

3 November 2021

Information Rights & Compliance Team
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Our Ref: FOI/04117

Thank you for your request concerning Trust Policies & AIS Policies.

Your request has been considered and processed in accordance with the requirements of the Freedom of Information (FOI) Act 2000.

1. Do you currently have:

a. A specific local AIS policy?

Yes

b. An accessibility policy which references the AIS?

Yes

2. How many of the following have you received since 1st April 2019 regarding provision of accessible information:

a. complaints?

We have received 4 complaints where the words “accessible” or “disability” was mentioned.

b. compliments?

We have received 6 compliments where the word “accessible” was mentioned and a further 6 compliments where the word “disability” was mentioned

3. How many of the following items have you issued to patients since 1st April 2019 under an AIS request?

**large print letters
braille letters
audio files
email letters
text messages**

We are unable to provide you with the number of items listed since 1 April 2019 under an AIS request because this information is not recorded¹.

¹ Section 1(1) Any person making a request for information to a public authority is entitled (a) to be informed in writing by the public authority whether it holds information of the description specified in the request, and (b) if that is the case, to have that information communicated to him.

Please be advised that the FOIA does not oblige a public authority to create information to answer a request if the requested information is not held or exist. The FOIA duty is to only provide the recorded information held.

4. What engagement do you have with people with a visual impairment regarding your implementation of the AIS?

Please see attached our Accessible Information & Interpreting Policy. We engage with service user councils, carer councils and our Disabled Staff Network.

5. What proportion of your staff has received formal accessibility training in the last year?

We do not have accessibility formal staff training, but AIS is covered in the equality and diversity training that all staff must complete every three years and at induction.

Our Inclusion and Involvement Leads support all Trust staff to make sure that an accessible approach to working with staff, service users, and carers is in place.

The Trust has a contract with Hits interpreting service who deal with all interpreting and translation requests. We also have a membership with Accessible who have surveyed all our buildings and provided an accessibility guide to all our sites.

We have our Mental Health and Diversability staff network, who review and contribute to AIS organisational developments.

6. What percentage of current online material has been officially checked for compliance with the Government's Digital Accessibility Regulations?

We are unable to provide the percentage of current online material that has been officially checked for compliance as this information is not recorded¹.

Should you require further clarification, please do not hesitate to contact me.

Please find enclosed an information sheet regarding copyright protection and the Trust's complaints procedure in the event that you are not satisfied with the response.

Yours sincerely

Sue Smith

**Sue Smith
Information Rights Officer**

Enc: Copyright Protection and Complaints Procedure Information Leaflet.

If you would like to complete a short survey in relation to your Freedom of Information request please scan the QR code below or click [here](#).


