

NRCPD

Strategy 2021 - 2023

Strategic Foundations

Together, towards unlimited inclusion for d/Deaf* and deafblind people.





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Strategic Foundations: Our Strategy to 2023

"We are delighted to launch our strategy to take NRCPD to 2023. We have taken considerable care in deciding how we ensure we remain fit for the challenges ahead.

As a charity, it is those we exist for that we have foremost in our minds in what we do, and that means d/Deaf* and deafblind people. Our vision is for a society where excellence in language services empowers unlimited inclusion for d/Deaf* and deafblind people. This can only be achieved if we work with others to ensure the professions are healthy and the way in which language service assignments are booked and managed is effective and supports everyone involved, whether d/Deaf*, deafblind or hearing.

We have begun to engage more fully with d/Deaf * people, including via d/Deaf* charities and this has been a vital part of shaping this strategy. It remains a priority to expand that

engagement to inform our operations and adjust the strategy as we respond to our changing society.

We recognise the need to strengthen how we regulate and this means better access for complainants and better outcomes from complaints. We want to continue our expansion of the registers with new categories, more professionals, and a clearer map of how post-qualification development feeds into standards for specialisms and shapes careers. We intend to be part of campaigns and initiatives to raise awareness of the barriers to access for d/Deaf* and deafblind people; to influence change particularly in the public sector, and to take steps to develop standards of best practice that can be adopted by agencies and professionals alike. Statutory regulator status remains a long term aim. We do not believe all these are fully achievable within this strategy, period. So, we are laying the

strategic foundations for future success where we cannot deliver now. Over the coming months, we will further outline our intentions for each of our strategic aims.

We believe this is a pivotal moment in our journey as we embrace collaboration with those in the sector and look forward to being part of the collective effort to support the professions and achieve better access for d/Deaf* and deafblind people.

We are looking forward to hearing from you and working together."

Liz Duncan (Our Chair)

Marcus Hawthorn (Our Executive Director and Registrar)

We use 'd/Deaf*' as an inclusive term that encompasses people identifying with any part of the breadth of the deaf experience.



1/ About This Strategy

We achieved our strategic aim of independence just before Covid-19, but how the UK will settle into a post-Covid 'normal' is uncertain and the stresses on society are hiding issues still faced by d/Deaf* and deafblind people, and presenting new ones.

In deciding how we make an impact in these circumstances, we engaged with d/Deaf* and deafblind people, professional associations, our registrants, regulated trainees and many others, to find out what is important in shaping the future of the NRCPD. We have considered the regulatory environment, how Covid-19 has affected practice and the changing priorities of UK Government and public services.

We are confident in the way forward in the medium term,

reorientation and foundation building, so that we can pursue our vision and continue to adapt in a Covid-affected world. We are realistic in what can be achieved in that time and what we must leave for a subsequent strategy cycle.

As a result, we have refreshed our purpose, vision, and mission, and these provide the framework for this two-year strategy. 'Strategic Foundations' is the new strategic plan to take us into 2023 and consists of five strategic aims. We consider each of these to be essential to our two charitable aims: promotion of standards of professional practice, and making a difference to the issues faced by d/Deaf* and deafblind people.

Feedback from others has been important in shaping this strategy and we will continue to listen to your views as we engage more and put this strategy into action.

How our key stakeholders see us

central to the professions
authoritative
detached
respected
reactive
growing

What our key stakeholders want from us

higher public profile
support the professions
more accessible
be closer to the Deaf communities
campaign more
improve services

2/ Our Purpose

We register and regulate Sign Language Interpreters and Translators, Lipspeakers, Notetakers, Speech to Text Reporters and Interpreters for Deafblind People.

Our regulatory responsibilities include setting the minimum standards of professional practice, investigating fitness to practise complaints, and ensuring continuous professional development.

Our charitable beneficiaries are deaf, Deaf, deafened, hard of hearing and deafblind people. We recognise that hearing people and organisations benefit equally from the high professional standards that we set and the inclusion that this enables.

As the voluntary UK national regulator of over 1,600 language service professionals working with d/Deaf* and deafblind people, our purpose is to:

"maintain trusted standards of language services between deaf and hearing people and work with others to raise awareness of the communication barriers that limit inclusion for d/Deaf* and deafblind people."

3/ Our Vision

Our vision is for a society where excellence in language services empowers unlimited inclusion for d/Deaf* and deafblind people.

4/ Our Mission

Our mission is to regulate language service professionals and promote excellence in language services between d/Deaf* and deafblind people, and hearing people.

...and work with others to:

- Develop the professions and maintain public trust and confidence in them.
- Improve how language services meet the needs of service users.

Raise awareness of communication barriers that limit access for

5/ Our Strategic Aims

01

Understand Stakeholders

Our five strategic aims are interlinked, and together will help fulfil our purpose and the part we play in achieving the vision.



More engaging, more accessible.

Expanding our engagement with all stakeholders is our highest priority, especially d/Deaf* and deafblind people. If we understand our stakeholders, we can have greater impact.

02

Strengthen Regulation



Better access, better outcomes.

Building greater confidence in raising concerns and that they will be dealt with proportionately and fairly. An improved, accessible, Code and regulatory process will better maintain practice standards.

03

Develop The Professions



Higher standards, higher numbers.

Richer post-qualification development, authoritative practice guidance and an expansion of register categories will support recruitment, retention and confidence in the professions.

04

Build Networks



More connected, more lasting change.

What we want to achieve depends on working with others. Building networks and collaboration will bring diversity of thought and skill, ensuring stronger foundations for our initiatives.

05

Influence For Change



Greater impact to make a difference.

Expanding our public policy activity to amplify our voice and ally with others in campaigns for real change in the lives of d/Deaf* and deafblind people.

6/ Our Values

We are **fair**

We respect diversity and consider individual circumstances in our decisions as a regulator. We condemn all racism and discrimination and expect the same from others.

We strive for **excellence**

We aspire to be as good as we can be and to improve at every possible opportunity.

We have **integrity**

We will be consistent, honest and transparent in our actions and our reasons for doing things.

We are **collaborative**

We seek to achieve our aims collaboratively in partnership with others to deliver change.

We are **inclusive**

We value the views of others and will listen to stakeholder views in our planning and decisions. We will ensure d/Deaf* and/or deafblind representation in our structures.

Our five values represent how we conduct ourselves and are what you should expect from us as individuals and as an organisation. These values are essential to our purpose and our vision.

NRCPD STRATEGY 2021 - 2023

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**Together,
towards unlimited inclusion
for d/Deaf* and deafblind people.**



NRCPD is a charity registered in England and Wales (Charity Number: 1170904) and a company limited by guarantee, registered in England and Wales (Company Number: 10510695).

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NRCPD

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