



BDA

COMANN NA H-ALBA AIRSON NAM BODHAR
DEAF ASSOCIATION SCOTLAND

Access & Inclusion

A Report on Hate Crime in Scotland's Deaf Community



The Scottish
Government

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Acknowledgements

British Deaf Association Scotland wishes to thank all those Deaf BSL users in Scotland that responded to this Hate Crime project. A note of thanks also to Stop Hate UK (www.stophateuk.org) and Police Scotland for their input during the design process of the Hate Crime questionnaire.

British Deaf Association Scotland and the Scottish Government Equality Unit

The British Deaf Association (BDA) is the largest Deaf organisation in the UK that is led by Deaf people for Deaf people. BDA advocates for the recognition of British Sign Language (BSL) as a language and by doing so, protects the culture, community and heritage of Deaf people across the UK. The BDA's aim is that Deaf people are empowered to fully participate and contribute as equal and valued citizens in wider society. According to the 2011 Census there are an estimated 12,500 Deaf BSL users from all walks of life in Scotland. It is these Deaf BSL users that BDA Scotland works with.

From 2012 to March 2015, the Equality Unit, under the Scottish Government, funded a project entitled "Empowering Deaf Communities". This project covered two areas: Hate Crime and Participation. The aim of the project has been to develop the skills and knowledge that Deaf BSL users need in order that they are equipped to contribute to wider developments across the Equality Unit. The project seeks to ensure that local authorities and other public services adopt good practices and build upon existing capacity, with a view to eliminating unlawful discrimination. When the project was established, a series of objectives were put in place:

Project Objectives

1. To promote and encourage local authorities and public services to provide access in BSL, thus ensuring access to their information and services and enable staff to increase the level of support offered.
2. To establish a network of trained outreach workers to seek the views of BSL users on Independent Living, working closely with Independent Living in Scotland (ILiS) and other disability networks and projects, helping to ensure that the Deaf people's views are recorded and acted upon.
3. To consult with BSL users, gathering their views and experiences, so that consultation meetings can be held where the Deaf community can influence policy and development at a national level.
4. To develop good practice in terms of the reporting of Hate Crime incidents, educating the local Deaf community on how to raise Hate Crime issues and holding a drop-in session at BDA Scotland office. To develop resources in BSL, whilst working in partnership with Police Scotland and other organisations to increase the reach of the service.

This report was commissioned as part of the project, so that current gaps in relevant services could be identified, and to offer recommendations on how access to lawyers/solicitors, justice systems, and Police Scotland can be improved.

The main responsibilities have been to develop Hate Crime resources in BSL; to provide information sessions for Deaf BSL users in Scotland; to hold a drop-in session at the BDA Scotland office; to work in partnership with disability/equality organisations and police forces; and, to participate in a steering or advisory group.

The Hate Crime resources in BSL can be found at the BDA website www.bda.org.uk, the Police Scotland website www.scotland.police.uk/contact-us/british-sign-language and at Hate Crime Scotland www.hatecrimescotland.org

From March to September 2013, a total of 44 Deaf BSL users attended Hate Crime information sessions in the regions of Coatbridge, Inverclyde, Glasgow and Dumfries. The grand total of attendees, when information sessions for September to December 2013 are added is 180, as shown below.

Dumfries	6
Forth Valley	30+
Glasgow OAP Club	20+
Edinburgh	50+
Golden Amber Club	40+
Kirkcaldy	12
Aberdeen	22

For the year of 2014, the number of Deaf BSL attendees at Dundee, Inverness, Elgin and Glasgow was 15 and the overall total was 239.

Six Deaf BSL users were logged as having reported to the Third Party Reporting Centre at the BDA Scotland office, all of whom were signposted to appropriate organisations for assistance or support.

The BDA Scotland staff liaised with the following organisations:

- Community Safety Glasgow
- Nil by Mouth
- Show Racism the Red Card
- Lesbian Gay Bisexual Transgender (LGBT) Youth
- Anti-Sectarianism Project and Ishara at Deaf Connections
- Police Scotland

The BDA Scotland Hate Crime Officer sat on The Glasgow Third Party Reporting Network committee and the LGBT Youth Advisory group.

The Hate Crime Survey

This survey was formed as a response to the statistics held for Hate Crimes involving disabled people reported by the Crown Office (2015) in Scotland, which were considered to be incomplete. See: http://www.copfs.gov.uk/images/Documents/Equality_Diversity/Hate%20Crime%20in%20Scotland%202013-14.pdf, page 3-4).

'In 2013-14, 154 charges were reported with an aggravation of prejudice relating to disability, 12% more than in 2012-13 (17 additional charges). There is a broad consensus however that this type of crime continues to be under reported compared to other forms of hate crime. Both Police 1 See note 7 of the Annex for the definition of charges not separately prosecuted. 3 Scotland and COPFS are engaged in a variety of activities aimed at increasing the level of awareness, especially amongst disability communities, that hate crime is unacceptable and should not be tolerated.'

The following extract (Appendix 1) from recent Disability Hate Crime reporting (2014) shows the statistics for Hate Crimes in Scotland:

12% increase in the reporting of disabled hate crime

It is not clear if Deaf BSL users are included in these Disabled Hate Crime statistics. Also, the information provided by the Crown Office and Procurator Fiscal Service dated 19 September 2014 (see *Appendix 2*) is vague with regard to the inclusion of Deaf BSL users in their database (see page 1-2). It states where a victim has a hearing impairment, however, it is not known if the victim uses BSL, or identifies with a Deaf community.

The Hate Crime Survey therefore reaches out to Deaf BSL users across Scotland in a bid to obtain first-hand experience of Hate Crime and the extent to which access to reporting is available. The issue of communication with lawyers/solicitors, justice systems and the police was also considered.

Survey Objectives

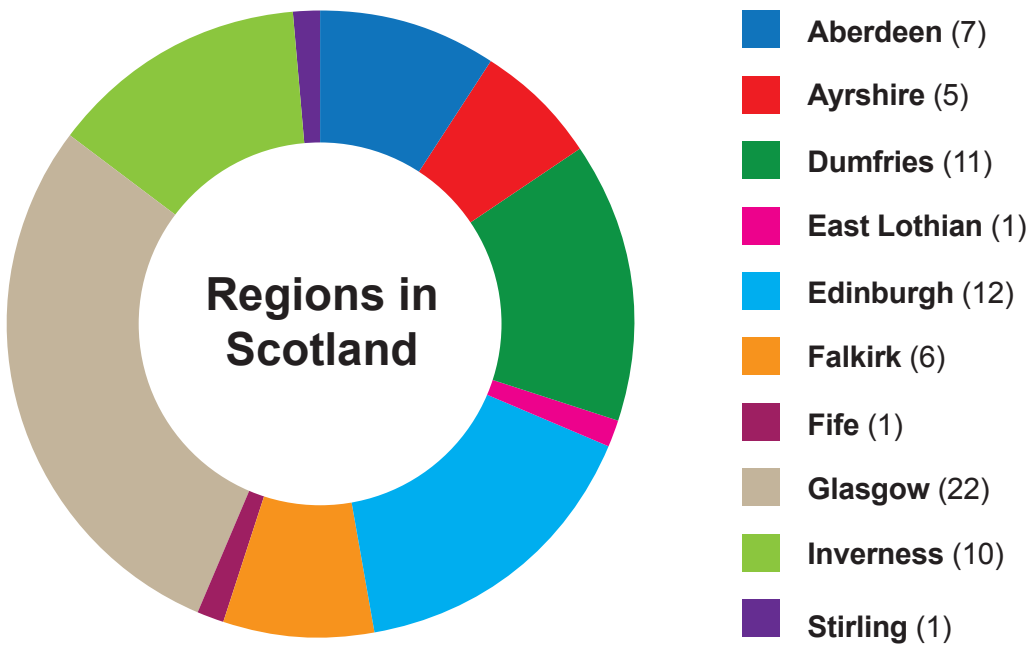
1. To assess awareness of Hate Crime in the Deaf community
2. To assess reporting of Hate Crime to police and third party reporting centres (including the BDA Scotland)
3. To assess access among lawyers/solicitors, justice systems, and police services for Deaf BSL users in Scotland

Method

The survey was carried out through a written questionnaire created by BDA Scotland (see Appendix 3) and had the aim of reaching between 70 and 100 Deaf BSL users living in Scotland over a two month period. The survey was conducted from December 2014 to February 2015. With due respect to Deaf BSL users’ first language, the questionnaire was translated into BSL at the interview sites. By doing this, the Deaf BSL participants were enabled to share their own life experience directly with interviewers. The names and identity of each Deaf BSL participant were withheld to respect their privacy and to abide by BDA Scotland’s code of practice.

Deaf BSL Participants

Interviews were conducted with local Deaf BSL participants, assisted by the BDA’s Hate Crime Officer and the three outreach workers located in different regions throughout Scotland. The targeted regions in which the Deaf BSL participants were engaged are as follows:



The total number of Deaf BSL participants was 76. It is noted that Dundee, as well as a few other districts, has not been covered due to time constraints. In view of this an additional note on Dundee will be in the Case Study section. Deaf BSL participants recorded their gender, age, nationality and sexual orientation as shown below:

Gender:		Age:		Nationality:		Sexual Orientation:	
Female:	40	16-35:	23	Scottish White:	57	Gay:	4
Male:	35	36-55:	38	Scottish Asian:	9	Lesbian:	4
Transgender:	1	56-100:	15	British White:	9	Bisexual:	1
				British Asian:	1	Heterosexual:	67

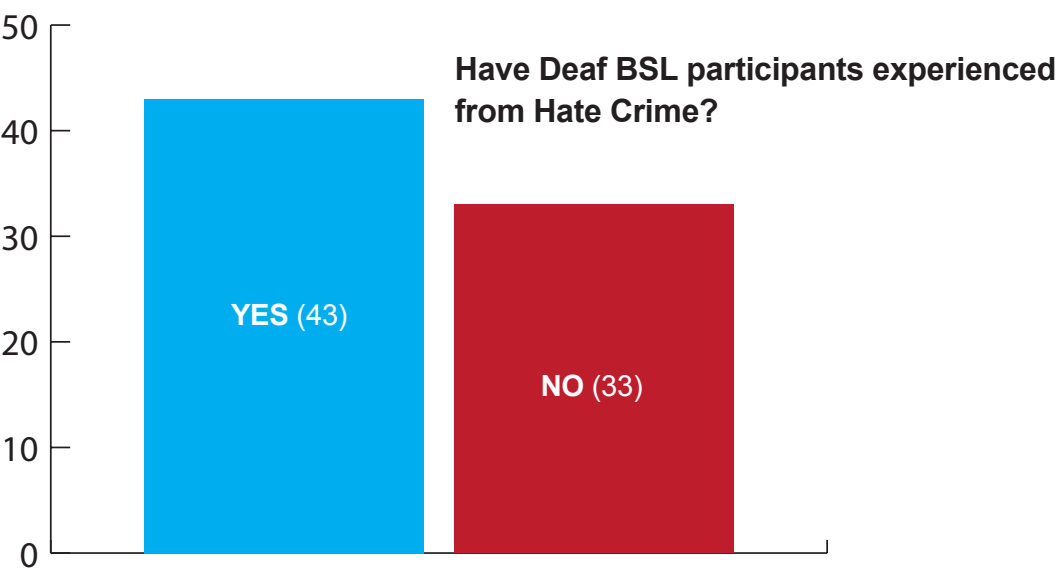
Findings

This section focuses on the findings from the written questionnaire form. The reader should note that the findings are presented from Scotland as a whole, and not from the Scottish regions themselves. The reason for this is that the Deaf community in Scotland is tight knit, and therefore a detailed geographical analysis could lead to accidentally divulging the identity of Deaf BSL participants.

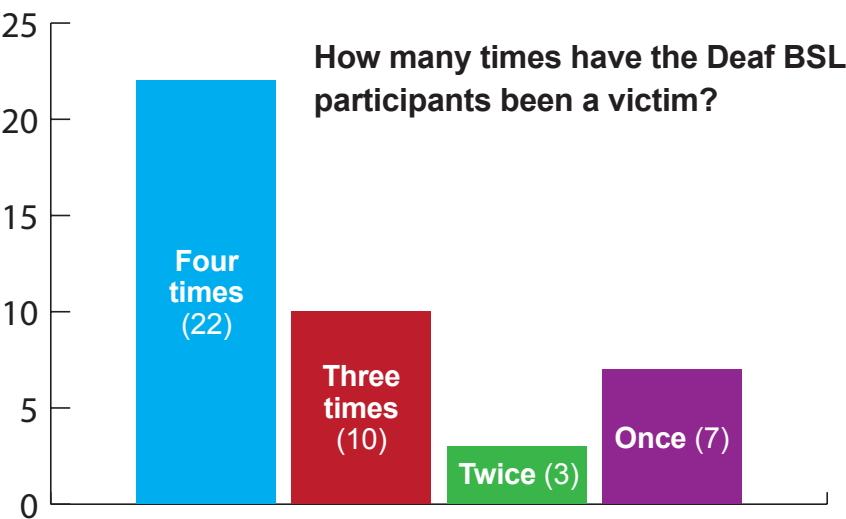
The five headings written below correspond to the questions posed to Deaf BSL participants. Most Deaf BSL participants have responded to the questionnaire appropriately, although a few chose not to answer one or more questions. Thus, the numbers and/or charts have been recorded where the view of all Deaf BSL participants has been achieved. This system is used in order to draw a clear picture for the reader in understanding the position of the Deaf community in Scotland. Under each heading, recommendations are drawn up.

1. Hate Crime and Reporting

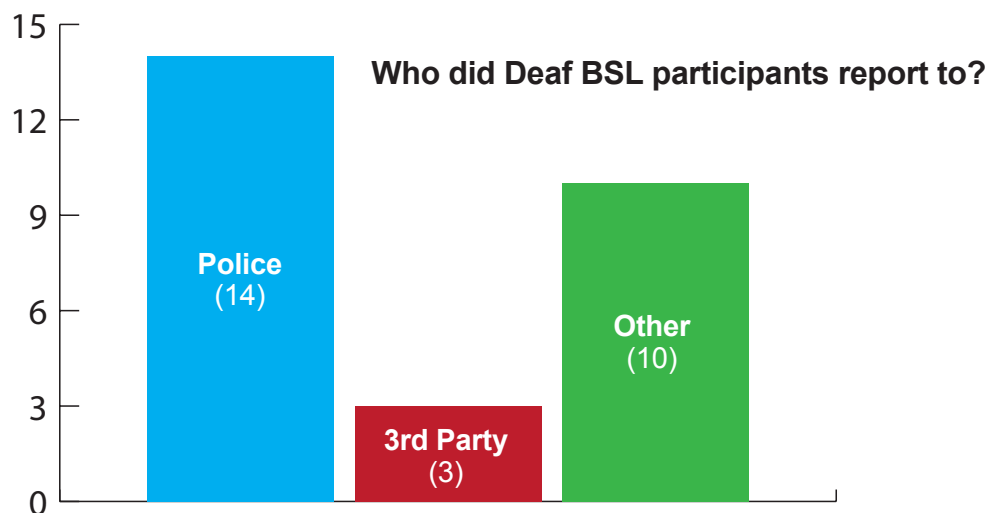
Out of the 76 Deaf BSL participants, 43 have personal experience of Hate Crime.



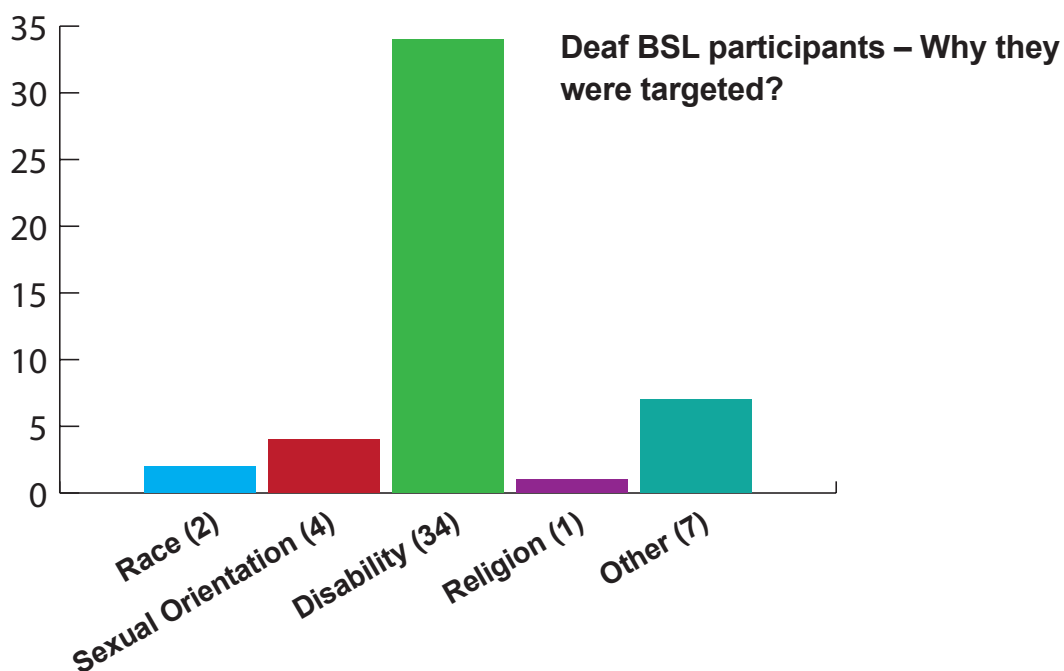
Of the 43 Deaf BSL participants, 22 believed they had been a victim of Hate Crimes at least 4 times, 10 participants 3 times, a further 3 twice and the remaining 7 once.



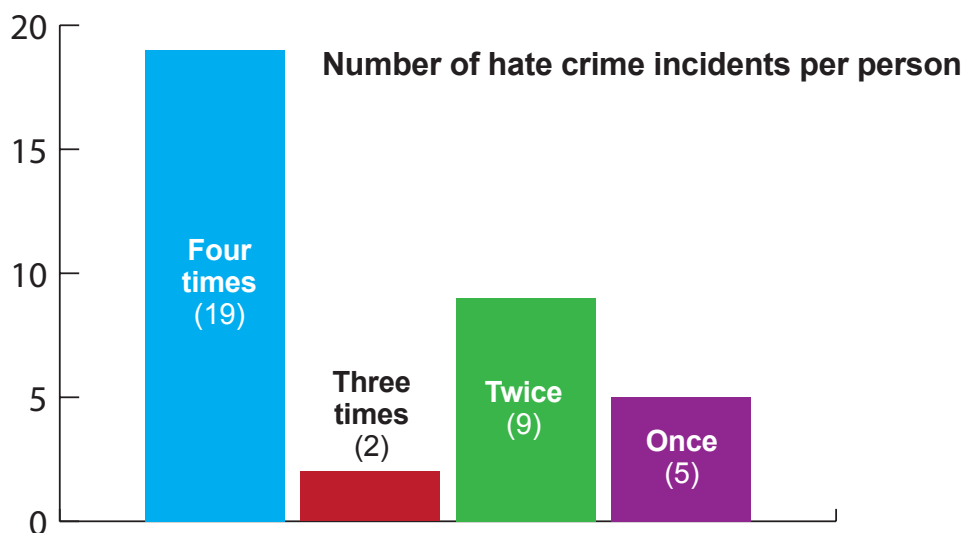
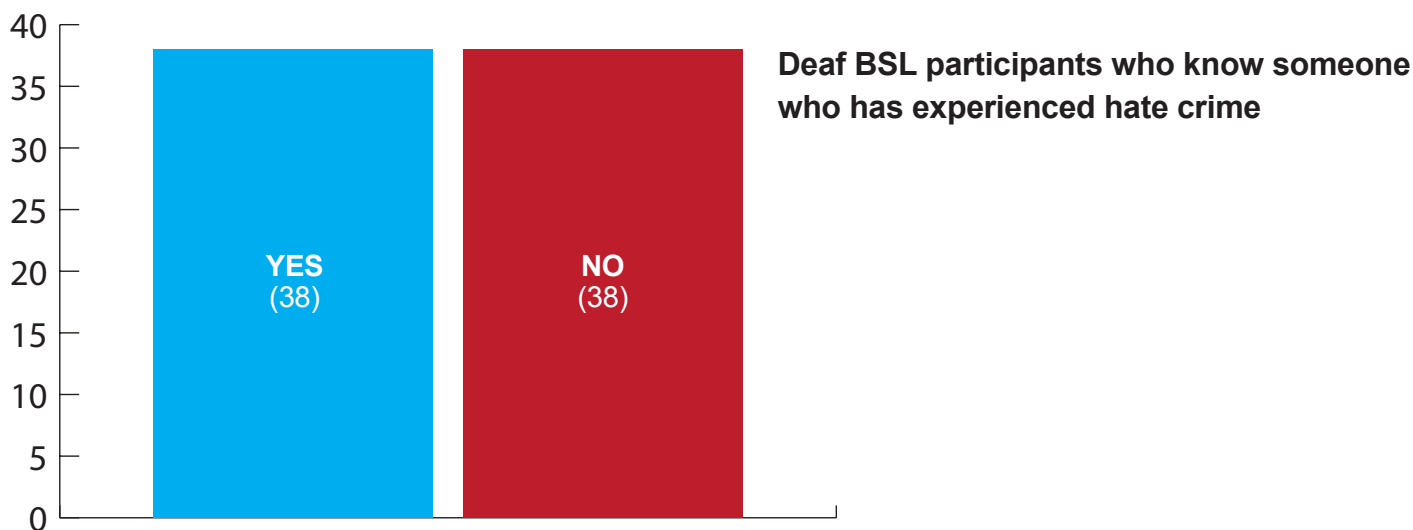
25 of the 43 Deaf BSL participants stated that they had reported an incident of Hate Crime. 14 reported to police and 3 to a third party reporting centre. The remaining 10 reported to a range of other organisations.



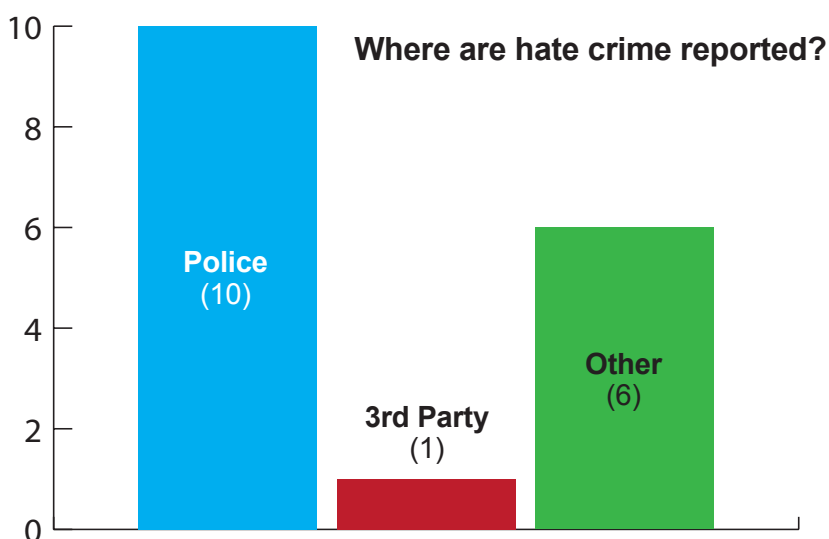
Most Deaf BSL participants, who stated that they had been a victim of Hate Crime, believed that the crime was directly related to their disability – Deaf. The number of the victims in this group is 43. 2 further victims believed that their race was the cause, 4 due to their sexual orientation and 1 due to religion. The last 7 reported other forms of Hate Crime, for example, defamation.



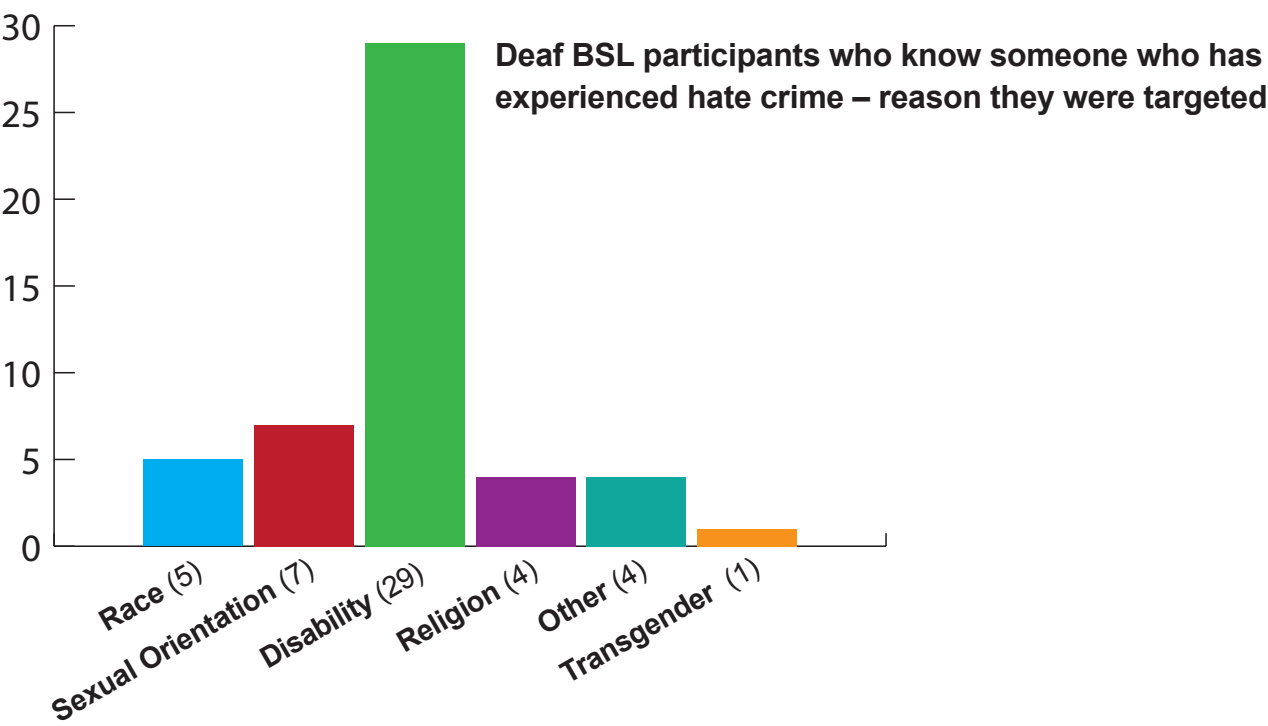
Furthermore, half of the 76 (38) Deaf BSL participants know someone else who has experienced Hate Crime. To their knowledge, in the group of 38 other people, 19 were victims four times or more. 2 had experienced Hate Crime three times. 9 victims were attacked twice and 5 once.



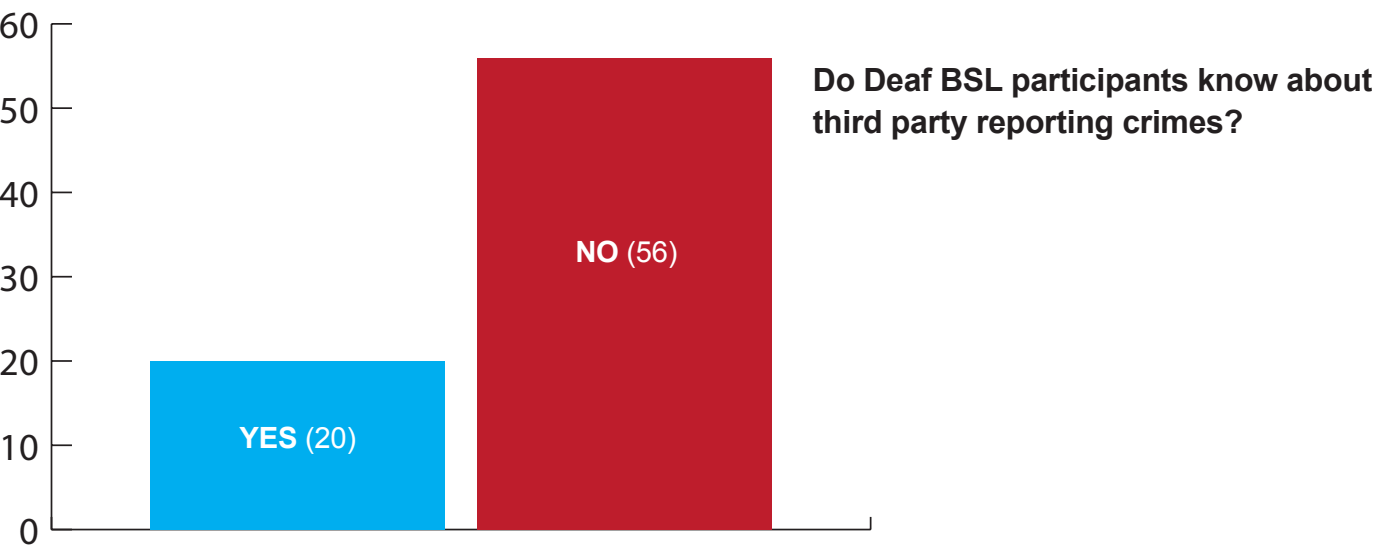
From the same group of 38 victims, 14 reported and the majority (21) did not. The last 3 did not state if they reported. For those who reported, 11 went to police and/or a third party reporting centre. Some of the 6 victims reported elsewhere, such as housing associations.



Out of the 38 other people, 29 believed that they were victimised due to their disability – Deaf. 5 victims stated that race was the reason behind the Hate Crime. 7 suffered Hate Crime due to sexual orientation and 4 were linked to religion. The other 4 reported other forms of Hate Crime, for example, defamation. The other was related to gender identity.



56 out of the 76 Deaf BSL participants did not know about third party reporting centres.



For those 20 who were aware, only 1 had attended a third party reporting centre for support. From the same group of 20, 11 agreed that a third party reporting centre was valuable and 9 were not sure if it would provide the support needed.

Out of the 76 Deaf BSL participants, 60 wanted to know more about Hate Crime and the support they can get to tackle it. Also, of the 76 Deaf BSL participants, 66 wanted more information about how to report Hate Crime.

Recommendation – More awareness raising events, including training/workshops on Hate Crime and reporting should be provided to Deaf BSL users across Scotland.

2. Justice Systems

24 Deaf BSL participants stated that they have been to court. From this group of 24, 17 have been provided with BSL interpreters. In this same group, 14 were satisfied with the interpreting services.

For those who answered the question on how courts can improve access for Deaf BSL users, the answers are summarised below:

- Provide BSL/English qualified interpreters with current registration with a recognised professional body, such as SASLI or NRCPD
- Provide training for BSL/English interpreters working or preparing to work in court/legal settings
- Provide Deaf and BSL Awareness training to Court staff members

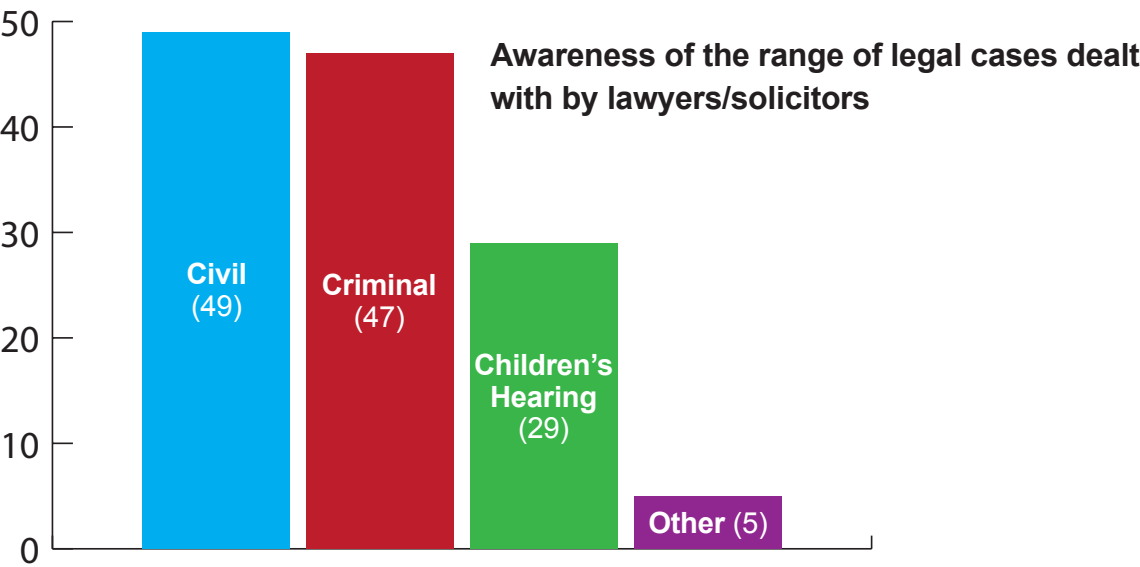
It is interesting to note that out of the 76, the 52 Deaf BSL participants did not know how courts work and only 23 from the same group of 76 knew there are four different court systems, High Court of Justiciary, Court of Session, Sheriff Court and Justice of the Peace in Scotland. The Deaf BSL participants expressed an interest in learning how the court framework and systems work in practice.

Recommendation – BSL interpreters are provided for both Deaf BSL users and court staff members. Workshops on court systems, including court tours for visual learners, are provided to Deaf BSL users.

3. Lawyers/Solicitors

Out of the 76 Deaf BSL participants, 48 have used lawyers before. From this group of 48 Deaf BSL participants, 27 had not been provided with an interpreter due to financial costs and a lack of Deaf Awareness amongst practitioners. Of those 21 Deaf BSL participants, a few used family members to interpret.

Out of the group of 76, 34 Deaf BSL participants were not sure of what lawyers do. Most of the Deaf BSL participants had a basic understanding of the different types of cases that lawyers deal with.



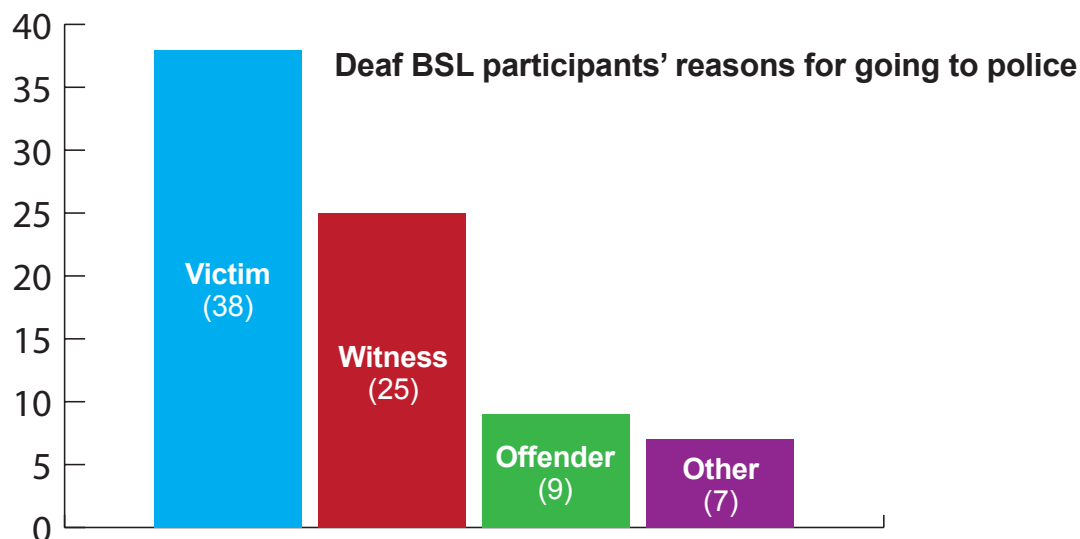
Deaf BSL participants expressed an interest in understanding more about how lawyers/solicitors work. Further queries included:

- Is there a clear framework of legal systems?
- Who is responsible for paying for BSL/English interpreting services?
- Is there a difference between a lawyer and a solicitor?
- An update on any changes in law

Recommendation – A meeting with The Law Society of Scotland is set up to discuss responsibilities for paying for BSL/English interpreting services. Workshops on top raise awareness of the law and legal systems are provided for Deaf BSL users across Scotland.

4. Police Forces

62 out of the 76 Deaf BSL participants have gone to police for a variety of reasons as shown in the chart below.



However, 52 Deaf BSL participants were not comfortable reporting directly to police for the following reasons:

- Lack of communication access
- Negative attitudes
- Perceived arrogance
- Fear of authority and feeling intimidated
- Lack of trust
- Fear of police

Out of 76 Deaf BSL participants, 47 had not been provided with a BSL interpreter. Just over half (39) Deaf BSL participants did not understand how reporting to the police works. The Deaf BSL participants expressed an interest in learning more about Police Force provision for Deaf BSL users:

- What training do police staffs undertake to enable them to approach work with Deaf BSL users positively?
- What is the position with regard to provision of online interpreting services and the scope of appropriate settings for online interpreting provision?

Participants also expressed an interest in specific learning activities:

- How to report a crime to police, including visits to police stations
- Workshops provided on how police do their job.

Recommendation – There are several police staff members who have achieved BSL Level 3 qualification in Scotland who could be recruited to liaise with Deaf BSL users. Training events including workshops should be set up to educate both police staff and Deaf BSL users on cultural sensitisation.

5. Access

It is clear that most Deaf BSL participants think learning activities delivered in BSL will help in understanding Hate Crime. Some Deaf BSL participants thought that there is a better way for Deaf BSL users to have access to Justice Systems, Lawyers/Solicitors and Police Forces: for example,

- Ensure provision of well-trained, good quality interpreters
- Provide Deaf and BSL Awareness training
- Have a frontline staff member who is able to sign
- Set up an online interpreter service
- Expand availability of interpreting service to 24 hours
- Translate police information into BSL, using for example DVDs or website based videos

In addition, the information in BSL published on websites would help the Deaf BSL users to know what or how to report Hate Crime. Some Deaf BSL participants believe that the following are better ways to report and raise awareness of Hate Crime:

- Online reporting in BSL
- Information provided and shared at Deaf clubs and Deaf service centres

Recommendation – It is clear that Deaf BSL users prefer that both the public sector provide access to BSL and wish BSL/English interpreting services to be available on a 24 hours 7 days basis. Online interpreting services are set up to cater for unplanned attendance at police stations.

Case Study

This section confers an interesting case study which is excerpted from the information session in Dundee last year and reinforces the findings outlined above.

A Deaf lady in her 50s shared that she was on the receiving end of anti-social behaviour over many years. She was constantly made fun of by neighbours who mocked her use of sign language on the street. During one summer the lady went on holiday and while she was away her house walls were vandalised with graffiti.

The lady did not report the incident to the police. She had accepted that the abuse was part of her daily life and that police had other things to worry about. She also believed she would have received more abuse from the perpetrators if she reported it to the police.

With encouragement from Deaf BSL staff at the third party reporting centre located within BDA Scotland, the lady was encouraged to report the incident. However, she politely refused and said if she changed her mind, she would contact BDA Scotland.

Recommendations on Hate Crime, their access to reporting Hate Crime as well as to dealing with lawyers/solicitors, justice systems and police forces are compiled and discussed in the next section.

Recommendations and Conclusion

BSL is the first or preferred language of participants and, it follows, access to services in BSL is vital in all areas of a Deaf person's life, including education and learning. Without this a Deaf person is likely to be excluded from, or experience significantly reduced access to services. The response to the Hate Crime and the reporting of Hate Crime questionnaire demonstrates well that much work remains to be done. And that access to the justice system, lawyers/solicitors, and police forces currently falls short of the expectations of Scotland's Deaf BSL users.

It is clear that knowledge of BSL amongst professionals and its importance to Deaf people is limited. As a result Deaf BSL users' access to services is impeded. Adequately trained and registered BSL/English interpreters are the communication mediators who enable dialogue to occur between Deaf BSL users and service providers, therefore, professionals working in legal settings must to be provided with improved information about where and how they can book BSL/English interpreters and their responsibility to do so.

In order to create an ideal setting for Deaf BSL users, it is essential that more professionals (in the fields of Hate Crime, justice systems, lawyers/solicitors, and police forces) learn basic BSL and receive some Deaf Awareness training. In this way the sensitisation process will be advanced, leading to more accommodation and improved service provision for Deaf BSL users.

Given that Deaf BSL users reported that not all hate crimes committed against them arise from offenders targeting their disability, police services should continue to ensure that diversity exists within their ranks in terms of religion, ethnicity, and nationality.

Online BSL/English interpreting services could remove communication barriers in certain circumstances and offer access to information to those attending at police stations without notice.

For Deaf BSL users, it is clear that more training events and workshops on Hate Crime and reporting of Hate Crime across Scotland would be beneficial. Follow-up classes would help to reinforce learning too and are likely to be popular amongst Deaf community members.

Through Deaf Awareness training, police can become more sensitive to Deaf BSL users and their communication needs. The status of BSL as bona fide community language should also be promoted. BSL interpreters need to be engaged consistently. There should be wide range of diversity in police forces in terms of religion, ethnicity, and nationality.

BDA Scotland offers partnership working and advice on matters relating to the Deaf BSL community which should be used where appropriate to guide service development.

Appendix 1

POLICY

SDEF welcomes increase in Hate Crime Reporting

Equalities Secretary Shona Robison and Community Safety Minister Roseanna Cunningham, met with LGBT and disability organisations in Glasgow on Friday 13 June to hear what members reactions were to the release of this year's hate crime figures. These figures showed a 12% increase in the reporting of disabled hate crime.



Robert Ferguson, Disability Access Officer for Scottish Disability Equality Forum said:

“We have long felt that disability hate crime has been hugely under reported, which is why our program of working with Police Scotland is important. Using this program, local Access Panels get free training from Police Scotland allowing them to be recognised as 3rd party hate crime reporting centres.

SDEF welcome any rise in reporting figures, albeit we recognise that there is still a long way to go and a lot of work to do to make those figures truly reflective of the programs suffered by disabled people.

Disabled people suffer from discrimination every day, and the fact that more hate crimes are being reported mean that the reporting system is finally becoming more user friendly and more disabled people feel able to report incidents. This means that disabled people can report incidents in an environment they are comfortable in, and feel secure in doing so.

The rise in reporting figures shows why it is so important to have these centres, to increase the number of ways hate crime can be reported. We look forward to working with Ministers and Police Scotland to promote this.”

If you would like further information about Disability Hate Crime Reporting, please contact SDEF Tel: 01259 272063.

Appendix 2

Crown Office and Procurator Fiscal Service

Crown Office, 25 Chambers Street, Edinburgh EH1 1LA

Response and Information Unit



Ms Helen Morgans-Wenhold

Tel: 0131 226 2626

RNID Typetalk Prefix: 18001

By email:

Hco.scot@bda.org.uk

Our ref: R008493

19 September 2014

Dear Ms Morgans-Wenhold

Thank you for your emails of 8 and 24 August and 3 September 2014 in which you requested and clarified your request for information under the Freedom of Information (Scotland) Act 2002 (FOISA):

"I am doing a research to find out how many Deaf people in Scotland have been victimised, reported to police and/or a third party reporting centre, and gone to court for hate crimes.

I have studied the annual hate crime statistical report and could see that it is useful. I would like to know if the disability section includes Deaf British Sign Language users. If yes how many?

I am hoping to look from the year of 2012/13 to present.

As it is one of my main tasks, I will contact information and write a report on access to justice systems and police forces for Deaf people in Scotland. Would you be able to advise on suitable research questions for the Deaf BSL users that may or may not have some experience on Hate Crime all over in Scotland?"

I am aware that my colleague Karen Kennedy referred you to the annual hate crime statistical report which is accessible to our website and that you found the information contained within to be useful.

I can confirm that the disability section in the report does include Deaf British Sign Language users.

It may be helpful for you to know that the Crown Office and Procurator Fiscal Service's case management database is a live, operating database. It is designed to meet our Department's business needs in relation to the processing of cases and the information within it is structured accordingly. We do not have a separate statistical database, and hold only operational data needed for business purposes. The disability aggravation indicator within our electronic system does not detail the type of disability and as a result we are unable to electronically identify which case reports with a disability

aggravation were relevant to Deaf British Sign Language users without carrying out a manual search of the case files. I have now completed my manual search of the case files for this information. Your request specifies "Deaf British Sign Language users". Although the case reports submitted by Police Scotland highlight that the victim has a hearing impairment they do not always indicate that the victim can communicate using sign language. Based on the information available I can confirm the following:

During financial year 2012/13 of the 137 charges reported containing an offence aggravated by prejudice relating to disability, 6 related to a victim who had a hearing impairment, of those, 3 charges related to a victim who could communicate using sign language. The 6 charges relating to victim with a hearing impairment involved 4 different cases. In 2 cases proceedings were raised in the Sheriff Court. The outcome in one case was that the accused was found guilty and fined £500; and in respect of the other case the Sheriff found the accused not guilty. The charges involved were assault to injury and threatening or abusive behaviour in contravention of section 38 of the Criminal Justice and Licensing Act 2010 respectively. No action was taken in respect of the other two cases.

During financial year 2013/14 of the 154 charges reported containing an offence aggravated by prejudice relating to disability 6 related to victim who had a hearing impairment, of those, 5 charges related to victim who could communicate using sign language. The 6 charges relating to a victim with a hearing impairment involved 6 different cases. In 3 cases proceedings were raised in the Sheriff Court with the outcome for one case being that the Sheriff found the accused not guilty of a contravention of section 38 of the Criminal Justice and Licensing Act 2010, threatening or abusive behaviour and an assault. The other two cases have trial diets outstanding. The charges involved are a contravention of section 38 threatening or abusive behaviour and sending offensive messages by mobile telephone contrary to section 127 of the Communication Act 2003. One case was heard before a Sheriff and Jury and involved a charge of assault to severe injury. The accused pled guilty in this case, and was issued £500 fine. No action was taken in respect of the other two cases.

Where no action has been taken by COPFS, this has in most of the cases been due to there being insufficient admissible evidence.

In relation to your request for suitable research questions for the Deaf BSL users, it would be inappropriate for COPFS to suggest questions as we have not commissioned your research.

I hope you find this information useful.

If you are dissatisfied with the way in which your request has been handled, you do have the right to ask us to review it. Your request should be made within 40 working days of receipt of this letter and we will reply within 20 working days of receipt. If you require of our decision to be carried out, please email fol@copfs.gsi.gov.uk

The review will be undertaken by staff not involved in the original decision making process.

If our decision is unchanged following a review and you remain dissatisfied with this, please note that although generally under section 47(1) of FOISA there is a right of appeal to the Scottish Information Commissioner, where the information requested is held by the Lord Advocate as head of the systems of criminal prosecution and investigation of deaths in Scotland, under section 48(c) no application

can be made as respects a request for review made to the Lord Advocate. The information you have requested appears to fall into that category, although ultimately it would be for the Commissioner to decide whether that was the case should you refer the matter to her.

In circumstances where section 48(c) does not apply and the Commissioner accepts an appeal, should you subsequently wish to appeal against that decision, there is a right of appeal to the Court of Session on a point of law only.

Yours sincerely



Christine Lazzarin
Response and Information Unit



Appendix 3

Hate Crime Research Questionnaire

Hate Crime

1. Have you suffered from Hate Crime?
If yes, how many times have you been a victim?
2. Did you report?
If yes, who did you report?
3. Which crime?
4. Has someone you know suffered from Hate Crime?
If yes, how many times have they been a victim?
5. Did they report?
If yes, who did they report to?
6. Which crime?
7. Do you know about third party reporting centres?
If yes, have you ever been to one?
If yes, did they help you?
8. Do you think that a third party reporting centre works?
9. Do you want to know more about Hate Crime and the support you can get?
10. Do you want to be more aware on how to report Hate Crime?

Justice Systems

1. Have you been to court?
If yes, have the court provided you with BSL interpreters?
If yes, were you satisfied with the interpreting services?
2. Do you know how courts work?
3. Do you know there are four different court systems – High Court of Justiciary, Court of Session, Sheriff Court, and Justice of Peace?
4. What information do you want to know about justice systems?

Solicitors/Lawyers

1. Have you used solicitors/lawyers before?
If yes, have the lawyers used BSL or provided you with a BSL interpreter?
If yes, which one?
2. Do you know what solicitors/lawyers do in their job?

3. Do you know the following different cases that solicitors/lawyers do? Tick as much as you can.
- ☐ Civil (divorce and other matters, compensation for injuries, housing matters, debt rights, immigration matters, power of attorney)
 - ☐ Criminal (any wrongdoings charged by police)
 - ☐ Children's Hearings (any help or support from the state)
 - ☐ Other _____
4. What information do you want to know about solicitors/lawyers?

Police Forces

1. Have you gone to police?
If yes, you were a
- ☐ Victim
 - ☐ Witness
 - ☐ Offender
 - ☐ Other _____
2. Are you comfortable to report directly to police?
3. Have police been using BSL or provided you with a BSL interpreter?
If yes, which one?
4. Do you understand how reporting to police works?
5. What information do you want to know about police forces?

Access

1. Do you think learning and understanding hate crime in BSL help?
2. What is a better way for you to access to police and court?
3. Do you feel that information in BSL on websites would help you to know what or how to report hate crime?
If yes, please explain

Thank you for giving us your time to complete this questionnaire.

Glossary & Additional Information

Hearing

This is a term used by Deaf people to denote those who are non-deaf.

Deaf (upper case 'D')

This term refers to someone with a strong cultural affinity with other Deaf people and whose first or preferred language is BSL. The BDA uses the capital 'D' to denote adults who have BSL as their first or preferred language and have Deaf culture.

deaf (lower case 'd')

Because many Deaf people do not use BSL while at school, we tend to use the lower-case 'd' for children. This is also used for people with significant hearing loss who tend to use exclusively speech and lip reading to communicate as English is their first language.

BSL/English Sign Language Interpreter

This refers to a fully trained and registered interpreter proficient in both British Sign Language and English. They are sometimes referred to as BSL/English Interpreters.

Registration

The National Registers of Communication Professionals working with Deaf and Deafblind People (NRCPD) register Sign Language Interpreters on two levels:

- Trainee
- Registered

They have achieved the appropriate skill qualifications and have undertaken interpreting training resulting in a recognised qualification.

Registered and qualified BSL/English interpreters tend to be members of a representative body.

The current representative bodies are:

- Association of Sign Language Interpreters (ASLI), our members have worked tirelessly and, for the most part, voluntarily to maintain and improve standards of service within our profession, raise awareness of sign language interpreting within the Deaf and mainstream communities and lobby government and regulatory bodies in order to achieve high levels of recognition and provision wherever possible.

- ASLI is a membership organisation that encourages members to maintain and enhance their practice by offering opportunities for continuous professional development (CPD). We can also put interpreters in touch with a pool of mentors who have undertaken training specifically developed for those working in our field.
- Scottish Association of Sign Language Interpreters (SASLI) is the only Registering and Membership body in Scotland for British Sign Language (BSL)/English Interpreters. SASLI emphasises the importance of using Registered and Registered Trainee BSL/English interpreters. Registered and Trainee Interpreter Members abide by SASLI's Code of Conduct and Professional Practice Policy. They are committed to maintain and enhance their interpreting skills and expertise through Continuing Professional Development.
- Visual Language Professionals (VLP) and Institute of Translation & Interpreting (ITI).
- Trainee Sign Language Interpreters may carry out some assignments in a health setting but for complex assignments especially in secondary or emergency care, it is recommended that Registered Sign Language Interpreters are always used.

Videophone

This is usually used online, via a webcam, or by using stand-alone videophone equipment that uses the telephone system to transmit visually in addition to audio calls.

Video Interpreting Services (VIS):

There are two types of Video Interpreting Services:

- Video Relay Services (VRS)

This is used when the Deaf person and the hearing person are in separate locations. The BSL/English Interpreter is in a different location to both parties. BSL/English interpreter relays the conversation back and forth between the two people using a telephone link to the hearing person and a video-phone link to the Deaf person.

- Video Remote Interpreting (VRI)

Takes place when the Deaf person visits an establishment to meet a hearing person. They use a BSL/English interpreter using an online video link to communicate with each other – no telephone call is involved. Some local authorities are experimenting with this as a way to improve access for BSL users.

BSL Charter

Local authorities and public services across the UK are asked to sign up to the Charter for British Sign Language (BSL) and make five pledges to improve access and rights for Deaf BSL users.



1. Ensure access for Deaf people to information and services

Pledge: Deaf people will get the same quality of provision, information and standards and the same right to be consulted as everyone else.

This will: make more Deaf people (including those who have problems with written information) aware of services and able to access these independently. It will also ensure compliance with the Equality Act 2010.

2. Promote learning and high quality teaching of British Sign Language (BSL)

Pledge: The families of Deaf children and Deaf young people and local authority/public service employees will have access to BSL lessons from suitably qualified teachers.

This will: improve communication and bonding between parents/carers, children and siblings, reduce Deaf people's isolation and improve relations between Deaf and hearing people.

3. Support Deaf Children and Families

Pledge: At the point of diagnosis of deafness, health and education providers will offer genuinely informed choices, including a bilingual/bicultural approach.

This will: increase Deaf people's academic achievement and job opportunities and enhance family life by improving communication between children, parents/carers and siblings.

4. Ensure staff working with Deaf people can communicate effectively in BSL

Pledge: Customer-facing staff will have basic BSL skills. Specialist staff will have higher-level BSL skills so they can deliver appropriate service to Deaf people without needing interpreters while skilled in recognising when a fully qualified interpreter would be required.

This will: improve customer satisfaction and reduce the need for BSL/English interpreters when providing specialist services for Deaf people.

5. Consult with the local Deaf community on a regular basis

Pledge: Deaf people will have the right to be consulted on services or changes to services that affect them and to have input into consultations alongside other forums and user groups.

This will: improve services for Deaf people, empower Deaf people and free them up to contribute more to the local community.

Interested? Want the full document? Contact: British Deaf Association

Website: www.bda.org.uk • Email: bda@bda.org.uk

ooVoo: [bda.britdeafassoc](https://www.bda.org.uk/bda-britdeafassoc) • Skype: [bda.britdeafassoc](https://www.bda.org.uk/bda-britdeafassoc)

The British Deaf Association – BDA

Vision

Our vision is Deaf people fully participating and contributing as equal and valued citizens in wider society.

Mission

Our Mission is to ensure a world in which the language, culture, community, diversity and heritage of Deaf people in the UK is respected and fully protected, ensuring that Deaf people can participate and contribute as equal and valued citizens in the wider society. This will be achieved through:

- Improving the quality of life by empowering Deaf individuals and groups;
- Enhancing freedom, equality and diversity;
- Protecting and promoting BSL.

Values

The BDA is a Deaf people's organisation representing a diverse, vibrant and ever-changing community of Deaf people. Our activities, promotions, and partnerships with other organisations aim to empower our community towards full participation and contribution as equal and valued citizens in the wider society. We also aim to act as guardians of BSL.

1. Protecting our Deaf culture and Identity – we value Deaf people's sense of Deaf culture and identity derived from belonging to a cultural and linguistic group, sharing similar beliefs and experiences with a sense of belonging.

2. Asserting our linguistic rights – we value the use of BSL as a human right. As such, BSL must be preserved, protected and promoted because we also value the right of Deaf people to use their first or preferred language.

3. Fostering our community – we value Deaf people with diverse perspectives, experiences and abilities. We are committed to equality and the elimination of all forms of discrimination with a special focus on those affecting Deaf people and their language.

4. Achieving equality in legal, civil and human rights – we value universal human rights such as the right to receive education and access to information in sign language, and freedom from political restrictions on our opportunities to become full citizens.

5. Developing our alliance – we value those who support us and are our allies because they share our vision and mission, and support our BSL and ISL community.

Campaigning for Equal Rights for Deaf People

To contact the British Deaf
Association please look at
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