

FOI Ref
7619

Response sent
20 Aug 2020

(CCC) Advice services for Deaf people in BSL

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:

Cambridge City Council does provide an information advice and guidance service specifically for Deaf residents in BSL.

We have:

- ~ a number of staff trained in BSL
- ~ contracted SignLive - signlive.co.uk for customers requiring assistance by telephone,

and

- ~ Interpreters can also be accessed through www.nrcpd.org.uk

Further queries on this matter should be directed to foi@cambridge.gov.uk
