

Date Provided: 23 May 2018

Public Surveys

Ref: EFOI / 6795

Information Request and Response by Eastbourne Borough Council

1. *How many public surveys have you carried out between April 2016 and March 2018?*

11

2. *In relation to question 1 above:*

- a) *How many of the surveys were conducted in paper format?*

All were available in paper format

- b) *How many of the surveys were conducted electronically online e.g. Survey Monkey and the likes?*

All were available in online format

3. *In relation to question 2 above:*

- a) *How many of the paper surveys were written in plain English in accordance with the Crystal Mark criteria (Plain English Campaign)?*

All were written in Plain English

- b) *How many of the online surveys came with a translated British Sign Language (BSL) clip?*

None

4. *What is your policy when a deaf member(s) of the public requests that the paper survey is made in plain English or translated into a BSL clip?*

We would provide the survey in plain English in text format. If an individual deaf member of the public requested translation into a BSL clip we would offer to meet the person with a BSL interpreter to carry out the survey with them in person. We would use this

meeting to explore options for capturing the person's feedback to the consultation.

5. *What is your policy when a deaf member(s) of the public requests that the online form comes with a translated BSL clip?*

As above, we would provide a text version of the form in Plain English for them to complete and send to us. If needed, we could, as a contingency offer to carry out the survey with them in person with a BSL interpreter. We would use this meeting to explore options for capturing the person's feedback to the consultation.

6. *When you conduct a report on the findings of each survey for the public – do you write in plain English as explained above and / or in BSL?*

We produce these reports in plain English.

7. *What is your policy when a deaf member(s) of the public requests that the report is in plain English and / or translated into BSL?*

As above, we would provide a text version of the form in Plain English and, if needed, we could as a contingency offer to report to them in person with a BSL interpreter.