

BSL Charter for Somerset

The Councils of Somerset want to improve access to our services by the Deaf community. We, the councils of Somerset make the following pledges:

Pledge One

Ensure access for Deaf People to information and services pledge:

Deaf people will get the same quality of provision, information and standards and the same right to be consulted as everyone else. This will make more Deaf people (include those who have problems with written information) aware of services and able to access these independently. It will also ensure compliance with the Equality Act 2010.

Pledge Two

Provide deaf awareness/training for staff pledge:

The councils of Somerset will ensure to provide their staff with awareness training around deafness, hard of hearing and hearing loss.

Pledge Three

Support Deaf children and families pledge:

At the point of diagnosis of deafness, health and education providers will offer parents genuinely informed choices, including a bilingual/bicultural approach. This will increase Deaf people's academic achievement and job opportunities and enhance family life by improving communication between children, parents/carers and siblings

Pledge Four

Ensure Deaf people can communicate effectively in BSL pledge:

The councils of Somerset recognise BSL as a language and that people speak in this language. All councils will provide interpretation facilities should they be requested to do so and will investigate different options to support Deaf people in communicating with the Council

Pledge Five

Consult the local Deaf community on a regular basis pledge:

Deaf people should have the right to be consulted on services or changes to services that affect them and to have input into consultations alongside other forums and user groups