

Communication Support Services (for people accessing health and social care services)



Consultation Response Booklet

A consultation response booklet is shown. The text on the booklet reads: "Tell us what you think" in large, bold letters. To the right of this text is a photograph of a woman in a pink shirt with a hand on her chin, and a thought bubble containing a question mark above her head. Below the text is the question: "1. Do you think the idea is a good one?". There are three checkboxes: "Yes", "No", and "Not sure". The "No" checkbox is checked with a blue mark. A hand holding a black pen is shown in the bottom right corner, having just marked the "No" option.

June 2016

“This is Your Opportunity to Have Your Say!”

A review of communication support services/interpreting services for people who are D/deaf or hard of hearing across Northern Ireland was held and recommended:



“a sign language service for D/deaf and hard of hearing people should be provided to everyone who needs it”



The review included looking at facts and figures including information about the number of people who use interpreting services.



The review suggested a number of ways we could provide interpreting services in the future to make them better for people who use the services.

We are now in the process at looking at these recommendations/suggestions.

However, we now want to ask what you think?

The Consultation Response Questionnaire

Please tell us if you are responding on your own behalf or for an organisation by placing a tick  in the appropriate box:

Please tell us if you are responding:  As me
 On behalf of an organisation/group

 Name	
 Job Title	
 Organisation	
 Address	
 Telephone	
 E-mail	

Are you happy we contact you IF we would like to talk to you about your response?

Yes or No (please  a box)



Comments are invited from anyone who would like to take part in the questionnaire. If you have anything else you would like to say about the review, you can write these in the box provided or contact us directly.

Recommendation/Suggestion	Agree 	Disagree 	Comments? 
<p>Recommendation 1</p>  <p>We will provide a service that is the same for everyone who uses it, no matter where they live in Northern Ireland.</p>			
<p>Recommendation 2</p>  <p>The service should be available through all of the Health Trusts throughout Northern Ireland as well as GP's, Dentists, Chemists and Opticians but will be funded through one central budget.</p>			
<p>Recommendation 3</p>  <p>We will look at how the service is being used now and use this information to decide the best and most affordable way to provide it going forward.</p>			

Recommendation/Suggestion	Agree	Disagree	Comments?
<p>Recommendation 3 Continued</p>  <p>As well as face to face interpreters, we will look at using video calls. This will make the service available more often and to more people. We will also develop guidelines to make sure that the best type of interpreter is provided on each occasion, either face to face or video.</p>			
<p>Recommendation 4</p>  <p>We will try out using video calls on a number of people in a number of appropriate settings to make sure it works before introducing it for everyone.</p>			

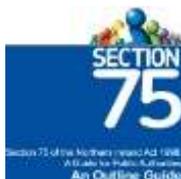
Recommendation/Suggestion	Agree	Disagree	Comments?
<p>Recommendation 5</p>  <p>We will set up a group to help plan and manage the development of the service. They will be responsible for making sure the service is run properly. This group will include someone who uses interpreting services to make sure they have their say.</p>			
<p>Recommendation 6</p>  <p>We will use interpreters in the best way possible to ensure value for money and time.</p>  <p>Whenever possible we will use computers and video links etc. so that we can offer the service to more people and make it available more often.</p>			

Recommendation/Suggestion	Agree 	Disagree 	Comments? 
<p>Recommendation 7</p>  <p>A single service will be available throughout Northern Ireland so that everyone who needs it can have it no matter where they live, information will be recorded and be accessible.</p>			
<p>Recommendation 8</p>  <p>We will collect information about how well the service is working. The same information will be collected from people using the services and only relevant information will be collected.</p>			

Recommendation/Suggestion	Agree	Disagree	Comments?
<p>Recommendation 9</p>  <p>We will develop a way of measuring the service so we can make sure we are giving the best service to all of the people who use the services. This will include a way of measuring and dealing with complaints.</p>			
<p>Recommendation 10</p>  <p>A Code of Conduct/Set of Rules around the provision of an interpreting service will be developed with all of the key organisations.</p>			

Equality Impact Assessment

So we can make sure we are being fair, Section 75 legislation demands that we look at how any changes will affect different groups of people. This is an Equality Impact Assessment and we consider:



- people of different religions, political opinion, racial group, age, marital status or sexual orientation;
- men and women;
- people with/ or without a disability;
- people with or without dependants (eg children or people they care for)

We looked at this and were able to see that by making the changes there would be a positive (good) impact on the Section 75 groups relating to Age (Older people in particular) and Disability.

Do you agree with the findings of the Equality Impact Assessment?

Please tick  the box



Yes



No

Are there any ways the recommendations could affect OTHER groups?



Other groups include people with a different religious belief, political opinion, race, age, marital status, sexual orientation, gender, disability and if they have people they care for (such as children or parents).



If you have said that the suggestions will affect people in a bad (negative) way, have you any ideas how we could make this better?

Human Rights Law

Article 8 of the Human Rights Act says you have the right to respect for your private and family life, your home, your letters and emails.



This means that your family life and relationships must be respected. You have the right not to have your home or physical life interfered with.

This also means your private letters, emails and text messages cannot be read without you saying it is OK and you can have private time to yourself.

These rights can only be restricted, to stop a crime, protect your health, for public safety or for national security.

Do you have any views on how the recommendations/suggestions might have an impact on this right?



Do you think the recommendations/suggestions might have an impact on people of different religious beliefs, political opinions and racial groups getting on with each other?



Would like to say anything else about the review and recommendations/suggestions?

Extra Information

Freedom of Information Act (2000) – Confidentiality of Consultations



The HSCB will publish a summary of responses at the end of this consultation process.

A copy of what you have said, and all other responses to the consultation, may be given to anyone who asks for them.

The Board can only refuse to give information in “exceptional circumstances”.

Before you send us your Questionnaire, please read the paragraphs below...



The Freedom of Information Act gives everyone a right of access to any information held by a “public authority”. In this case, this would be the Health and Social Care Board

This right of access to information includes information provided in response to a consultation.

This means that if someone asks for it, your response to the consultation will most likely be given to the person asking for it.



However, we do have the responsibility to decide if information like your name and address should be made public or be treated as confidential.

For further information about confidentiality of responses please contact the Information Commissioner's Office:



Tel. 028 9027 8757

Tel. 0303 123 1114

(or see website at: <http://www.informationcommissioner.gov.uk>).

We plan to update the Equality Impact Assessment in light of this consultation and the final version will be publicly available following the 13 week consultation period.

You can send us your response or comments by post to:-



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Consultation closes at 5pm on Monday 5th September 2016