

Newham Deaf Assembly

24th November 2018



Let your voice be seen

Welcome!

Welcome to the 1st Newham Deaf Assembly



Please take a seat and introduce yourself to people at your table

Housekeeping

- Emergency Exits – 2 exits
- Assembly Point – To the left of Town Hall Front Entrance (staff will guide)
- No planned fire drills

- Toilets - Ground floor
- Refreshments

- Photography and videography
- No personal photographs

- Phones

- Room Team

Introduction

PURPOSE of today's assembly:

- To create a dialogue with the council about the needs of Newham's Deaf Community
- To understand what the priorities are for the Deaf Community and how services can be improved
- To meet and get to know each other

Brief communications from

- Rokhsana Fiaz – Mayor of Newham
- Katherine Kerswell – Chief Executive of Newham
- Agnes Dyab – BDA Trustee
- Sarla Meisuria – Newham Deaf Forum

Assemblies in Newham



Today's Assembly Schedule

- **Round 1** – What do you like about Newham?

--- BREAK ---

- **Round 2** – Using Streets and Places

- **Round 3** - Improving Education and Youth services for Deaf People in Newham

- Feedback from tables

--- BREAK ---

Round 4 – Improving Health, Social Care & Housing for Deaf People in Newham

- Feedback from tables

--- BREAK ---

- Responses from Directors and Councillors

- Group photo

Guidelines for the Assembly

- Be respectful of each other
- You don't have to agree
- Be careful not to dominate
- Give everyone at your table a chance to contribute
- One person signing/speaking at a time
- Share whatever comes to mind, your ideas don't have to be perfect
- Make sure responses get entered into the laptops by table hosts.
- Enjoy being part of making the Deaf community's voice seen

Break

Round 2: What can be done to improve education and youth services for deaf people in Newham?

Improve English for adults

BSL for all young people

More English calluses for adults

set up English and maths courses for deaf people

College experience is very difficult

support mental health for deaf people for example workshops

I went to school, however I feel like for deaf people the access to basic English and Maths is not the same there are lots of free access spoken English for hearing people

Primary schools and youth services are not accessible

more access to deaf clubs



Round 2: What can be done to improve education and youth services for deaf people in Newham?

incorporate life skills into education

There is almost always an element of making an application to get help for young people deaf and poor sighted

provide deaf services such as interpreters, CSW, Support

Access to work opportunities

Not enough support for deaf, there is no interpretation support at the school for deaf parents they rely on the deaf persons family to support

All information for courses are on-line and on the phone which is not accessible for deaf/blind/poor vision community

support for young people's education

Deaf parents of hearing children there is no access at the schools'

deaf clubs for different ages



Round 2: What can be done to improve education and youth services for deaf people in Newham?

education and communication for deaf youth children

Deaf education is difficult to get into e.g into Frank Barns. Resident has 3 year old still waiting to hear back. Schools needs to employ BSL tutors who also consider cultural aspects and learning

At one school there was only a level 2 interpreter it was not appropriate as it was not sufficient but the school did not understand this

No services to help people to learn BSL. It should be free for all.

support for parents of deaf children to be able to sign to them

BSL Not available for others to learn. Payment is a barrier

Colleges have lots of free basic functional skills in the English language no access or support for deaf community

driving school for deaf people

youth deaf club needs to be open again



Round 2: What can be done to improve education and youth services for deaf people in Newham?

more and quicker access to sign language interpreters

Rely on others to teach me no offer for me to learn English -

Budget for deaf people to learn to drive

give deaf children an deaf identity

No deaf social group for young people in Newham. All material is in English and no translation service. Resident says her children want to join others but cant due to barrier where is an alternative?

Funding to teach sign language

ensuring there is enough local provision for deaf and hearing impaired people in Newham

Schools cannot book interpreters at short notice for parents with school children - this delays information

schools should sign language in primary schools



Round 2: What can be done to improve education and youth services for deaf people in Newham?

NHS have 24hour interpretation services

smaller classes

Safeguarding training and help for young people as they are missing out on advice and awareness to keep safe and report

there should be oral and sign education

No interpreters for school plays or activities where deaf parents are

one to one support

Care plans need to be assessed

GPs to have better interpreting services

Why do we not have deaf nursery for the very young.



Round 2: What can be done to improve education and youth services for deaf people in Newham?

more reasonable adjustments in schools for

more video sign on mobile 24 hrs

More access and communication to NHS information services

all support needs to be individually tailored - one size does not fit all - person centred education

Primary school had a great resource centre then at secondary school nothing and at college if you are 5 mins late the interpreter leaves

Access to interpreters

more assistive devices for young people to use outside of classrooms not just in schools

More access to interpreters

Deaf community don't seem to receive information about the rights, choices and consultation. As a result not able to challenge or provide alternative ideas. Social service, public health doctors etc are an example of this



Round 2: What can be done to improve education and youth services for deaf people in Newham?

teach all young children basic BSL

Individual budgets for deaf people

Deaf parents of hearing children they can't provide support for their children making them feel like not good parents

provide bsl to help improve Bsl skills

Hearing people to be made aware of deaf rights to

Courses are not available with BSL e.g. people want to access BSL supported courses such as cooking, photography. Needs to be more BSL options

Hospitals to provide intepreters

More emphasis on having a presence of support for deaf community in schools and colleges.

Parent evening - should book a qualified external BSL interpreters - they sometimes use and internal staff member - this can lead to conflict



Round 2: What can be done to improve education and youth services for deaf people in Newham?

make connection between sign language and communication - young children use actions for stories

Aid groups for youth

We want to learn BSL - but the cost is too high but children are forced to learn orally - all courses are based on hearing

Support for hearing children and deaf parents

deaf youth clubs

No place for the deaf community for them to gather - nothing within the colleges - for some of us it is a second, third language

After school activities deaf parents get left out and can't be part of this

Lives in Newham has two deaf children - primary school for our deaf children and no secondary schools for deaf children - colleges do not have many courses for deaf community

We need places to go - deaf would like courses like cooking etc - we are not aware of our rights where can the deaf community go



Round 2: What can be done to improve education and youth services for deaf people in Newham?

Not the same level of facilities have been provided for the deaf community as hearing community

Schools to have level 6 interpreters

Support for deaf parents with hearing children

Need a lot of support for people with mental health

Health care for children at home not sufficient



Reporting back

One person from each table to summarise what your table discussed

Break

Reporting back

A person from each table to summarise what your table discussed

Round 3: What can be done to improve Health, Social Care & Housing in Newham for Deaf People?

My flat in a block we have a TRA - I don't always understand the letter - gas electricity but I do need instructions and support

hard to move from shared private housing

No interpreters for appointments

If family are deaf the council don't want to know.

Some residents waiting for 5 years

when I arrived the interpretative wasn't there

more interpreters for appointments

Overall communication with landlord is difficult

lack of interpreter for hospital appointments



Round 3: What can be done to improve Health, Social Care & Housing in Newham for Deaf People?

More accessible information for services

Landlords to be more responsible in ensuring supported environment

Accessible housing information

Homeless people who are deaf are not given priority

the hospital call me when they have sent text

Accessible events / activities for deaf people

Health - when I book an appointment with the GP - then get seen by a nurse who can make mistakes

Newham has a deaf line but they don't have sign

Safe environment to discuss issues such as abuse



Round 3: What can be done to improve Health, Social Care & Housing in Newham for Deaf People?

Housing especially agencies seem to disadvantage deaf community and treat them differently such as charging more

Housing benefit forms and process do not support deaf people

Improving communications between services and deaf people

Get pushed around and around when going to see the GP going around in circles

at housing office don't to spend money on interoperation and say can't a family member do the job , because we don't the budget

Social care cuts don't get interpreters when needed

Private Housing and landlords ask if they are "on benefits?"

Deaf Parents are trapped in their homes and issues of abuse are not being addressed.

Social Care is difficult because communication is not there



Round 3: What can be done to improve Health, Social Care & Housing in Newham for Deaf People?

audiology staff need to explain better to customers options available

I need to ask someone to call for me because they don't use or have minicom

Communication is difficult to negotiate better tenancy.

children are being taken away from deaf parents due lack of communication in social services

Council repairs - damp rodents and heating! Needs to be addressed and provide support

there is no direct contact for deaf people we have to go around the houses

Communication takes 2 weeks to get Social care for an appointment. And even then the times slots are very restricted.

People don't seem to understand International and Asian sign language

They need to sort out housing support and repairs - including communication which is a barrier



Round 3: What can be done to improve Health, Social Care & Housing in Newham for Deaf People?

1990 - 2003 we only had 5 deaf social workers

service is restricted and currently on Tuesday between 10 to 1 is available. How is this fair for working and parents?

Random inspections on deaf parents take place without interpreters present and deaf parents are unaware of what is going on.

Children in deaf Asian communities are being taken away from deaf parents due to break down of communication between services

went to the council to get a house, I was told that I was too young at 25 and I had to wait till I was 35.

GP's also do not have BSL and often deaf people waste their time by going as appointments are cancelled

the council telephone line uses voice recognition , which means that deaf people can't really navigate through the council telephone line

Newham General Hospital don't have BSL

the forms are too difficult and I need to have a interpreter



Round 3: What can be done to improve Health, Social Care & Housing in Newham for Deaf People?

GP should be working smarter for by preparing support for deaf patients

Outside of Newham it feels support are better

more awareness for general public, more events etc

There is no interpreters to deaf people when they access mental health support

Homerton is a good example of how it can work better.

Don't have a door bell that flashes so can't hear the door when I have visitors. Poor housing and want to move . Housing department needs to be more aware of deaf peoples needs and aware I had to move 10 times - had to spend time on the streets.

They also want to hear my voice, this I'm told is because of security issues, and they don't understand that I'm deaf

Assessments for mental health are taking too long to be completed - one resident has been waiting 4 years for an assessment

There is delay for an interpreter at GP's which is a constant experience



Round 3: What can be done to improve Health, Social Care & Housing in Newham for Deaf People?

Need more deaf blind interpreters

Where is the Newham sign language shop

Temporary accommodation this is a big problem - Not communicated with - need to move schools. Impact on children and their welfare and behaviour

No deaf role model, advisor and interpreter do not understand international sign language

Social services are removing children from homes when there are appropriate adults in the home that can look after the children

Where is the everyday support for a dedicated support for BSL/language support.

staff need to be made aware of deafness and provide the resources

No interpreter for people suffering from cancer or other serious conditions at GP/hospital. Is this not a fundamental right?

You can always sign a waiver, to allow an advocate to speak on your behalf. Because of the equity act



Round 3: What can be done to improve Health, Social Care & Housing in Newham for Deaf People?

Deaf people do not have access to international sign language

Newham Language shop is poor

Services call deaf people regarding benefits and deaf people can not talk on the phone (shared by all the table members)

Poor housing - and needs to being supported can lead to children being at high risk of poor mental health

Everyday support at GP is very difficult - Common strong consensus. This is eroding human rights

Services should not call deaf people and address deaf and disability discrimination.

would like more opportunity for face to face interaction

People in deaf community don't now how to complain and exercise their rights

More deaf awareness in all aspects of living



Round 3: What can be done to improve Health, Social Care & Housing in Newham for Deaf People?

Its everyone right to have an interpreter under the equalities act but few services provide a service for deaf people

services for form filling should be provided

accessible formats eg, letters from housing

Deaf people are being forced to speak a language that they can not speak - this need to be addressed

staff always ask 'bring family to help sign language' but that's not fair, often children do this and is unethical.

Police service do not have BSL. This is essential, how do we report crime?

Deaf awareness for hospital maternity after baby is born midwife shouted and tapped her because she could not hear a signer should have been provided

CCTV in flats wand intercoms I cant check who is at the door/gate

you can apply for a grant/equipment like a video phone



Round 3: What can be done to improve Health, Social Care & Housing in Newham for Deaf People?

Landlords are turning up and completing surprise inspections to look around

improved access to health services

Newham University Hospital provides interpreter but the GP services do not - need more deaf drop in services only one service one morning per week

hard to make GP appointments

Social workers need to increase with BSL skills. This is an urgent priority

private renting for too difficult to get services and support

Optician and dentist ask to bring family to sign language...why? how can you even suggest that everyone has family who can BSL

more BSL interpreters

Deaf people are bidding for houses and not being informed that the houses are being allocated to other people - breakdown of communication



Round 3: What can be done to improve Health, Social Care & Housing in Newham for Deaf People?

GP and hospitals are very poor for simple interaction.

a deaf lady who is 67 her deaf daughter is 43 and have been in Newham the service was fantastic before but not now

The service is social service's is poor there is no deaf social workers you have to keep on back

we need to have in house deaf interpreters so that we can walk in a get a service

Break

Conclusion

- Words from local councillors or directors
 - What happens next
 - Feedback on the scroll
 - Group photograph
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- Thanks for your participation!