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12 December 2025
Internal Ref: 251114
Email:

Dear ,

The Trust acknowledges receipt of your Freedom of Information Act 2000 (FOIA) request, referenced above. Please ensure you quote this number in any future correspondence.

FOI Request

You asked us:

I am writing to you from the RNID, the national charity supporting the 18 million people in the UK who are deaf, have hearing loss or tinnitus.

Our communities tell us they can sometimes face difficulties can when seeking access to NHS care as a result of failure to meet their communication needs.

As you will know, in 2016, NHS England introduced the [Accessible Information Standard \(AIS\)](#) – a document that sets out clear guidance on what must be done to make NHS and publicly funded social care services accessible to people with disability and sensory loss.

I would like to request some information from the NHS Trust that relates to accessible healthcare for RNID's communities, under the Freedom of Information Act 2000.

- 1. [What proportion of staff employed by the Trust have completed the NHS England e-learning module on the NHS Accessible Information Standard?](#)**



2. What proportion of the clinical staff employed by the Trust have completed the [NHS England e-learning module on the NHS Accessible Information Standard](#)?
3. Does the Trust offer training on deaf awareness to staff? If so, please specify how the training is delivered.
4. In the last five years, how many NHS complaints has the Trust received which primarily relate to a failure to provide care that is accessible to a person who is deaf or has hearing loss, and/or a failure to provide “reasonable adjustments” during the care of a person who is deaf or has hearing loss?

As you will know, “[reasonable adjustments](#)” are a legal requirement under the Equality Act 2010, to make sure health services are accessible to disabled people. Reasonable adjustments in accessing NHS services for a person who is deaf or has hearing loss might include the provision of a BSL interpreter or other communication support professional, facing the patient and not speaking too quickly, or the provision of alternative contact methods to the telephone.

If it is not possible to provide these figures in full without incurring the Act’s Section 12 time/cost limit, please provide any figures you are able to within the limit (e.g. figures for one year, any snapshot reports/audits)

5. In the last five years, what has been the cost of litigation to the NHS Trust as a result of failure to make reasonable adjustments under the Equality Act 2010 to meet the communication needs of patients who are deaf or have hearing loss?

If such payments are processed by NHS Resolution, including where failure to provide reasonable adjustments has been part of a clinical negligence case, please let us know total cost paid as a result of claims against the Trust on this topic.

If it is not possible to provide these figures in full without incurring the Act’s Section 12 time/cost limit, please provide any figures you are able to within the limit.

6. In the last five years, what has been the cost of litigation to the NHS Trust as a result of failure to make reasonable adjustments under the Equality Act 2010 to meet the communication needs of patients with a disability, impairment, or sensory loss (as set out in the [NHS Accessible Information Standard](#))?

If such payments are processed by NHS Resolution, including where failure to provide reasonable adjustments has been part of a clinical negligence case, please let us know total cost paid as a result of claims against the Trust on this topic.



If it is not possible to provide these figures in full without incurring the Act's Section 12 time/cost limit, please provide any figures you are able to within the limit.

Formal Response

The Trust confirms it holds some of the information you have requested.

- 1. What proportion of staff employed by the Trust have completed the [NHS England e-learning module on the NHS Accessible Information Standard](#)**
The Trust can confirm that this information exists. However, where an output represents fewer than 10 individuals or incidents from 2019 to 2025, we have not provided exact figures. This practice is known as data blurring, which serves to mitigate against the risk of possible re-identification of individual data subjects via data recombination (sometimes referred to as jigsawing). This risk is assessed in accordance with the Information Commissioner's Office (ICO) Anonymisation Code of Practice, in relation to Section 40(2) of the FOIA 2000

- 2. What proportion of the clinical staff employed by the Trust have completed the [NHS England e-learning module on the NHS Accessible Information Standard](#)**
The Trust can confirm that this information exists. However, where an output represents fewer than 10 individuals or incidents from 2019 to 2025, we have not provided exact figures. This practice is known as data blurring, which serves to mitigate against the risk of possible re-identification of individual data subjects via data recombination (sometimes referred to as jigsawing). This risk is assessed in accordance with the Information Commissioner's Office (ICO) Anonymisation Code of Practice, in relation to Section 40(2) of the FOIA 2000.

- 3. Does the Trust offer training on deaf awareness to staff? If so, please specify how the training is delivered.**

The Trust does not offer specific training on deaf awareness to staff, but we do expect all Staff, including unpaid and voluntary Staff to complete Core Skills Training Framework (V1.1) which supports the following for Equality, Diversity and Human Rights learning outcomes:

1. Understand the terms of Equality and Diversity and Human Rights and how they are applied within the context of the health sector.
2. Understand how a proactive inclusive approach to equality and diversity and human rights can be promoted.
3. Understand the purpose and benefits of monitoring equalities and health inequalities.
4. Understand the benefits that an effective approach to equality and diversity and human rights can have on society, organisations and individuals.
5. Understand how legislation, organisational policies and processes can empower individuals to act appropriately and understand people's rights.
6. Know how to treat everyone with dignity, courtesy and respect and value people as individuals.



7. Know what to do if there are concerns about equality and diversity practices, including how to use any local whistle blowing policy procedures and other related policies, such as Bullying at Work and Dignity at Work
 - Refresher frequency: Every three years, or sooner if there are role changes or updates in legislation. Required by all new starters.
 - The current compliance rate for Core Skills Training Framework is 85.47% for the Trust.
 - The Trust will be reviewing the Equality and Diversity Training for 2026/2027 where it will be aligned to the NHS E-Learning Module.

4. **In the last five years, how many NHS complaints has the Trust received which primarily relate to a failure to provide care that is accessible to a person who is deaf or has hearing loss, and/or a failure to provide “reasonable adjustments” during the care of a person who is deaf or has hearing loss.**

The Trust does not record if a patient has a hearing impairment on our in-house database system, Datix, in respect of complaints, so we do not hold any data for this.

As you will know, “reasonable adjustments” are a legal requirement under the Equality Act 2010, to make sure health services are accessible to disabled people. Reasonable adjustments in accessing NHS services for a person who is deaf or has hearing loss might include the provision of a BSL interpreter or other communication support professional, facing the patient and not speaking too quickly, or the provision of alternative contact methods to the telephone. If it is not possible to provide these figures in full without incurring the Act’s Section 12 time/cost limit, please provide any figures you are able to within the limit (e.g. figures for one year, any snapshot reports/audits)

5. **In the last five years, what has been the cost of litigation to the NHS Trust as a result of failure to make reasonable adjustments under the Equality Act 2010 to meet the communication needs of patients who are deaf or have hearing loss?**

Zero.

If such payments are processed by NHS Resolution, including where failure to provide reasonable adjustments has been part of a clinical negligence case, please let us know total cost paid as a result of claims against the Trust on this topic.

Non-Applicable

If it is not possible to provide these figures in full without incurring the Act's Section 12 time/cost limit, please provide any figures you are able to within the limit.

- 7. In the last five years, what has been the cost of litigation to the NHS Trust as a result of failure to make reasonable adjustments under the Equality Act 2010 to meet the communication needs of patients with a disability, impairment, or sensory loss (as set out in the [NHS Accessible Information Standard](#))?**

Zero.

If such payments are processed by NHS Resolution, including where failure to provide reasonable adjustments has been part of a clinical negligence case, please let us know total cost paid as a result of claims against the Trust on this topic.

Non-Applicable

If it is not possible to provide these figures in full without incurring the Act's Section 12 time/cost limit, please provide any figures you are able to within the limit.

Next steps

Please note you will be able to source a lot of information which is made available on our website.

Should you be dissatisfied with our response then in the first instance please contact Richard Banks, Head of Corporate Governance, via the following email address: FOI@secamb.nhs.uk

You can ask us to review our original response. If you would like us to carry out an internal review, please let us know within 40 working days of you receiving our original response. This review will be conducted by an individual who was not directly involved in reviewing the original response, ordinarily, the Trust Data Protection Officer.

We will endeavour to complete this request within 20 working days.

Should you remain dissatisfied then you can contact the [Information Commissioner's Office](#) (ICO). Complaints to the ICO should be made within six weeks of receiving the outcome of an internal review. The easiest way to lodge a complaint is through their website: www.ico.org.uk/foicomplaints.

Alternatively, the ICO's postal address is:
Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, SK9 5AF.

Yours sincerely,



**Freedom of Information Coordinator
South East Coast Ambulance Service NHS Foundation Trust**



Saving Lives,
Serving Our Communities

Chair: Michael Whitehouse CEO: Simon Weldon