**Deaf-friendly Standard**

Thank you for your interest in the National Deaf Children’s Society’s Deaf-friendly Standard, working towards meaningful inclusive environments for all deaf children and young people.

To assess your organisation, please have a look at the criteria below and tick the points that apply to you in both categories of Inclusivity and Communication.

When you have completed the form, please email to: [youthdevelopment@ndcs.org.uk](mailto:youthdevelopment@ndcs.org.uk). We will be in touch with you within 15 working days with your award and welcome pack.

Please note that we will be asking organisations for evidence of achieved criteria points on an ad-hoc basis. Our Young Inspector programme will be rolled out later on in 2020!

National Deaf Children’s Society will use the information you give us so that we can record and support your deaf friendly standard assessment, let you know about other similar opportunities, keep accurate records and be able to support you with the process. We may share information about you with other organisations working for us, but we’ll only share what we need to. We will never give any other organisation your data for their own purposes.

We would also like to contact you from time to time about other ways in which you can be involved with the charity, including about our campaigning and other fundraising work.

I’m happy to receive this:

[  ] by email

[  ] by phone

[  ] by SMS

If you would prefer not to receive information about other ways to get involved, including our campaigning and other fundraising work, by post please tick this box. If you do not opt-out of mail you may be contacted from time to time:

[  ] do not mail

If you decide that you’d prefer not to receive certain communications, that you don’t want to hear from us at all or no longer wish us to process your data, you can contact our Youth Development team between 9.30am and 4.30pm Monday to Friday via email [youthdevelopment@ndcs.org.uk](mailto:youthdevelopment@ndcs.org.uk).

For full details on how we process your data please read our privacy statement at <https://www.ndcs.org.uk/privacy-policy/>

Please make sure that you input your details in carefully, we are unable to take responsibility for data that have been given to us incorrectly.

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| For NDCS records and contact purposes only: | | | |
| Your name |  | | |
| Job Title |  | | |
| Email address |  | | |
| Has your organisation achieved NDCS Deaf-friendly standard or any other quality standard scheme previously? (NDCS or otherwise)  Yes / No | | | |
| If yes – what standard are you currently meeting? |  | | |
| Contact address if different to delivery venue |  | | |
| For website and promotional purposes: | | | |
| Organisation name |  | | |
| A brief description of what your organisation offers for deaf children and young people:  This text will be on your listing found on this webpage: [www.ndcs.org.uk/dfsorganisations](https://www.ndcs.org.uk/our-services/services-for-professionals/deaf-friendly-youth-activities/deaf-friendly-standard/deaf-friendly-standard-organisations/) We will also be adding this text on our Buzz website for deaf young people so please make sure the language is accessible for a younger audience. | | | |
|  | | | |
| Town and postcode of delivery |  | | |
| Is your full address on your organisation website?  Yes/No | | | |
| Website |  | | |
| Contact email address | *(this should be a general inbox address that is regularly accessed and responded to)* | | |
| For us to promote your organisation to our members, please confirm you have: | | | |
| Public Liability Insurance renewed annually  Y/N | | | |
| Child Protection / Safeguarding / Health and Safety policy  Y/N | | | |
| That all activities are appropriately risk assessed  Y/N | | | |
| That all front line staff and those dealing with data are appropriately DBS checked  Y/N | | | |
| And finally… | | | |
| What size\* would you define your organisation to be: | | | |
| Small | | **Medium** | **Large** |

\*Where organisations have been allocated criteria points in relation to their size, this must be seen as a minimum requirement only and is to reflect likely financial and resource restrictions. Should you be a smaller organisation and are able to meet the points for a larger organisation, you should aspire to meet these. Small, medium or large organisations in our view are defined as the following but some flexibility is expected:

**Small:** Volunteer or community based groups such as library, football club, Brownies etc  
**Medium:** Small Ltd company such as a community theatre, leisure or soft play centres  
**Large:** Commercial or government funded organisations such as Hippodrome, cinema or governing body

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| The Deaf-Friendly Standard: |
| Please tick the criteria point that you meet and assess at the bottom to which standard you feel your organisation meets: |
| Evidence may be required and asked for ad-hoc on moderation.  If you have any questions please email [youthdevelopment@ndcs.org.uk](mailto:youthdevelopment@ndcs.org.uk) |

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| Category | Criteria Point | TICK achieved |
| 1. Inclusivity | | |
| a) Deaf awareness | **Small:** Deaf awareness tips have been shared with staff and volunteers |  |
| **Medium:** Deaf-friendly training online (x2 modules) or face to face received by a minimum of 1 member of staff who works everyday with service users |  |
| **Large:** Deaf-friendly training received by a minimum of 25% of members of staff who work daily with service users |  |
| **Small:** Deaf-friendly training online (x2 modules) or face to face has been undertaken by a minimum of 1 (if solo led) staff member or volunteer |  |
| **Medium:** Deaf-friendly training online (x2 modules) has been undertaken by a minimum of 25% of staff who work every day with service users |  |
| **Large:** Deaf-friendly training online (x2 modules) or face to face received by a minimum of 50% staff who work every day with service users |  |
| **Small:** Deaf-friendly training online (x2 modules) or face to face has been undertaken by a minimum of 75% of staff or volunteers who work with service users |  |
| **Medium:** Deaf-friendly training received by a minimum of 50% of staff who work every day with service users |  |
| **Large:** Deaf-friendly training received by all staff who work every day with service users with a promise for more training as needed to ensure they are deaf-friendly |  |
| b) Accessible materials | **ALL:** The website and/orprinted materials (posters, leaflets, signage etc) are in clear and easy to understand (plain English). Pictures and images are used to help support communication. |  |
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| c) Equalities Act – your obligation of anticipatory duty | **ALL**: Organisation policies, process and procedure can be seen easily and are inclusive. |  |
| Reasonable adjustments will be made in line with the Equalities Act 2010: | |
| **Small:** The organisation is aware of changes that can be made to games so that deaf service users can access |  |
| **Medium:** Communication support is bookable on request (Interpreter, Speech to Text, Lipspeaker etc) |  |
| **Large:** Organisation are actively investigating or have made progress towards a system where deaf users of the service are called into lessons or appointments so it is as easy as hearing people find it |  |
| Reasonable adjustments have been made in line with the Equalities Act 2010 | |
| **Small:** There is ongoing experience of deaf-friendly games and activities being played |  |
| **Medium:** Communication Support has been used (Interpreter, Speech to Text, Lipspeaker etc) |  |
| **Large**: Deaf users of the service are called into lessons and appointments in a way that is accessible. |  |
| Reasonable adjustments have been made in line with the Equalities Act 2010 and evidence provided | |
| **Small:** All games and activities are deaf-friendly |  |
| **Medium:** Communication Support (Interpreter, speech to text, lip speaker etc) are booked regularly with money available to cover the cost |  |
| **Large:** Deaf users of the service are called into lessons and appointments with equal ease to hearing people. |  |
| d) Getting in touch | Service users can contact organisation via a deaf-friendly method:   * Text message (SMS) * Video Relay Service (VRS) * E-mail |  |
| **BRONZE DFS (INCLUSIVITY)**  **ACHIEVED** |  |
| Service users can contact organisation via a deaf-friendly method:   * Text message (SMS) * Video Relay Service (VRS) * E-mail |  |
| Service users can contact organisation via a deaf-friendly method:   * Text message (SMS) * Video Relay Service (VRS) * E-mail |  |
| e) Health and Safety | The environment promotes the safety of deaf people by: | |
| **Small:** There are processes and risk assessments in place for deaf-friendly fire evacuation |  |
| **Medium:** There are processes and risk assessments in place for deaf-friendly fire evacuation. There is also an agreed process for alerting deaf people in any emergency. |  |
| **Large:** There are processes in place and risk assessments for a deaf-friendly fire evacuation. There is also an agreed process for alerting deaf people in any emergency. Subtitles or transcripts are provided on film or visual forms of information such as Health and Safety briefings. |  |
| **SILVER DFS (INCLUSIVITY)**  **ACHIEVED** |  |
| The environment promotes the safety of deaf people: | |
| **Small:** Risk assessed and process in place for deaf-friendly fire evacuation. Agreed process for alerting deaf people in any kind of emergency with all health and safety information in an accessible format (e.g. subtitles on videos or transcript available) |  |
| **Medium:** Risk assessed and process in place for deaf-friendly fire evacuation, agreed process for alerting deaf people in any kind of emergency with all health and safety information subtitled. |  |
| **Large:** Risk assessed and process in place for deaf-friendly fire evacuation and agreed process for alerting deaf people in any kind of emergency with subtitles and in-vision interpreter provided on film or visual forms of information such as Health and Safety briefings. |  |
| f) Positive feedback | Organisations can show one positive experience from a NDCS Young Inspector (or other if needed) that shows good accessibility and understanding the needs of deaf people (note: Young Inspector programme to be rolled out later on in 2020!) |  |
| Organisations are able to provide an opportunity for a deaf person in one of the following:   * Volunteering * Work experience * Apprenticeship * Employment |  |
| **GOLD DFS (INCLUSIVITY)**  **ACHIEVED** |  |
| 2. Communication | | |
| a) Effective Communication | Staff members working with service users are aware of the various communication needs and methods used by deaf people |  |
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| Staff members working with service users are aware of the various communication needs and methods used by deaf people |  |
| b) Using interpreters | All staff are aware of the need for a qualified and registered BSL/English Interpreters and understand how to book interpreters if one is required |  |
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| All staff are aware of the need for a qualified and registered BSL/English Interpreters and understand how to book interpreters if one is required |  |
| c) Working with interpreters | Staff working with service users know how to work in the best way with BSL/English Interpreters |  |
| **BRONZE DFS (COMMUNICATION)**  **ACHIEVED** |  |
| Staff working with service users know how to work in the best way with BSL/English Interpreters |  |
| **All** staff know how to work effectively with BSL/English Interpreters |  |
| d) Understanding communication preferences | One staff member has a strong understanding of the range of communication professionals available:   * BSL/English Interpreters * Interpreters for Deafblind people * Lipspeakers * Note-takers * Deaf (Relay) Interpreters |  |
| One staff member has a strong understanding of the range of communication professionals available:   * BSL/English Interpreters * Interpreters for Deafblind people * Lipspeakers * Note-takers   Deaf (Relay) Interpreters |  |
| e) Using BSL in the workplace | Staff members working with service users are given an option and encouraged to learn British Sign Language as part of their personal development |  |
| **SILVER DFS (COMMUNICATION)**  **ACHIEVED** |  |
| Staff members working with service users are given an option and encouraged to learn British Sign Language as part of their personal development |  |
| At least one member of staff has minimum of BSL level one **OR** 50 workplace based signs have been identified and taught across front line staff |  |
| **GOLD DFS (COMMUNICATION)**  **ACHIEVED** |  |

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| The Deaf-Friendly Standard: | | |
| I have self-assessed to have achieved the following Deaf-friendly Standard (please circle or tick): | | |
| Inclusivity : | | |
| Bronze | **Silver** | **Gold** |
| Communication: | | |
| Bronze | **Silver** | **Gold** |
| Overall: | | |
| Bronze | **Silver** | **Gold** |
| Signed: |  | |
| Date: |  | |
| On behalf of named organisation: |  | |

Thank you for working with us. Please email this form to [youthdevelopment@ndcs.org.uk](mailto:youthdevelopment@ndcs.org.uk).