

Deafscotland response.

Deafscotland is the umbrella body specialising in deafness in Scotland. It represents the interests of over one million Scots affected by deafness on the spectrum of deafness which includes for key pillars: Deaf/Deaf Sign Language users; Deafened; Deafblind; and Hard of Hearing.

The impact of deafness is related to communication. It can include language acquisition barriers as well as communication ones. Communication and language are human rights however they are also cross cutting “enablers” and are central to the enjoyment of rights more generally.

Consultation Response Form

Your name: Janis McDonald

Organisation (if applicable): deafscotland (Scottish Council on Deafness)

email / telephone number:

admin@deafscotland.org chiefofficer@deafscotland.org and
0141 128 2474

Responses to this consultation from individuals will remain anonymous. Those from organisations are likely to be made public, on the internet or in a report. If you would prefer your organisation’s response to remain anonymous, please tick here:

Happy to be made public.

Data gathered during consultation may be used in the development of our equality outcomes and to support future developments such as EqIA on individual projects.

1. Do you think that people from different groups experience barriers to accessing Revenue Scotland's services or to paying the correct tax?

Yes No Not sure

If so, what are these barriers?

Those affected by deafness experience communication and language barriers. We would expect staff to be aware and sensitive to a number of matters:

Some require material in British Sign Language, many others in plain and/or accessible English formats.

Some of those affected by deafness have additional support needs and /or other protected characteristics too.

Some but not all British Sign Language users form "Deaf Community" which has it's own cultural norms.

Those that are Deafblind may require individual and tactile forms of communication.

Barriers affect the transmission, reception and sometimes processing of information.

Access needs to be in methods other than phone contact which can be difficult for many affected by deafness.

Communication and participatory activities require specialist approaches too.

2. Do you think that the Equality Outcomes and actions on pages two and three will reduce/remove/mitigate these barriers?

Yes No Not sure

If you said no please tell us why not:

Because of the nature and cross cutting impact, those with communication and language barriers need specific thought and approaches to enable equity, including those affected by deafness across the spectrum.

3. Do you think that people from different groups experience any barriers to working for Revenue Scotland?

Yes No Not sure

If so, what are these barriers?:

People affected by deafness experience barriers in accessing and maintaining employment due to the “hearing-ist” nature of the majority of workplaces. Most, if not all public bodies are similarly, hearing-ist by default relying on spoken and written word to communicate.

Many people leave the workplace as communication becomes more difficult with age related deafness for example. We have an aging population and workforce. Utilising an assortment of communication methods would improve the attraction and retention of staff..

4. Do you think the actions suggested are the right ones?

Yes No Not sure

If you said no please tell us why not:

In principle you have selected helpful measures however we would like to see communication and language mentioned explicitly rather than implicit in the approach.

5. Do you think there is something missing from our Equality Outcomes?

Yes No Not sure

If you said yes please tell us what you think is missing:

Explicit understanding of communication and the role/nature of language going forward in an aging and multicultural nation.

6. Is there anything else you would like to say? If so please write it in the box below.

No, happy to provide further information or detail if required.