



Reference: RFI 1804088

Request:

1. Could you confirm that all Council Staff have received Deaf Awareness Training? If so, when was this?

1 employee has received training in the last 3 years

2. Do any of your staff have British Sign Language and at what level?

This data is not recorded

3. Has the Council ever consulted on any service provision, changes and policy with Deaf people?

Specific Mayors Listening Events have been held for Deaf people and when Wallsend Area Forum met BSL interpreters were provided as Deaf people had explained that they preferred to attend that particular Forum. Specific engagement was also undertaken prior to the decision to procure interpretation and translation services, at which time the Director of Becoming Visible also spoke to the council's Senior Leadership Team to explain the issues D/deaf people face and how services could overcome them.

Consultations by North Tyneside Council are open to all those who wish to participate and translation and interpretation services can be made available if requested and other reasonable adjustments made.

4. What strategy do you have in place (and implemented) for the Council for communications with Deaf people?

The Authority provides translation and interpretation support for people who need it in order to access our services and information; this includes support to service users who require finger spelling, lipspeaking, sign supported English, speech to text and deafblind communications.

The Authority has recently begun a review of the communication support it provides to Deaf people. The review findings will identify actions to be undertaken as part of our Annual Equality Review and will inform how the Authority communicates with and responds to the needs of residents in line with our priority to learn from customer feedback to help ensure that the council works better for residents.

5. How many BSL/English Interpreters were booked for appointments in 2016-2017 & 2017-2018 within your Council and what was the fill rate? How were this monitored? How many complaints received specifically about language access issues for Deaf people?

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April 2016 – March 2017 54 bookings were made of which 51 were fulfilled.

April 2017- March 2018 – 59 bookings were made of which 41 were fulfilled.

Monitoring is via monthly management information reports provided by the contractors. Prior to April 2017 by contract monitoring meetings between the contractor and NTC, since April 2017 via meetings hosted by the North East Purchasing Organisation who oversee the regional framework agreement through which North Tyneside Council's translation and interpretation services were procured. The contractors also gather and report on feedback from council officers booking interpretation services and their clients. If issues arise the contract manger is also informed of the issue and action taken to address it. The contract manager has received two complaints from Deaf clients about the interpretation service since the regional framework agreement went live in May 2017.

6. Is the Council's complaints procedure accessible in British Sign Language for Deaf people?

Yes translation or interpretation services are available.

7. Where can I find a copy of the Council's Equality Impact Assessment Report? Is this available in British Sign Language?

North Tyneside Council routinely undertakes Equality Impact Assessments (EIAs) when there is a change in national or local policy, when planning to change the way in which existing council services are provided or accessed or when introducing a new service. The EIA's are used to help plan any changes and to inform decision making. Therefore EIAs are routinely published, either as a background document or appendix to all Cabinet and Council decision making reports.

If a resident requests a copy of an EIA in a BSL format this can be provided.