

SLOUGH BOROUGH COUNCIL

REPORT TO: Wellbeing Board **DATE:** 13th May 2015

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WARD(S): All

PART I **FOR COMMENT & CONSIDERATION**

DEAF AND HARD OF HEARING PEOPLE'S EXPERIENCE WHEN ACCESSING HEALTH SERVICES IN SLOUGH

1. **Purpose of Report**

To capture the experiences of deaf resident's experiences when accessing health services, have their voice amplified and identify areas that need improvements.

2. **Recommendation(s)/Proposed Action**

All members of the Wellbeing Board to consider what the difference is in their own organisation between practice and policy with regards accessibility for those with sensory needs.

All members of the Wellbeing Board to consider the recommendations made in the report, attached at Appendix A.

3. **The Slough Joint Wellbeing Strategy, the JSNA and the Five Year Plan**

The Slough Joint Wellbeing Strategy (SJWS) aims of;

- Enhancing positive health and wellbeing throughout life
- Ensuring better community engagement to improve the wellbeing of residents

Safer Slough aims to promote cohesive open communities that value diversity, encourage a sense of belonging and engender a sense of local pride. Regeneration and environment talks about improved access to leisure facilities, however there is no mention of improved access to health care services.

3b. **Five Year Plan Outcomes**

Explain which of the Five Year Plan's outcomes the proposal or action will help to deliver.

- More people will take responsibility and manage their own health, care and support needs
- The Council will be a leading digital transformation organisation

4. **Other Implications**

(a) Financial - There are no financial implications of proposed action.

(b) Risk Management - None stated.

(c) Human Rights Act and Other Legal Implications

The Equalities law places a duty on organisations and employers to make reasonable adjustments so that those with disabilities have the same access as an able bodied person

(d) Equalities Impact Assessment - N/A.

(e) Workforce

5. **Supporting Information**

None

6. **Comments of Other Committees**

None

7. **Conclusion**

Healthwatch Slough has highlighted an issue – it is for the Wellbeing board to decide what happens next not Healthwatch Slough.

8. **Appendices Attached**

A - Deaf and hard of hearing people's experience when accessing health services in Slough

9. **Background Papers**

None