL interpretation for customers requiring this for face-to-face appointments with council services. Moreover, Cambridge City Council has a contract which enables BSL users to contact the Customer Service Contact Centre anytime during its opening hours (see: [Interpreting and translation services - Cambridge City Council](#)).

**2. What is the name, job title, department and email address of the individual/s responsible for this?**

BSL interpretation and speech-to-text translation is organised by individual Cambridge City Council services through Helen Crowther, Equality and Anti-Poverty Officer ([helen.crowther@cambridge.gov.uk](mailto:helen.crowther@cambridge.gov.uk)).

**3. Do you provide communication support for Deaf Employees?**

Cambridge City Council is a Level 2 Disability Confident employer, and this means that we must proactively offer and make reasonable adjustments as required for employees, which would include communication support for Deaf employees. Applicants are invited to highlight at application stage, and where invited to interview, whether there are any arrangements that they would like us to consider or make regarding reasonable adjustments – as part of the recruitment process but also to identify where people may need support in-post.

Moreover, as an organisation, we are aware of the Access to Work Scheme which has previously granted support for individuals and their needs. Within the recruitment process, and our workforce, we would be able to signpost people to the Access to Work Scheme if they require assistance which is not covered by us making reasonable adjustments.

Also, note that Cambridge City Council's meeting rooms and its Committee Chamber have hearing loops.

**4. What is the name, job title, department, and email address of the individual/s responsible for this?**

Line managers would be responsible for organising reasonable adjustments and they would then consult HR Business Partners for advice as and when required ([hrbusinesspartners@cambridge.gov.uk](mailto:hrbusinesspartners@cambridge.gov.uk)).

Further queries on this matter should be directed to <a href="mailto:foi@cambridge.gov.uk">foi@cambridge.gov.uk</a>
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