

**RECOMMENDATIONS OF THE REVIEW REPORT OF SERVICES FOR PEOPLE WHO ARE DEAF AND HARD OF HEARING**

1. Corporate policy and contract to provide interpreting services and an awareness raising campaign for staff.
2. Improve the register by liaising with GPs and audiology to improve the information about who is living in Milton Keynes and good ongoing communication with people in the community.
3. A single point of access should be established. This should be for hard of hearing, deaf children and adults. This should be tendered with clear specification for the assessment process and identified mechanisation to ensure that all secondary needs are referred on.
4. Clear process and criteria for provision of service. This should fall in line with any eligibility criteria within the Council and any charging policy. Publication of information about equipment should be part of a multi agency pack.
5. Essential safety equipment provided should be available to anyone requiring it. There are a number of different models of provision which could offer more choice. These options should be explored with service users as part of developing the service specification.
6. Advice and information service should be available in Milton Keynes with hours for appointments available outside normal working hours. Many people who need this service work. This service to be tendered as part of the equipment provision.
7. The specification for the service should be developed with service users.
8. Identified officer as link to the new deaf club and contact point within social care for the deaf community. This person could also act as support for other professionals who may need advice or information.
9. Early Years Service, Education and Health Visitors need to be aware of the language needs of very young children of deaf parents/deaf children of hearing parents. This should enable the extra support which may be needed to be arranged.
10. Establishment of a quarterly forum, Health, Social Care, Education, Employment etc to share information and take forward ongoing improvements across the services to the community.

11. Jointly produce information with Health, Education and Social Care and any independent provider.
12. Pursue funding for the establishment of an outreach service for hearing aid wearers, maintenance of aid, support in maximising hearing.
13. Review day and residential provision (learning disability and older people) either separately or as part of other processes, in terms of staff awareness of deaf issues, equipment available etc.
14. Further consultations include hard of hearing, the deaf community, hospitals and PCT and social care.
15. Further consideration of the needs of deaf/blind is essential. Staff awareness particularly within services for older people is important and someone should be identified to take lead.
16. Minicomms and loop systems installed in relevant sections of Council services.
17. Publish minicom and fax numbers with their location within the Council.
18. The CAB should be supported to provide expert advice with an interpreter.
19. The Council should take an active role in supporting the establishment of a deaf club.