

You said... (Feedback from D/deaf community engagement)	We will..... (BHCC Actions)	When
Pledge 1 - Consult formally and informally with the local Deaf community on a regular basis		
Deaf people should have the right to be consulted on services or changes to services that affect them. Deaf people who use BSL are able to have input into consultations either separately or alongside other forums and user groups, thus enabling the Deaf community to be a resource that can be used to improve the design of services for Deaf people and the wider community. Organisations that have a contractual obligation to provide public services should ensure that this is included as part of their business activity.		
<ul style="list-style-type: none"> Ensure future consultations planned include direct engagement with the local Deaf community where relevant, or actions taken to ensure Deaf community can be involved in engagement events by providing information in a format that is accessible 	<ul style="list-style-type: none"> BHCC Communities, Equality and Third Sector (CETS) Team to provide guidance and advice to BHCC services in engaging with Deaf community – ongoing activity CETS team to influence teams to engage with Deaf community when carrying out EIA and through equality groups such as Directorate Equality Groups (DEGs) and corporate Equality Steering Group CETS to create a Deaf Services Liaison Group to collaborate with on engaging with D/deaf residents Anticipated engagements/consultations planned for 2018: <ul style="list-style-type: none"> Revenues & Benefits – Deaf User Group for new digital forms Active for Life/Healthy Lifestyles Team – to understand the sports needs in the city for Deaf Users Digital Team – Deaf User Group for testing pages on council’s new website ASC – advocacy needs of D/deaf people Mystery shopping of new SignLive facility at Bartholomew House (see pledge 4) 	<ul style="list-style-type: none"> February 2018
<ul style="list-style-type: none"> Ensure lessons are learned, capturing feedback and taking action as a result 	<ul style="list-style-type: none"> CETS to capture feedback on D/deaf people’s experience of engagement via the Deaf Services Liaison Forum to inform their advice and guidance to other BHCC services 	<ul style="list-style-type: none"> February onwards
Pledge 2 – Ensure access for Deaf people to information and services		
Deaf people face many barriers when trying to access information or services, either through lack of awareness or language barriers. Many Deaf people are often unable to access written information.		
<ul style="list-style-type: none"> Implement the Accessible Standards across the council – using simple language not technical words 	<ul style="list-style-type: none"> ASC to develop Accessible Information Guidance for staff based on Accessible Information Standard for Health & Adult Social Care and promote this to staff on the Wave and through DEGs and Directorate Management Teams. 	<ul style="list-style-type: none"> Completed November

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<ul style="list-style-type: none"> • Offer of translation to BSL or option of video to explain leaflets 		<p>2017</p>
<ul style="list-style-type: none"> • Make the website fully accessible with live chat facility 	<ul style="list-style-type: none"> • Digital First to explore instant messaging/live chat option 	<ul style="list-style-type: none"> • 2018 as part of developing new website
<ul style="list-style-type: none"> • Improve understanding of interpreting and clarify whose responsibility it is to organise BSL interpreters 	<ul style="list-style-type: none"> • CETS to include awareness raising of whose responsibility it is to organise BSL interpreters. 	<ul style="list-style-type: none"> • Ongoing
<ul style="list-style-type: none"> • New council buildings and improvements to old ones, need to ensure good acoustics are specified and taken into account to improve acoustic qualities 	<ul style="list-style-type: none"> • BHCC Property and Design Team has recruited a technical officer who will carry out an audit of hearing systems in the council's civic buildings, and be responsible for regular testing; identifying faults and suggesting alternatives to ensure civic buildings are fully accessible for D/deaf customers and colleagues. The council's Access Officer will also be publishing guidance outlining how to use portable loops, permanent induction loops, infra-red portable and permanent system etc. 	<ul style="list-style-type: none"> • 12 months
<ul style="list-style-type: none"> • Not all D/deaf people want interpreting but would rather communicate with a deaf professional in specific fields 	<ul style="list-style-type: none"> • HR support all services to review their job description and person specification when recruiting to a new/vacant post including reflection for need of specific skills including BSL sign language. However there are currently few job roles that require specific BSL language. 	<ul style="list-style-type: none"> • Ongoing
<ul style="list-style-type: none"> • Consistency across contracts in terms of expectations for providing services to D/deaf people 	<ul style="list-style-type: none"> • As part of equality impact assessment carried out by all services when considering service changes and/or new policy/strategies the needs of D/deaf individuals are considered • Equality requirements are built into all commissioning contracts 	<ul style="list-style-type: none"> • Ongoing
<p>Pledge 3 - Support Deaf children and families</p> <p>Services that work with children and young people recognise the importance of being able to access information and support on a par with their hearing peers. Some services will be able to provide a bilingual/bicultural approach enabling full access for all children and young people meeting the aims of the Special Educational Needs and Disability (SEND) reforms.</p>		

<p>You said... (Feedback from D/deaf community engagement)</p>	<p>We will..... (BHCC Actions)</p>	<p>When</p>
<ul style="list-style-type: none"> • Support Workers need appropriate level of BSL skills to work with Deaf YP • Head Teachers, teachers and staff supporting Deaf YP need Deaf awareness training i.e. keeping eye contact, appropriate noise levels, giving time, physical contact • Teaching assistants using online resources and teaching skills – need to make sure D/deaf students understand what is required. • Schools need to ensure the right technology is available to link hearing aid/implant for Deaf oral children • Deaf parents need qualified BSL interpreters booked for parents evenings at schools and longer time given for the meeting 	<ul style="list-style-type: none"> • Families Children & Learning Directorate to produce guidance for schools with recommendation for Deaf Awareness Training 	<ul style="list-style-type: none"> • ongoing
<ul style="list-style-type: none"> • Opportunities for hearing and Deaf young people to attend activities to help learn social skills 	<ul style="list-style-type: none"> • Deaf Services Liaison Forum to explore opportunities for developing a young person 'our space' similar to the all-ages Our Space meetings organised by DeafCOG 	<ul style="list-style-type: none"> • May 2018
<ul style="list-style-type: none"> • Raise awareness with council staff and help change culture by supporting the annual Deaf Awareness Week 	<ul style="list-style-type: none"> • As part of internal equality communication campaign, Communications and CETS to include information about Deaf Awareness Week 15th – 21st May 2018 	<ul style="list-style-type: none"> • May 2018
<ul style="list-style-type: none"> • Set up a Deaf parent peer group to support Deaf parents whilst their child is going through education 	<ul style="list-style-type: none"> • BHCC SEN team to increase number of parents participating in their Parents Carers Council Group 	<ul style="list-style-type: none"> • 2018
<p>Pledge 4 - Ensure staff working with Deaf people can communicate effectively using British Sign Language</p> <p>Staff providing frontline services can feel confident in being able to communicate with Deaf people and respond appropriately. Members of staff at all customer service points will have basic BSL skills and know how to call upon other staff with higher level skills or BSL/English interpreters using remote access where available. Specialist workers with Deaf people should aim for their own skills to be extensive enough to enable them to deliver a high level service to a wide range of Deaf people without needing BSL/English interpreters in non-complex situations.</p>		

<p>You said... (Feedback from D/deaf community engagement)</p>	<p>We will..... (BHCC Actions)</p>	<p>When</p>
<ul style="list-style-type: none"> • Provide Staff training to – – increase awareness of Deaf culture and issues – increase confidence in communicating with Deaf people – Raising awareness and signposting to specific services – provide front line staff with basic BSL awareness 	<ul style="list-style-type: none"> • The council’s Workforce Development Team is: <ul style="list-style-type: none"> ○ commissioning provision of deaf awareness training particularly for front line staff ○ including specific Deaf and BSL User care studies within e-learning and workshop training modules ○ promoting BSL Basic Awareness courses for reception/security staff • The Museum Service is increasing its number of basic BSL trained staff including front of house staff at Brighton Museum • CETS are trialling SignLive (BSL interpreting video relay service) for 6 months March-September 2018 	<ul style="list-style-type: none"> • Throughout 2018
<p>Pledge 5 - Promote learning and high quality teaching of British Sign Language</p> <p>The organisation recognises that it is essential to support the local infrastructure of teaching and assessment of BSL. It tackles this in conjunction with local economic development agencies and funding bodies. This is to ensure that anyone who wants to learn BSL, whether they are parents/guardians of deaf children, young people, local authority or public service employees, can do so. Everyone learning BSL should receive excellent quality teaching in BSL.</p>		
<ul style="list-style-type: none"> • No specific actions other than those described under pledge 4 	<ul style="list-style-type: none"> • CETS to continue to explore what other Local Authorities are doing to meet this pledge 	<p>2018</p>