

Reference: 1719448

Information Rights
Information.requests@ofcom.org.uk

14 December 2023

Freedom of Information: Right to know request.

Thank you for your request for information about disabled alternative accessible formats.

We received this request on 17 November 2023 and have considered it under the Freedom of Information Act 2000 (“the Act”).

Your request

We are users of Accessible Information, in Contoured Embossed Printing Tactile Reading Format (CEP-TRF), please provide accordingly now you been informed, thank you. Which you OfCom, seem to have ignored a request for our Legal Rights to have our Disabilities legally provided for in all communities, including emails or letters and/or electronic attachments too.

Under Disability and Equality Laws, over supplying Accessible Information, in all types of Approved and Commercially Available Disabled Alternative Accessible Formats (D2AF's) Either in Audio Electronic Formats (AEF's), or in Easy Read Formats (ERF's), or in Large and Giant visual text print Formats (LGF's) too. Or in all three Tactile Reading Formats (TRF's), whether Braille Code, or Contoured Embossed Printing Tactile Reading Format (CEP-TRF) or in Moon Code.

One simple FOI request question, please provide evidence, you can provide All Approved and Commercially Available Disabled Alternative Accessible Formats (D2AF's) listed above.

Also, those you regulate can too? Failure to provide this evidence, is openly admitting Disabled Discrimination OfCom too.

Our response

Ofcom does not have the power to enforce the Equality Act 2010 in the sectors we regulate. However, we do have a number of regulations in place that relate to accessible formats:

Phone and broadband: Electronic communications providers regulated by Ofcom must, upon request, make available free of charge to any customer who requires it because of their disabilities, all communications (other than marketing) with them in a reasonably acceptable format.

Post: Under the Articles for the Blind scheme, Royal Mail conveys materials that are embossed or in large print first class and free of charge.

Broadcasting: Ofcom ensures that broadcasters provide minimum proportions of programmes with subtitling, sign language and audio description (together known as television access services).

Ofcom makes reasonable adjustments including providing information in accessible formats such as videos in British Sign Language about issues relevant to British Sign Language users. An example of this is our statement about emergency video relay: www.youtube.com/watch?v=mNknCDfAPuA. There is a transcript of this video here: www.ofcom.org.uk/_data/assets/pdf_file/0019/220924/bsl-transcript-statement-emergency-video-relay.pdf.

We have also published a number of easy read guides covering topics such as

- How to use your mobile phone:
www.ofcom.org.uk/_data/assets/pdf_file/0026/79811/easyread_how_to_use_your_mobile_phone.pdf
- How to get fewer phone calls you do not want:
www.ofcom.org.uk/_data/assets/pdf_file/0012/27300/easy-read-nuisance-calls-guide.pdf
- Staying connected during Coronavirus:
www.ofcom.org.uk/_data/assets/pdf_file/0039/197877/stay-connected-coronavirus-easyread.pdf

Ofcom meets all reasonable requests for transcription into accessible formats and has not refused any such requests.

I hope this information is helpful. If you have any further queries, then please send them to information.requests@ofcom.org.uk quoting the reference number above in any future communications.

Yours sincerely,

Information requests

If you are unhappy with the response you have received in relation to your request for information and/or consider that your request was refused without a reason valid under the law you may ask for an internal review. If you ask us for an internal review of our decision, it will be subject to an independent review within Ofcom.

The following outcomes are possible:

- the original decision is upheld; or
- the original decision is reversed or modified.

Timing

If you wish to exercise your right to an internal review **you should contact us within two months of the date of this letter**. There is no statutory deadline for responding to internal reviews and it will depend upon the complexity of the case. However, we aim to conclude all such reviews within 20 working days, and up to 40 working days in exceptional cases. We will keep you informed of the progress of any such review. If you wish to request an internal review, you should contact information.requests@ofcom.org.uk.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. Further information about this, and the internal review process can be found on the Information Commissioner's Office [here](#). Alternatively, the Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF