

Welcome!

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New Deaf Cancer Care Programme Established

BID Services has established a new Deaf Cancer Care Programme, funded and supported through Macmillan Cancer Support.

As a result of current gaps in services and communication barriers, many deaf people are denied the support they need, such as communication support, and inclusion in care and medical treatment programmes. As a result, they often lack a full understanding of what is happening to them, causing isolation, confusion and unnecessary fear.

The service, which supports patients who are profoundly deaf sign language users, as well as those who are deafened or hard of hearing, aims to close the gap in health inequality by ensuring that deaf patients have access to a full range of communications support, as well as advice and information to enable them to feel included in their care and medical treatment.

A key aim of the service is to increase deaf awareness amongst health professionals, in particular, oncologists and cancer specialists and this will be achieved by offering deaf awareness training and guidance on how to use British Sign Language interpreters. BID Services will also collaborate closely with Macmillan to ensure their resources are available in a deaf friendly format.

Jo Judges, Macmillan Development Manager said,

"Macmillan's ambition is to reach and improve the lives of everyone living with cancer, so we are delighted to be working with BID Services to ensure that deaf people receive the best possible cancer treatment and care, and that health professionals and others are aware of the communications issues facing deaf people."

Those who wish to receive further information about the Deaf Cancer Care programme should contact Sarah Treadwell-Baker, Cancer Care Coordinator on 0121 246 6100, or email sarah.treadwell-baker@bid.org.uk. Sarah will take referrals to support deaf people directly or indirectly affected by cancer throughout the Birmingham and surrounding areas.

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Leeds Residents get new Deaf and Hard of Hearing Service

From 13th June, 2011, Leeds residents who are Deaf or Hard of Hearing will be accessing support services through BID Services, who were awarded a three year contract to deliver a new, modern service for sight and hearing impaired people in Leeds. The Council's Adult Social Care vision was to provide a new service that delivered a more personalised way of supporting people in their local communities and to offer a wide range of activities to attract people from different age ranges and cultural backgrounds.

Leeds City Council carried out an extensive consultation with more than 350 service users and the results suggested that the existing services were underused and would benefit from being modernised to encourage more people to engage with them.

Councillor Lucinda Yeadon, Executive Board member with responsibility for Adult Social Care said: "The expectations of hearing and sight impaired people have changed over the years and not all of them are satisfied in simply attending a centre to meet up with other people each week. They want a service that will provide activities and opportunities to help them to get the most out of what is on offer in their local communities, the City of Leeds and beyond".

BID Services has a strong background in service user involvement and has been working in partnership with deaf people and other communities since 1872. The new contract, called DALES (Deaf Across Leeds Enablement Service) will be delivered through BID Services newly opened Leeds centre, located at Minerva House, 29 East Parade, Leeds, LS1 5PS. The service will focus on providing a unique blend of skills and expertise to create opportunities and to help people lead fuller lives.

Further information on the service can be found by visiting www.dales-bid.org.uk or by telephoning 0113 288 5750.

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BID's Interpreting Service expands to Doncaster

BID Services has been delivering interpreting services throughout the West Midlands since 1994, and is now poised to expand into the Borough of Doncaster, following a successful bid to provide a wide choice of communications support for Deaf and Deafblind residents.

The new service started on 1st July, 2011 and is funded by Doncaster Council and the Doncaster NHS. It will deliver British Sign Language interpreting services to support those who need to access mainstream services within the Council and NHS. To ensure a person-centred approach, BID Services will be offering service users choice in terms of how they access and book the service and methods offered will include a dedicated website, an electronic booking form, SMS and access via video calling.

Karen Rutherford, BID Services Communications Team Manager said: "As a Deaf organisation, we have a comprehensive understanding of the unique cultural and linguistic needs of the communities we work with, and we look forward to providing excellent communications support for the residents of Doncaster which delivers real choice over the services they receive".

Interpreting support will be delivered by qualified, professional interpreting staff, covering all communications requirements including British Sign Language, Sign Supported English, Lipspeaking, Deaf Blind communication, Speech to Text, Notetaking and Deaf Relay.

Doncaster Council's Cabinet Member for Adult Services, Councillor Patricia Schofield, said: "I'm delighted at the choice of communications support available in Doncaster. We are continually committed to looking at how we can improve our services to ensure people with additional needs really feel part of the community and lead normal lives. I'm looking forward to seeing the benefits of this new provider."

Information relating to the Doncaster Interpreting Service can be obtained by contacting Karen Rutherford, Communications Team Manager, BID Services, telephone 0121 246 6100, email Karen.rutherford@bid.org.uk

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BID pilots Video Relay Service to support healthcare appointments

As one of ten regional partners offering online translation services through SignTranslate, BID Services Communications team are now piloting SignTranslate's new video relay service called InterpreterNow. The service is free to deaf people and allows them to contact their healthcare professionals for appointments, by accessing an online interpreter using an internet connected PC/laptop and simple webcam.

The service, which is available 24/7, is accessed over the internet www.interpreternow.co.uk. The user clicks on a regional map to highlight where they are located and this shows them the interpreters logged on in that region. The user then completes and submits a form with their name and SMS contact number. The interpreter texts back with 'connect now' or specifies a time when to connect. When the connection is made, a video link is automatically created, which shows the interpreter and the deaf person on a split screen. The interpreter then contacts the relevant service provider to make the appointment on behalf of the user.

Deaf people are frequently frustrated trying to make medical appointments and it is not unusual for them to walk into their surgery unannounced and unsupported. The new service supports a deaf person's right to receive communications support when and where they need it.

If you would like more information about this service, please contact Karen Rutherford, Communications Team Manager, BID Services, telephone 0121 246 6100, email Karen.rutherford@bid.org.uk

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New Sensory Impairment Service for Adults & Children in Lincolnshire

BID Services, in partnership with Beacon Centre for the Blind and Deafblind UK, is delivering a new Sensory Impairment Service, covering the whole of Lincolnshire. The service, called SILCS (Sensory Impairment Lincolnshire County Service) addresses the whole sensory impairment spectrum and provides support for adults and children throughout Lincolnshire, from a new centre at Checkpoint Court, Lincoln.

The aim of the service is to create opportunities for adults and children in four key areas: building confidence and self-esteem, developing communication skills, promoting independent living and developing mobility skills.

To encourage participation and involvement, SILCS is forging close links with a range of stakeholders including service user groups, deaf clubs and professional organisations such as the Eye Care Strategy Group. They are also working with the Physical and Sensory Impairment Board to understand how accessible the services are to those with a sensory impairment.

Councillor Graham Marsh, Executive Councillor for Adult Social Care, said:

"The new, combined Sensory Impairment Service will provide comprehensive support to those who need these services across the whole of the county. These changes have been planned for some time and are not connected to budget savings or staff reviews – the new contract has been reviewed as the old one has run its course. Carers themselves were instrumental in putting the details of the contract together based on what those who use these services want and need. The BID Services Partnership has demonstrated they have the expertise and resources to provide quality services. We look forward to working with them to provide strong support for residents in Lincolnshire."

To ensure information about the service is accessible to those who need it, SILCS has developed a programme of awareness raising activities, including the development of an accessible website www.silcs.org.uk which provides users with further information about the services available. Further information can be obtained by telephoning 01522 848 295 or emailing sensorysupport@silcs.org.uk

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We hope you have enjoyed reading In the Loop. If you would like to discuss any of the stories published, please contact our Business Development Director, Gail Penberthy - email gail.penberthy@bid.org.uk or our Marketing, PR & Campaigns Manager, Jeannette Harper - email jeannette.harper@bid.org.uk.

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A little bit about us

BID Services works in partnership with deaf people and other communities to deliver a range of specialist support services for the deaf, deafened, deafblind, hard of hearing and those with physical, sensory and learning disabilities. Our aim is to provide personalised services which empower and support our clients and improve their quality of life.

If you would like to learn more about BID Services and its work, please visit our websites at www.bid.org.uk and www.deafculturalcentre.com



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Communicating with Deaf People?

BID Services are a leading provider of British Sign Language Interpreting Services

- Communications Support delivered by qualified, professional interpreting staff
- A flexible, reliable service available when you need it!

BOOK AN INTERPRETER using the details below

Telephone: 0121 246 6134
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