**DeafATW Plain English guide to the DWP Market Review into communication services**

**1) DeafATW's explanation of the Market Review**

This is a plain English summary of the call for evidence done by DeafATW.com.  It contains what I think is the most important information, and what I understand is meant.  If you want to see the original call for evidence, you can read it or see the full BSL translation [here](https://www.gov.uk/government/consultations/communications-for-people-who-are-deaf-or-have-hearing-loss-market-review) (look down the web page for the BSL translation).

**2)  What is the Market Review?**

The government wants to understand more about the different communication services used by D/deaf and deafblind people.  The government’s Department for Work and Pensions (DWP) is asking for evidence about this.  A group of organisations (the Steering Group) is helping the DWP.

This project is called the “Market review of British Sign Language and communications provision for people who are deaf or have hearing loss”.  The reason for the Market Review is to help government and others to plan for the future.

**3)  Who can send evidence?**

Anyone.  This means any D/deaf or deafblind person, and hearing people who use communication services, communication service providers, organisations, trainers and assessors, etc.

The Market Review wants to know about ‘communication services'.  These include:

* Sign language interpreting
* Deafblind interpreting
* Speech to text reporting
* Remote captioning
* Palantype
* Lipspeaking
* Note taking, etc.

The DWP would like lots of people and organisations to give evidence about communication services in the UK, (England, Wales, Scotland and Northern Ireland) and abroad.

You can send evidence:

* About your personal experience.
* About your organisation’s experience.
* About staff and / or members of your organisation’s experience.
* About surveys and research.

When you send evidence, you must explain what kind of evidence it is, e.g. personal, from an organisation, etc. and explain how you got the evidence, e.g. personal experience, feedback from members, research, etc.

**4)  Can I send evidence in BSL?  How long can the evidence be?**

You can email or post evidence in English or BSL (details below).

In English it should be 5 sides of A4 paper or less.  If you need to send evidence longer than 5 pages, or need more time, [email the Market Review to ask about this](mailto:DHES.COMMENT@DWP.GSI.GOV.UK).

See below for more information about how to write and structure the evidence.

**5)  What will happen after I send evidence?**

They will tell you they have got it.  If they don’t do this, contact them to check they have received it.

All the evidence will be looked at together, and a report will be made. This will show the different evidence sent in, and what we can learn from the evidence.  There will also be a short report, called an executive summary.  They will both be public reports.

**6)  Is my evidence confidential (private)?**

No, evidence is not confidential or private.

All of the evidence will be published on the internet.  There may a lot of evidence though, so most of it probably will never be read by anyone except the Market Review group.

Because the evidence will be published it’s best not to use people’s names in your evidence, e.g. “an interpreter said ...” not "David Jones the interpreter said ...".

**7)  What does the Market Review want to know about?  Suggested questions?**

In the call for evidence DWP say they are looking for evidence about demand, supply, and technology, now and 5-10 years in the future, for communication services with D/deaf people.

If that makes sense, then use that.

If not, then I have suggested questions in a different way below. Remember you don’t have to answer them all!

**Communication services now:**

1)  What is happening with communication services now?  For example:

* Are there enough communication services?
* Do communication professionals have the right type and level of skills to meet your needs?
* Are you able to choose and book the right communication services that you need?

2)  Is training and assessment of communication professionals working well?

3)  What about registration of communication service professionals?

4)  Is there an appropriate career structure for communication services?

5)  How much communication service is needed?  Can you get the services you want when you need them?

6)  How much do or might those communication services cost?

* This could include talking about agencies, funding for communication services, etc.
* How do agencies relate to the market for communication services?
* The relationship between Access to Work funding and market rates for Interpreters and other communication service.

7)  Are there regional differences?

* Do you live or work in an urban or rural area?
* How does this affect the cost of, or availability of, communication services?

**Communication services in the next 5 to 10 years:**

8)  How might communication services change in the future?

* Do you think people might need different communication services in the next 5-10 years?
* Do you think there are enough people training to become communication professionals?
* Do you think there should be different ways to become a registered communication professional, e.g. apprenticeships?
* How might changes in the numbers and types of deaf people (demographics) change the need for communication services?  This could include: age groups, cultures, religions, ethnic background, additional disabilities, use of cochlear implants, etc. and how many there are in each group.

**Technology useful for communication services now:**

9)  What technology is useful now for communication services, at home and at work?

* For example: video interpreting, BSL translation on websites, remote captioning, text direct, voice carry over, etc.

10)  When is technology not useful?

11)  In what situations are face-to-face communication services more useful than remote services (e.g. remote interpreting)?  And in what situations are remote services more useful than face-to-face?

12)  Who should fund the technology used in communication services?  Who funds it now?  Is there enough funding for this?

13)  And what do you think the effect of cochlear implants will be?

**Technology useful for communication services in the next 5 to 10 years:**

14)  How do you expect the technology that we have available now to affect communication services in the next 5 - 10 years, for people who use and organisations who provide communication services?

* What may change?
* What may stay the same?

15)  What new technology do you think might be useful for communication services in the next 5 to 10 years?

* How might this affect things?

**Other areas you may want to give evidence about:**

16)  How the law (e.g. the Equalities Act) and policies (e.g. the NHS Accessible Information Standard) help or don’t help.

17)  How do communication services, and possible changes in communication services, impact on your working life?

**8)  Where do I send my evidence? (in English or BSL)**

**Post**:  BSL and Communications Market Review, Disabilities and Work Opportunities Division, Ground Floor, DWP, Caxton House, Tothill Street, London, SW1H 9NA

**Email**: [DHES.COMMENT@DWP.GSI.GOV.UK](mailto:DHES.COMMENT@DWP.GSI.GOV.UK)

**9)  Which organisations are on the Market Review Steering Group?**

**Organisations**: Acceque Ltd (telecommunications consultancy), Action on Hearing Loss, ASLI, Heriott Watt University, Microlink, NDCS, NUBSLI, Signature , SignVideo

**Government departments / public bodies**: DWP, Business Innovation and Skills (BIS), Crown Commercial Services (CCS), Department for Education (DfE), HMRC, Home Office, NHS, Scottish Government