

Appendix 1

Review of current support to Deaf and British Sign Language (BSL) User Customers

The table below details results from our internal research into current activities and practice within BHCC against each of the pledges.

BSL Charter expected commitments	Results from BHCC Review	Suggestions for actions to achieve criteria
Pledge 1 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.		
Ensuring staff receive BSL Awareness/Deaf Equality training, including information about how to communicate with Deaf people	<ul style="list-style-type: none"> No specific Deaf Awareness training is currently carried out corporately or through Adult Social Care/Education commissioned services or through eLearning. However our corporate Workforce Development Team have provided this training in the past and consideration of any future training opportunities would be subject to availability of budget and demand. Our corporate training encompasses all protected characteristics including Disabled people but is not specific to any one impairment or condition. 	<ul style="list-style-type: none"> Consider demand levels corporately for Deaf Awareness training. ACTION: Workforce Development Consider including specific Deaf and BSL User case studies within eLearning and workshop training modules. ACTION: Workforce Development
Using qualified and registered BSL/English interpreters	<ul style="list-style-type: none"> The council uses qualified and registered BSL interpreters. The council's Communication Team uses the council's Intranet to provide information to staff on interpreting, translation and hearing impairment services (appendix 2) http://wave.brighton-hove.gov.uk/supportingyou/communications/TranslationsInterpreting/Pages/def 	<ul style="list-style-type: none"> Reinforce the message to staff. ACTION: Communications

BSL Charter expected commitments	Results from BHCC Review	Suggestions for actions to achieve criteria
<p>Adapting public information to be more BSL accessible, for example on DVD or websites, and using technology such as SMS messaging¹, textphones², faxes and ideophones³/webcams</p>	<p>ault.aspx.</p> <ul style="list-style-type: none"> The council's website does not currently conform to Level AA of the <u>Web Content Accessibility Guidelines (WCAG) 2.0</u>, and is currently undergoing modernisation to improve access to information and services through self-serve forms ((2 year timescale). Website Transition Officer to be recruited January 2017 when current website will begin transition to new website. Signposting on the council's website to information to support people with hearing loss to aid communication, mobility and access to information - including specialist information, support, advice, equipment and adaptations, needs assessments, contact details for Access Point and local support groups and useful websites. <p>http://www.brighton-hove.gov.uk/content/social-care/health-and-wellbeing/support-people-hearing-loss</p> <ul style="list-style-type: none"> BHCC occasionally use BSL signed DVDs to convey key public messages e.g. the Fairness Commission⁴ and webcams for public council meetings. 	<ul style="list-style-type: none"> New council website to achieve full accessibility standard once transition has been completed. New Website Transition Officer will have key role for accessibility ACTION: Digital First
<p>Ensuring all public information is accessible to Deaf and BSL users</p>	<ul style="list-style-type: none"> BSL Interpreters are booked for events where it is anticipated Deaf people will attend, otherwise they are booked on request. Before attending interviews, training, conference etc. all people are asked if they have any access needs. Corporate training available for all staff – Accessible Information Course – which includes how to communicate more clearly; ensuring written information is accessible and producing accessible materials with a focus on people with 	

¹ SMS = Short Message Service and is also commonly referred to as a "text message". With a SMS, you can send a message of up to 160 characters to another device. Longer messages will automatically be split up into several parts. Most mobile phones support this type of text messaging

² Textphones can be used to communicate if you are unable to hear on an amplified telephone. You can either type or speak your part of the call and receive text back that you can read on the textphone's screen.

³ Ideophones are marked words that depict sensory imagery - they are found abundantly in Asian and African languages, as well as in some Amerindian languages. As a class of words, they are relatively rare in Indo-European languages

⁴ Interpretation, editing and producing approx. £750 – provider was DeafCOG

BSL Charter expected commitments	Results from BHCC Review	Suggestions for actions to achieve criteria
	<p>learning disabilities; disabilities/impairments and sensory loss (appendix 3)</p> <ul style="list-style-type: none"> • This is a sample of what is available in civic buildings and across the council directorates : <ul style="list-style-type: none"> – Brighton Town Hall Switchboard/Reception – hearing loop installed at reception; TypeTalk operated assisted telephone service; how to communicate with Deaf customers guidance for staff. – Bartholomew House Customer Services – portable hearing loops on request. Staff communicate with Deaf customer via the PCs in the Customer Service Centre by typing questions and then moving the screen and keyboard between the officer and the customer – alternatively using pen and paper. – Hove Town Hall – hearing loop – Council chambers have hearing loops/webcam is provided at committee meetings. BSL signers are booked on request for school admission appeals. – Leisure Centres – some fitted with hearing loops. There is a hearing loop proposed for the new Aquarium station at Volks Railway. – Brighton Centre – the venue has achieved Gold Status with the Attitude is Everything Charter, which covers the whole process a Deaf or Disabled customer will make from seeing the show announced / advertised, through buying a ticket, getting to and around the venue, watching the show, and then leaving; this has involved: <ul style="list-style-type: none"> ▪ Making the website accessible and including a comprehensive access statement which is also available in easy read format ▪ Changing the process of buying tickets for Deaf and Disabled customers, including introducing an address book system where customers can register their specific details for three years to speed up their buying process and no longer capping the amount of free Personal Assistant tickets offered on a performance ▪ Where long running shows of five performances of the same event in 	

BSL Charter expected commitments	Results from BHCC Review	Suggestions for actions to achieve criteria
	<p>one week, working with the promoter to include assisted performances including BSL interpreted, Captioned and Audio Described.</p> <ul style="list-style-type: none"> ▪ Providing staff with a video showing basic sign language to assist customers – this has been produced with Amaze, community & voluntary sector group. ▪ Induction loops at all “spoken word” areas i.e. box office, wristband exchange, information desk, security desk, merchandise stand, bars. ▪ Contracts have been rewritten with promoters to include a statement that ‘should a customer get in touch and request an accessible facility put in place within a reasonable timeframe’ the Centre would do it with their support (i.e. needing a BSL interpreter) ▪ Providing Disability Awareness training to all staff at the venue, including casual stewards, show control, bar staff etc. (150+ people) ▪ In addition all public telephone staff (Box Office and Information Desk) are trained in and accept calls from customers using Type Talk, and hearing loops are made available in the main auditorium for all shows <ul style="list-style-type: none"> – Registrars - BSL trained Registration Officer who is able to register births, deaths and officiate at marriages using basic skills. Hearing loops installed in Regency and Fitzherbert ceremony rooms. – Adult Social Care: a number of services are commissioned all of which are listed on My Life Brighton & Hove - an easy to use online directory listing local and national organisations and services to support everyday living including providing support and information for Deaf and BSL Users. All of the services have BSL trained staff: <ul style="list-style-type: none"> ▪ Action on Hearing Loss – provide community support to people in their own homes. They also provide social groups but these are not funded by the council ▪ Sussex Deaf Association – provide community support to people in their own homes. They also provide advice and a range of equipment but this is not funded by the council 	

BSL Charter expected commitments	Results from BHCC Review	Suggestions for actions to achieve criteria
	<ul style="list-style-type: none"> ▪ About Me Care & Support – provide community and specialist assessment to Deaf people and Deaf/Blind people ▪ Under section 250 of the Health & Social Care Act 2012 the included the Accessible Information Standard aims into commissioned services contracting processes. – Housing: <ul style="list-style-type: none"> ▪ Housing has an account with Action on Hearing Loss to provide specific services to meet individual needs ▪ Portable hearing loops are available in local housing offices and at the Housing Centre ▪ Provision of a portable hearing loop for resident meetings – Library Services – a number of services are provided: <ul style="list-style-type: none"> ▪ Monthly BSL signed story time for under 5s and their parents/carers at Jubilee and Hove Libraries ▪ Tactile Bag Book sets available to loan for disabled children or adults ▪ Space in libraries available for community groups to meet – Brighton Deaf Café meets at Jubilee Library on alternative Tuesdays ▪ Titles to support Deaf people and their families and titles for learning BSL and Makaton purchased and available for loan ▪ Hearing loops in all libraries ▪ Library staff who deliver Baby Boogie and Storytime have had Makaton training and use some Makaton signs during these sessions (some Deaf children/adults use Makaton instead of BSL if they have additional needs e.g. learning difficulties) – Life Services (Funerals): Co-ordinated by private funeral directors - the council provide equipment and space including hearing loops installed in the chapels. – Parking Services: 1 member of staff has training in BSL, another is due to be trained – Revenues & Benefits: Minicom 	

BSL Charter expected commitments	Results from BHCC Review	Suggestions for actions to achieve criteria
	<ul style="list-style-type: none"> - Welfare Rights – 8 different Welfare Rights training courses and bespoke training are offered by the team – there is no cost to community and voluntary groups and BSL interpreters are provided on request. - Royal Pavilion & Museum Services: <ul style="list-style-type: none"> ▪ Access Advisory Group (includes Deaf and BSL Users) meets every 3 months since 2011 originally to assist in the development of the World Stories Gallery, but continuing in the role for other consultation and feedback projects including the development of the audio and BSL guides and ‘A night at the Deaf Museum’ event. ▪ Website access information ‘Planning your visit’ has full information on making visits fully accessible. Full access statements can also be downloaded from the website. ▪ Basic BSL is currently being learnt by 2 museum curators - Active for Life/Healthy Lifestyles: On request, Action Deafness interpreters are used for clients with hearing loss in order to access service. Active for Life report that Deaf people do take part in services including Healthwalks. 	<ul style="list-style-type: none"> • Making ‘A night at the Deaf Museum into an annual event. ACTION: Museums • Extend Basic BSL training to 12 x front of house staff. ACTION: Museums
Ensuring buildings are accessible with clear signage	<p>All new or altered council buildings requiring building approval comply with Access to and use of Approved Doc M to the building regulations and good practice guidance.</p> <p>The council’s visual identity guidelines are designed as a practical tool containing the rules council services should follow when producing communication materials and signage and approved by RNIB. The guidelines are in place to make it easier for residents to recognise and understand what we do and how to access our services.</p>	
<p>Pledge 2 Promote learning and high quality teaching of British Sign Language - There is a need for more BSL courses and for more people to learn BSL</p>		
• Ensuring that we employ BSL	• The Sensory Educational Needs (SEN) Team within Brighton & Hove’s Inclusion Support Services (BHISS) supports approx. 250 deaf children from 0	

BSL Charter expected commitments	Results from BHCC Review	Suggestions for actions to achieve criteria
<p>teachers who are native / fluent in BSL and actively engaged with the Deaf community with a comprehensive knowledge of Deaf culture. They should possess relevant qualifications, have undertaken recognised teacher training and are committed to their own Continuing Professional Development (CPD).</p>	<p>– 19 with varying degrees of impairment from mild to profound, most of whom are in mainstream provision.</p> <ul style="list-style-type: none"> • The SEN specialist teachers and Family Support Worker are either native/fluent in BSL or have BSL level 1. They work with caseload children, parents and families of Deaf children in the city’s mainstream schools and pre-school settings. All families are offered BSL with a child at pre-school age. • Hamilton Lodge, an independent special school in Brighton, specialises in educating and caring for pupils who are Deaf or hearing impaired and provides a continuum of provision. The school have trained teachers of the Deaf, Speech and Language Therapists and BSL tutors with qualifications ranging up to BSL NVQ Level 6 who deliver BSL courses for Level 1, 2 and 3, as well as holding the Assessor’s qualification to assess candidates up to BSL Level 3 standard. The school aims for students to achieve up to Level 3 in BSL and this gives them a qualification equivalent to GCSE, using “Signature” a national body accredited by the Office of Qualifications and Examination Regulations (Ofqual). 	
<p>Pledge 3 Support Deaf children and families - Deaf children and their families require good communication from when the diagnosis of deafness is made</p>		
<p>Providing opportunities for parents / guardian to learn BSL with their children</p>	<ul style="list-style-type: none"> • The council’s SEN specialist teachers and Family Support Worker provide 6-8 week training in BSL to parents, siblings, grandparents as part of the National Deaf Children’s Society Sign Language curriculum. 	
<p>Ensuring teachers, teaching assistants, communication support workers and</p>	<ul style="list-style-type: none"> • The council’s Educational Psychology and Learning Support Services provides specialist advice and support where needed, especially in the areas of autism, hearing impairment and visual impairment. • Bevendean School has a specialised hearing support facility for moderate to 	

BSL Charter expected commitments	Results from BHCC Review	Suggestions for actions to achieve criteria
other staff working closely with Deaf children have, or are working towards, advanced BSL signing skills	<p>profoundly deaf children who may also have significant language delay or other educational needs. Many profoundly deaf children from an early age are able to have cochlear implants which allows them to enter mainstream schools with age appropriate levels of speech and language, but some families may choose to use BSL in the pre-school years.</p> <ul style="list-style-type: none"> • Pre-school children’s families are offered BSL support and children will have access to Makaton at nursery. 	
Providing opportunities for Deaf children to meet with Deaf peers and role models	<ul style="list-style-type: none"> • The SEN Team Family Support Worker is a Deaf role model for the mainstream children. Bevendean School and Balfour Primary both have a Deaf teaching assistant. The team also promote National Deaf Children’s Society (NDCS) activities which give children opportunities to meet other deaf children and run the ‘springboard’ and ‘time out’ events for deaf children across the city. 	
Ensuring Deaf young people are offered the opportunity to improve and accredit their BSL Learning	<ul style="list-style-type: none"> • The SEN Team will support BSL supported and statemented students who wish to accredit their BSL learning but this is offered on a one to one basis as required. For example, our Family Support Worker is supporting a student from Cardinal Newman School to progress in BSL and also providing one to one support for child/family i.e. teaching a child’s peers BSL at Hertford School 	
Raising awareness of BSL and Deaf culture within children’s services and education	<p>Our specialist SEN teachers and Family Support Worker also provide:</p> <ul style="list-style-type: none"> • Signed library stories to children/parents in Jubilee and Hove libraries monthly • Springboard for pre-schoolers to encourage them in BSL at Blatchington Court Trust • Time Out for key stage 2, 3 and 4 once every half term at various venues i.e. pizza making at Pizza Express • Coffee morning every half term at Dottie’s café (run by Deaf people) with families who have done the NDCS Family Sign Language course to continue support • BSL classes weekly for staff at Bevendean Hearing Support Facility 	

BSL Charter expected commitments	Results from BHCC Review	Suggestions for actions to achieve criteria
Ensuring parents who are Deaf are fully involved in our strategies for improving parenting skills.	<ul style="list-style-type: none"> • BSL taught to families in their homes • The council's Integrated Team for Families and Parenting Services have parenting DVDs for deaf parents produced by a charity for deaf people. They have used Triple P with a family where they had a signing interpreter who was filmed so that the family could then refer to the parenting information on their own. Triple P also has a DVD that is subtitled in their training programme. BSL signers would be provided if requested to allow access to other courses. 	
<p>Pledge 4 Ensure staff working with Deaf people can communicate effectively in British Sign Language. All staff working in public services or local authorities that interact with the public, should be able to communicate with the local community including Deaf people</p>		
Identifying relevant posts where BSL skills are needed	<ul style="list-style-type: none"> • There are only a small number of posts within the council where it is an essential requirement for the postholder to have BSL skills e.g. SEN posts detailed above. In most cases, services rely on a few individual members of staff who have received BSL training since joining the council to enable Deaf people to access services. 	<p>ACTION:</p> <ul style="list-style-type: none"> • In accordance with the council's existing Recruitment & Selection Policy, recruiting managers should review person specifications for job roles prior to advertising to determine whether it is appropriate to include BSL skills as an essential requirement for the prospective postholder • Revise managers' recruitment guidance for writing/reviewing job descriptions to include

BSL Charter expected commitments	Results from BHCC Review	Suggestions for actions to achieve criteria
		checking whether BSL skills are an essential requirement for the role.
Ensuring staff that have daily or involved contact with Deaf people have, or are working towards, advanced BSL signing skills	<ul style="list-style-type: none"> • No BSL training is provided in house for staff (although the council have provided Level 1 BSL training in the past) The following departments report: <ul style="list-style-type: none"> • Housing – Trained BSL signers have now left the department and this resource is now accessed via Action on Hearing Loss. • Adult Social Care – 1 social worker in the Assessment Team uses BSL and carries out assessments with Deaf and BSL Users • Libraries - There are currently four members of library staff who had BSL training in 2014. However, due to lack of opportunity to use these skills they have lapsed other than using for a simple greeting. Another member of staff has studied BSL up to level 2 and can cope with basic conversation, but would like more practice. • Revenues & Benefits – 1 x Benefits Officer (Deaf and BSL User) can assist users who call in the office and require a signer. • Royal Pavilion & Museums – 2 currently being trained – proposal to trained 12 front of house staff in Basic BSL in 2017 • Active for Life/Healthy Lifestyles Service –1 BSL speaker • Brighton Centre – 1 member of staff is a basic BSL speaker and approx. 7 members of staff have had very basic supportive training (and access to a training video described on page 4) 	During 2017 training will be offered to front line Housing staff in Deaf Awareness and communication tactics. This will be delivered by Sussex Deaf Association. ACTION: Housing services
Providing opportunities for staff to retain and develop their BSL skills	<ul style="list-style-type: none"> • There are currently no opportunities in house to retain and develop BSL skills other than contact with other BSL User customers and staff 	Run twice yearly meet and share session for BSL speaking staff. ACTION: CETS

BSL Charter expected commitments	Results from BHCC Review	Suggestions for actions to achieve criteria
Recruiting Deaf staff and ensuring their professional development.	<ul style="list-style-type: none"> The council is not legally able to advertise specifically for Deaf people to carry out job roles unless a Genuine Occupational Requirement applies. However the council is committed to recruiting disabled staff, including those who are Deaf or hard of hearing, at all levels of the organisation. To facilitate this, the council is committed to making any reasonable adjustments a Deaf person may need during the recruitment and selection process and, if appointed, to enable them to perform their job effectively. In addition disabled applicants are guaranteed an interview where they meet the minimum essential criteria for the role for which they are applying. The council was accredited with the ‘two ticks’ disability symbol which has now been replaced with the Disability Confident Scheme. The council is currently at Level 2 and will be required to submit a self-assessment under Disability Confident by winter 2017. https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/564822/disability-confident-employer-pack-level-2.pdf. 	<p>ACTION: Recruiting managers must follow the council’s existing Recruitment & Selection Policy to ensure that they:</p> <ul style="list-style-type: none"> Shortlist any disabled applicant who meets the minimum essential criteria for the job role Make any reasonable adjustments for Deaf people during the recruitment and selection process Implement any reasonable workplace adjustments for new recruits who may be Deaf to enable them to perform their job effectively
<p>Pledge 5 Consult 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</p>		
Consulting with local Deaf communities on a regular basis to ensure that services are responsive to local needs	<ul style="list-style-type: none"> Hamilton Lodge School holds an annual survey for parents/carers – the results of which are examined and action taken by school governments as appropriate. Generally our consultation events tend to be across a range of protected characteristic groups in the community and voluntary sector rather than a specific group. There have been occasions when the views of Deaf people have been sought specifically, although these have not necessarily included 	

BSL Charter expected commitments	Results from BHCC Review	Suggestions for actions to achieve criteria
	<p>BSL Users.</p> <ul style="list-style-type: none"> • Some examples of general consultations include: <ul style="list-style-type: none"> – Adult Social Care – August 2016 Review of needs assessment for adults with physical and sensory disabilities to see if there were any particular issues / themes arising for people with sensory needs or if they have the same top presenting issues of finance/ benefits and housing. Possability People (Get involved Group) carried out the survey. Some of the respondents were Deaf or had hearing impairments. – Library Services – detailed service review and needs analysis in 2015 carried out via Interviews and Exit surveys with library users; Lapsed borrower survey; focus groups and paired depth interviews; Systems Thinking research involving open conversations; Equal Access Services involving interview with people in residential homes and sheltered housing; feedback from service users such as Home Delivery recipients, participants in activities and events; feedback from project partners. – Housing – Star Survey – this is a perception based survey of tenants which provides social housing landlords with the means to compare satisfaction results with each other. No specific consultation with Deaf and BSL users – however a sample of 3,000 tenants were taken from the council’s tenant database and would highlight where there was a disability so it would have been a broad range including physical disability, mental health, visual and hearing impairments for example. We received 829 responses of which 59% indicated that they had a disability (includes tenants and household members). • Anticipated engagements/consultations planned for 2017: <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 	
Supporting Deaf	<ul style="list-style-type: none"> • In 2013 The Communities Equality & Third Sector Team commissioned 	

BSL Charter expected commitments	Results from BHCC Review	Suggestions for actions to achieve criteria
<p>people and their representatives so that they can engage fully in the consultation process.</p>	<p>disability engagement work as part of their first Communities & Third Sector Prospectus. Critical to this work was the role of DeafCOG and other Deaf representative groups to develop a more effective understanding of how the council and voluntary sector could begin to work with deaf people.</p> <ul style="list-style-type: none"> • In the latest Communities & Third Sector Prospectus monitoring return (April – September 2016) DeafCOG reported sustained and improved engagement and communication with the Deaf and BSL Users community, stronger relationship building with Action Deafness, and improved and raised the profile of Deaf and BSL users at various meetings held with local organisations. • Other disability engagement hubs taking place across the city under the Prospectus includes working with LGBT HIP who have been providing support to LGBT disabled people to enable ongoing engagement and consultation leading to co-production. This engagement activity has had some key results in terms of building links between groups supporting LGBT people and as a result of this five people have attended No Holds Barred and are now part of the organising committee, which offers a variety of activities, such as sign language, yoga and circus skills to people from marginalised groups including LGBTQ and disabled people. 	

