



Access for Deaf People Newcastle

In this fact sheet, the term 'deaf' includes people with all degrees of hearing loss and Deaf refers to people whose preferred language is British Sign Language (BSL)

All the organisations and resources mentioned with an * are included in the resource list over the page. Deaf people may use hearing aids, induction loops, lip reading, speech to text, sign language or any combination of these. Technology moves fast in this area and access to communication support does not necessarily mean someone is present, virtual communication support is a growing area, providing access via either British Sign Language or text on line. This is good news!

Making contact with your organisation – what's needed?

An email address

A mobile phone number for SMS text messages

A link to a map showing your location

A signed description of your organisation and its location on your website

Making contact with local deaf people – how do we do that?

Rather than thinking in terms of what can be done for deaf people, find out what they can do for and with you – there is a rich history to be explored. Many organisations now are led by deaf people themselves who can offer you ideas and volunteers. Please see a full list of contacts at the end of this information.

Meeting deaf people one to one – what do you need to do?

Make sure you get the deaf person's attention before you start speaking

Check how they want you to communicate

If using a communication support worker (CSW – e.g. interpreter, lipspeaker), address the deaf person direct not the CSW

Keep to the point, make sure the context is clear

Speak clearly in normal speech rhythm and a little more slowly.



Keep the background noise as low as possible and ensure you are clearly visible.

Avoid having a bright light or window behind you.

There's no need to shout or over-emphasise your speech.

Stay patient, check that the deaf person has followed you and repeat in a different way if necessary

Exhibitions, demonstrations, performances, lectures, story telling and tours – what makes them accessible for deaf people?

A clear view of visual presentation

Induction loop for hearing aid users – contact Action on Hearing Loss* for further information

Text version of all audio information – e.g. captions for films, scripts for talks, QR codes (Quick Response codes www.whatisaqr.com)

Position to lip read speakers or to see communication support workers

Space for Hearing Dogs*

Choosing and booking communication support workers

If you want to put on an event that is open to all, providing Sign Language Interpreters would need to be part of this as well as text provision.

If your budget is tight, you may want to provide specific tours or events for deaf people who use speech to text or who use BSL or for Deafblind people. Make sure you advertise these widely to the local Deaf community through their own organisations. Better still, look at the paragraph about making contact with deaf people and develop partnership working with them. There are good examples of projects using this approach, e.g. the training for Deaf BSL users to become gallery give guides for their own community at Tate Modern. Tate Modern also host monthly talks in BSL and for lipreaders.

Stagetext* is now working with museums, galleries and heritage sites to make talks and lectures accessible through live speech to text transcriptions.

SignVideo* provides remote sign language transcription.

Sign Language Interpreters (SLIs) and those who work with Deafblind people should be registered with NRCDP



(National Register of Communication Professionals working with Deaf and Deafblind People) to ensure a professional and accurate service. Ask to see their yellow card proving registration.

You can find locally based SLIs through the website www.nrcdp.org.uk and book them direct or use an agency. Typical charges for one hour of interpreting if booked direct are £30–£40 and if booked via an agency £40–60 plus travel. If your event needs continuous interpreting for more than two hours, you will need two SLIs but for a tour with intermittent speaking, one may be enough.

There are several agencies operating nationally; if you are considering using one of these, ask if all their interpreters are registered with NRCDP, some agencies do not guarantee this.

A Communication Support Worker (CSW) qualification is not the same as the qualification held by a registered SLI.

Factsheet information
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Useful Contacts: Newcastle

Organisations: national

Action on Hearing Loss
www.actiononhearingloss.org.uk

British Deaf History Society
www.bdhs.or.uk

Deaf Ex Mainstreamers
www.dex.org.uk

Hearing Dogs for Deaf People
www.hearingdogs.org.uk

SignVideo
www.signvideo.co.uk

StageText
www.stagetext.org

Tate Modern
www.tate.org.uk

Organisations: local

Newcastle Deaf Centre – Deaf Action Group meets twice weekly, also sports, social activities etc.

www.newcastledeafcentre.org.uk

ToonHearing – news & Info to Deaf people living in & around Newcastle
www.toonhearing.org.uk

Events

Deaf Diaspora
www.deafdiaspora.org.uk

Projects and publications

Listening to Deaf People
www.commlinks.co.uk

Disability Portfolio (2003 but still relevant content)

www.webarchive.nationalarchives.gov.uk

www.mla.gov.uk

Survey of provision for disabled users of museums, archives and libraries 2001)
www.books.google.com