

East Dunbartonshire British Sign Language (BSL) Plan 2018-2024

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SECTION 1

Introduction

On 24 October 2017, the Scottish Government published the BSL National Plan. This plan will be in place until 2023. The plan has ten long-term goals and 70 actions in it. The BSL National Plan was written with BSL users across Scotland.

The East Dunbartonshire BSL Plan will be in place from October 2018 to October 2024. It shares the same ten long-term goals with the BSL National Plan. This plan contains a range of actions we will take to make the goals happen.

The British Sign Language (Scotland) Act 2015 has two main aims for East Dunbartonshire Council. These are:

- 1. To improve communication and access to services for people who use BSL in East Dunbartonshire; and**
- 2. To promote the use of and understanding of BSL across the Council area.**

How BSL users had their say

East Dunbartonshire Council has worked in partnership with BSL users who live in the area. There is no Deaf organisation working solely in East Dunbartonshire with BSL users.

The draft plan was translated into BSL and uploaded onto the Deafblind Scotland YouTube account as well as being available in English on the Deafblind Scotland website. The consultation ran from 24 July to 4 September 2018. An email address was publicised for BSL users to send their responses to in BSL or in English and two events were held: one in Kirkintilloch Town Hall on Thursday 30 August; the second in Kilmardinny House, Bearsden on Saturday 1 September. The consultation team was available to meet BSL users on a one-to-one basis or in small groups in a local location.

The consultation was publicised throughout the authority area by Deafblind Scotland, deafscotland and East Dunbartonshire Council using social media accounts and websites.

The BSL translations on YouTube received 339 hits during the consultation period and deafscotland's Facebook posts received 758 hits.

Eleven BSL users (4.7% of all BSL users living in East Dunbartonshire) responded to the consultation either in person or via email from the following postcodes: G61, G62, G64 and G66.

The consultation team also provided meeting opportunities with representatives from services within the Council and Health and Social Care Partnership to ensure that the plan's actions align with service priorities.

The consultation team also met with East Dunbartonshire Leisure and Culture Trust as they will be responsible for delivering some of the actions for the Council.

Profile of BSL users in East Dunbartonshire

BSL users are people who

- Were born with little or no hearing and have used sign language from a very young age;
- Were born hearing but became deaf through illness or accident before learning a spoken language;
- Were born with little or no hearing, learned to speak and use spoken language and learned to sign once they were older;
- Were born deaf with little or no hearing and have used sign language all their lives and who have now lost their sight (Deafblind BSL users);
- Were born hearing and chose to learn sign language when they lost their hearing as they got older; and
- Are the families of deaf children or families of Deaf parents.

There are also BSL users who use tactile BSL as they can no longer see what is signed to them. These people are Deafblind and are also covered by the British Sign Language (Scotland) Act 2015.

From **information gathered in the 2011 Census:**

105,026 people live in East Dunbartonshire. **0.2% of the total population use BSL at home.**

This equates to:

183 people in East Dunbartonshire who use BSL at home.

Of these:

34 would be children and young people aged 3 years to 16 years.

124 would be adults aged 16 years to 64 years.

15 would be adults aged 65 years to 75 years; and

10 would be adults aged 75 years and over.

6813 people living in East Dunbartonshire in 2011 answered yes to the question “**do you have deafness or partial hearing loss**”.

This equates to:

80 children and young people aged between birth and 15 years.

1937 adults aged 16 years to 64 years.

1631 adults aged 65 years to 75 years; and

3165 adults aged 75 years and over.

2149 people living in East Dunbartonshire in 2011 answered yes to the question “**do you have blindness or partial sight loss**”.

This equates to:

47 children and young people aged between birth and 15 years.

614 adults aged 16 years to 64 years..

364 adults aged 65 years to 75 years; and

1124 adults aged 75 years and over.

From the East Dunbartonshire Area Profile written in May 2018, the population has grown to 108,130. If the percentage of the Scottish population who use BSL at home is 0.2%, then there are now **216** people in the area **who use BSL at home**.

Additional data:

3.4% of the total population in East Dunbartonshire are unemployed. Using the figure for 2018 (108,130) **7** people **who use BSL at home are unemployed**.

4.3% of the total population in East Dunbartonshire are from a minority ethnic background. **9** people **who use BSL at home** are from the **black and minority ethnic communities**.

4.4% of the total population live in a one parent family. **9** people **who use BSL at home live in a one parent family**.

36.1% of the population live in a household with children. **78** people **who use BSL at home live in a household with children**

10.8% of the population have caring responsibilities.

23 people **who use BSL at home have caring responsibilities**.

1.3% of the total population of young people between the ages of 16 years and 19 years are not in education, employment or training. **3** young people **who use BSL at home are not in education, employment or training**.

In total, there are 43,473 households in East Dunbartonshire, which means there are **87 BSL user households** in the county.

17.7% of all households rent their house. **15 households** where people use **BSL at home live in rented accommodation**.

In 5.9% of all households, one person over the age of 65 years lives alone. **5** people over the age of 65 years **who use BSL at home live alone**.

There are four communities in East Dunbartonshire that experience greater socioeconomic inequality when compared to the authority areas as a whole. The Council has plans in place to reduce these inequalities in the communities of Hillhead and Harestanes, Twechar, Lennoxton and Auchinairn. Information on these plans will be made available in BSL.

Who to Contact

You can contact the Council's Community Planning and Partnerships Team with any questions about this plan and the delivery of it.

communityplanning@eastdunbarton.gov.uk

0300 123 4510

This Plan is available in BSL (weblink to be added).

BSL users can contact the Council using [contactSCOTLAND-BSL](#)

contactSCOTLAND-BSL

SECTION 2

Overview of the actions

The East Dunbartonshire Council BSL Plan shares the ten long-term goals for Scottish public services in the BSL National Plan.

The following pages set out a range of local actions to be undertaken between 2018 and 2024 to make progress towards each of the goals, and importantly to meet the two main aims of the British Sign Language (Scotland) Act 2015 for East Dunbartonshire Council, which are:

- 1. To improve communication and access to services for people who use BSL in East Dunbartonshire; and**
- 2. To promote the use of and understanding of BSL across the Council area.**

All of our actions meet one or both of these aims. This is indicated in the columns titled 'Relevant'.

All of our actions are timed. Each year of the plan will run from October to October.

- Year 1 - October 2018 to October 2019
- Year 2 - October 2019 to October 2020
- Year 3 - October 2020 to October 2021
- Year 4 - October 2021 to October 2022
- Year 5 - October 2022 to October 2023
- Year 6 - October 2023 to October 2024

You can see which parts of the BSL National Plan commitments are directly supported by this Plan at **Appendix 1**.

Across all our services

Goal 1: “Across the Scottish public sector, information and services will be accessible to BSL users.”

Specific	Measurable	Achievable by 2024	Relevant	Timed
Promote contactSCOTLAND-BSL to all employees and service users, including employees who work for East Dunbartonshire Leisure and Culture Trust and work within the Health and Social Care Partnership.	Number of contacts to and from the Council will be gathered on an annual basis to show an increase in use over the course of this plan. Number of employees trained will increase year on year.	Employees are using contactSCOTLAND-BSL to contact BSL users across the Council area and those who contact with enquiries from other council areas.	1	Year 1: systems will be reviewed to support contactSCOTLAND-BSL. Years 1-2: all customer services employees will be trained. Year 2: employees in other front-facing roles including managers will be offered training. Years 5-6: processes will be evaluated ready for the next BSL planning period.
Existing records and information systems held by the Education Service, Social Care Services, Housing Service and EDLC are updated to ensure any	Number of BSL users will be gathered year on year. Communication needs of all BSL users will be available to those planning services.	Information gathered will correspond directly to information made available following the 2021 Census.	1	Year 1: baseline data will be created. Year 2 onwards: an improved data set will be available.

BSL communication needs are recorded with consent.				
Update our Accessible Information Policy and have an associated inclusive communication plan in place to produce key information about Council services in BSL; working with local BSL users and support organisations to deliver the plan.	An increase in accessible information in BSL; and numbers accessing this	All Council employees will be aware of the policy and will be adhering to it. what information is available in BSL; and how accessible information is produced by the Council	1 & 2	<p>Year 1: BSL review group will be set up consisting of Organisational Transformation, Place and Community Planning, Housing, Customer and Digital Services, Education, HSCP and EDLC. Policy review to be started.</p> <p>Year 2: group will have updated policy, inclusive communication plan in place, and a review structure in place.</p> <p>Years 3-4: policy will be reviewed.</p> <p>Year 6 information available that is fully accessible for BSL users.</p>
The Council website will be updated to include key information in BSL; and we will share nationally produced information in BSL about public services by	<p>Number of people accessing this information online.</p> <p>Increase in requests for other information in BSL.</p>	There will be BSL translations embedded on the website with an increasing number of links to relevant information in BSL elsewhere online.	1 & 2	<p>Website updates will be ongoing.</p> <p>Year 1: updates will have started.</p>

<p>having links on our website and on our social media.</p> <p>This applies to all public service areas covered throughout this plan.</p>	<p>Feedback from BSL users.</p> <p><i>All of this information will continually assist the Council to provide information in BSL that is proportionate and relevant.</i></p>	<p>BSL users will be better informed about the Council, its services and participating in public life.</p>		<p>Year 6: numbers of hits to pages with information in BSL will show that it is being used.</p>
<p>Have a tiered training programme in place which consists of:</p> <ol style="list-style-type: none"> 1) Information on inclusive communication included as part of corporate induction; and 2) Identify, develop and offer specific workforce training. <p>Seek to ensure: employees know what is available; and employees who identify their need for specific training are able to access it.</p> <p>This includes those working within the Leisure and</p>	<p>Number of employees undertaking training.</p>	<p>New employees are aware of inclusive access to information and services, including BSL user needs, and solutions available to them.</p> <p>Employees undertaking specific training will be aware of the barriers BSL users face; and the solutions available to employees – how to access technology and language/communication support and deliver information in accessible ways.</p>	<p>1 & 2</p>	<p>Year 1 – programme will be developed. By 2024, Council employees will be accessing relevant training that meets the needs of their roles.</p>

Culture Trust and the Health and Social Care Partnership.				
Survey our employees to gather information on BSL skills and inclusive communication knowledge.	Data on employee skills and knowledge will be available.	Baseline data will be used to inform further training for employees.	1 & 2	Years 1-2: workplace surveys will include questions on BSL skills and inclusive communication.
Update Workforce Strategy Action Plans for key areas	Defined roles with BSL service delivery will be understood	We will have Workforce Strategy Action Plans that reflect the needs of roles and services in future years	1 & 2	Year 1 and ongoing – BSL will be part of the relevant roles skills analysis.

Family support, early learning and childcare

Goal 2: “The Getting it Right for Every Child (GIRFEC) approach will be fully embedded, with a D/deaf or Deafblind child and their family offered the right information and support at the right time to engage with BSL.”

Specific	Measurable	Achievable by 2024	Relevant	Timed
Include information and actions on the needs of all deaf children who are BSL users, may be BSL users in the future and parents who are BSL users in the next Integrated Children’s Services Plan.	Data is gathered on present and future BSL users who are involved in Children’s Services.	We know how many children we need to provide services to throughout their childhood, teenage years and through transition into adulthood.	1 & 2	Year 1: information required is shared with Children’s Services. Year 2: data gathering starts.
Health and social care will include the needs of deaf children and their families in planning and programmes.	Data will be gathered and shared on numbers of deaf children living in the Council area with their language/communication and access needs.	This data will inform future service planning and delivery for deaf children and their families.	1 & 2	Years 1-2: relevant information will be shared across the HSCP. Year 3: information gathered will be informing service planning and delivery.

Health and social care services will align with NHS GGC procedures to ensure information on language options is available to children and families when they need this.	Number of information requests will be recorded and feedback gathered from those who receiving information.	Information on language options is available to children and their families from the first hearing screening tests onwards.	2	Year 1: partnership agreements/referral pathways will be looked at with NHS GGC.
Work with our partners to ensure that parents and wider family members learn BSL alongside their deaf children by looking at funding and access to classes.	Feedback shows parents and families received information to make informed choices on the language options for their deaf child. Number of BSL users in the area increases.	Deaf children learn language bilingually increasing their chances when they go to school and in later life.	2	Year 1: partnership agreements and referral pathways will be looked at with deaf organisations.
Support parents who are BSL users across the services provided to their deaf and/or hearing children including GIRFEC, through the provision of accessible information and inclusive communication.	Number of information requests will be recorded and feedback gathered from those who receiving information/support. Number of interpreter requests will be recorded.	Parents who are BSL users will be fully involved in the care and support of their deaf and/or hearing children who will achieve better aims.	1 & 2	Years 1-2: information from Education Scotland about GIRFEC will be shared on the Council's website.

School education

Goal 3: “Children and young people who use BSL will get the support they need at all stages of their learning, so that they can reach their full potential; parents who use BSL will have the same opportunities as other parents to be fully involved in their child’s education; and more pupils will be able to learn BSL at school.”

Specific	Measurable	Achievable by 2024	Relevant	Timed
We will provide the necessary information and support for all parents/guardians/carers to be fully involved in the education of their deaf child; and for parents who use BSL to be fully involved in the education of their hearing child.	Data will be gathered on number of language/communication support requests and accessible information requests made. Feedback will be sought from all parents involved.	Parents/guardians/carers’ language/communication support needs will be recorded in the child’s education record. Parents become more involved in their children’s education and other activities that take place in the schools.	1	Year 1: the needs of parents/guardians/carers will be included in the Council’s Accessible Information Policy Ongoing: recording of these needs will be included in the child’s education record.
We will work with Education Scotland to promote the 2+1 programme to promote the learning of BSL in schools.	Data will be available on who takes these classes.	Deaf children receive a qualification in their chosen language; deaf children have hearing peers who are also BSL users. More people become deaf aware and may go onto become	2	To be led by Education Scotland.

		language/communication support professionals.		
We are introducing BSL classes for senior years for deaf young people who have been taught orally	Data from these classes will inform future provision.	Deaf young people have access to BSL and Deaf Culture which was not available to them previously. Continued BSL use becomes a choice.	2	Year 2: pilot Year 3: evaluation to inform future provision.

Post-school Education

Goal 4: “BSL users will be able to maximise their potential at school, will be supported to transition to post-school education if they wish to do so and will receive the support they need to do well in their chosen subjects.”

Specific	Measurable	Achievable by 2024	Relevant	Timed
We will link into information in BSL about courses provide by local colleges/universities and those further away.	Number of BSL users accessing college/universities	We will have accurate data on the BSL users choosing to go from school to further education; and on their choice of courses.	1 & 2	Will be dependent on colleges and universities producing information in BSL.
We will work with New College Lanarkshire to provide information on lifelong learning and part-time courses for adults and older adults who use BSL.	Number of adults and older adults who use BSL accessing courses. Number of requests for language/communication support in these colleges.	Feedback from BSL users accessing lifelong learning should inform the colleges plans in the future and inform the council's support for these colleges.	1	Year 1: make contact with New College Lanarkshire. Further timescales dependent on colleges and universities producing information in BSL.

Training, work and social security

Goal 5: “BSL users will be supported to develop the skills they need to become valued members of the Scottish workforce, so that they can fulfil their potential, and improve Scotland’s economic performance. They will be provided with support to enable them to progress in their chosen career.”

Specific	Measurable	Achievable by 2024	Relevant	Timed
We will be able to provide BSL first language users with information, advice and guidance in BSL about their career, learning choices and transition processes.	Data on choices made by young people will be recorded. Feedback will be gathered on regular basis to ensure information is relevant.	We will be able to track more accurately which choices our young people make when they leave school.	1	Year 1 and ongoing: information will be shared from other public bodies such as SDS. Key information about training, work and social security will be identified and start to be uploaded to our website. Years 2 and ongoing: we will be equipped to provide BSL first language users with information, advice and guidance bespoke to them.

<p>We will work across our employability service and external employment schemes to ensure fully accessible support to BSL users and equality of opportunity.</p>	<p>Data will be available on numbers involved in the schemes; number of information requests; number of BSL users gaining employment through the schemes.</p>	<p>BSL users have equality of opportunity to gain employment through scheme participation. More BSL users access employment that is suitable to their skills and talents.</p>	<p>1</p>	<p>Year 1: mapping of employability services and external schemes.</p> <p>Year 2-4: provide the necessary support to make services more accessible to BSL users.</p>
<p>We will promote Access to Work across Council workplaces as well as to other employers. We will provide links to Access to Work information in BSL on our website.</p>	<p>Data will be available on numbers of Council employees who are BSL users and receiving Access to Work. Data gathered on number of local BSL users in employment or who are self-employed who are awarded Access to Work.</p>	<p>Employers in the Council area will be asked for feedback on Access to Work awards, and what BSL users are granted the awards for. The Council will gather internal information. This information will help to map what additional information and support BSL users need to live in the area.</p>	<p>1 & 2</p>	<p>Year 1: links to DWP information will be made on our website.</p> <p>Year 3: monitoring will start with an annual return form to be completed by employers.</p>
<p>We will support CAB to make the services they offer on our behalf about Welfare Rights fully accessible to BSL users.</p>	<p>Number of BSL users receiving their full benefit entitlement increases.</p>	<p>BSL users access what there are entitled to in terms of social security and welfare support, including carers allowance and attendance allowance.</p>	<p>1</p>	<p>Year 1: assess the baseline</p> <p>Years 2-4: provide the necessary support to make the services more accessible to BSL users.</p>

Health (including social care), mental health and wellbeing

Goal 6: “BSL users will have access to the information and services they need to live active, healthy lives, and to make informed choices at every stage of their lives”

Specific	Measurable	Achievable by 2024	Relevant	Timed
Health and social care services will work to promote psychological therapies that are accessible to BSL users.	Number of BSL users receiving an accessible service.	Feedback gathered from BSL users will inform service development through partnership working.	1	Year 1: information will be made available. Timeline will be developed with the HSCP partners.
We will work to make sports and leisure facilities, cultural classes and events more accessible to BSL users (partly through commitments under goal 1 of this plan).	Number of BSL users receiving an accessible service. Number of BSL users using the facilities.	Feedback gathered from BSL users will inform service development.	1	Year 1 and ongoing.
Health and social care services will aim to ensure that work to reduce social isolation is inclusive of the needs of BSL users.	Number of BSL users reporting greater awareness of services and groups that reduce social isolation	Information and services will become more responsive to the needs of BSL users experiencing social isolation.	1	Year 2: information on services and social activities will be accessible for BSL users
We will work with our partners to ensure there is accessible information about voluntary	Number of BSL users with equality of access to	Third sector organisations will become more accessible	1 & 2	Year 2 and ongoing – training for employees

sector support organisations and will work with groups/organisations to increase their accessibility.	specialist support will increase.	to their geographical communities.		will be opened out to the voluntary sector.
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Transport

Goal 7: “BSL users will have safe, fair and inclusive access to public transport and the systems that support all transport use in Scotland.”

Specific	Measurable	Achievable by 2024	Relevant	Timed
We will advocate on behalf of BSL users and influence transport providers to provide technological solutions for providing accessible information in transport hubs across the authority area and on public transport.	Evidence of practice and policy change with partners	BSL users travelling in and through the authority area will be better informed and safer. BSL users using public transport will be better able to physically access public services	1	Year 1 and ongoing: advocating will begin at operational and policy meetings.
We will link to information in BSL about transport, travel and ticketing, and entitlements such as blue badges.	Information available on our website will increase.	BSL users will be better informed in their travel and transport options.	1	Year 1: links to will be made. Year 2 and onwards: additional local information will be produced if required.

<p>We will advocate with Police Scotland for data collection on the language and communication support needs of people involved in traffic accidents in the authority area so that the safety of all our road users can be looked at.</p>	<p>Accurate data on BSL users involved in traffic accidents will be available</p>	<p>We can work with partners to increase safety measures for all road users in the council area, including BSL users.</p>	<p>1</p>	<p>Year 1: raise the issue with Police Scotland. Ongoing thereafter.</p>
<p>We will explore opportunities for inclusive communication training as part of the taxi driver licensing process in East Dunbartonshire.</p>	<p>Evidence of licensing process change</p>	<p>BSL users can access taxis in the area more easily and drivers understand the communication needs of BSL users.</p>	<p>1 & 2</p>	<p>Year 1: scope this within legal and licensing administration services. Year 2 and onwards: training or awareness interventions delivered.</p>

Culture and the Arts

Goal 8: “BSL users will have full access to the cultural life of Scotland, an equal opportunity to enjoy and contribute to culture and the arts, and are encouraged to share BSL and Deaf Culture with the people of Scotland.”

Specific	Measurable	Achievable by 2024	Relevant	Timed
East Dunbartonshire Leisure and Culture will gather data on BSL users taking part as participants, audience members and professionals in culture, sports and arts venues (including libraries, museums, galleries and community –based arts centres) and events.	Numbers of BSL users will be collected to show baseline data; and year on year trends	Culture, sports and arts events and venues are fully accessible to BSL users as participants, audience or professionals. Deaf Culture is shared with the non-BSL users in East Dunbartonshire.	1 & 2	Year 1: approach to collecting this will be determined. Year 2 and ongoing: data gathered.
We will work to make events more accessible for BSL users.	Number of BSL users attending events will increase	Culture, sports and arts events and venues are fully accessible to BSL users as participants, audience or professionals.	1	Year 3: work to build on the baseline data collected above.
We will investigate technological solutions to access to exhibitions and museums for BSL users.	Number of BSL users accessing exhibitions and museums will increase	BSL users will have equality of access to culture and information.	1 & 2	Year 2 with any solutions being implemented in the years that follow.

We will look at how to improve volunteering opportunities for BSL users in EDLC venues and community venues.	Number of BSL users volunteering will increase	BSL users will have equality of access to volunteering opportunities	1 & 2	Year 1 and ongoing.
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Justice

Goal 9: “BSL users will have fair and equal access to the civil, criminal and juvenile justice systems in Scotland.”

NB. The actions below relate to criminal justice services only.

Specific	Measurable	Achievable by 2024	Relevant	Timed
We will look at how data is collected on BSL users who are receiving services from our Criminal Justice Team	Number of BSL users accessing our services in order to create a baseline. This baseline will assist with proportionate responses	We will be better able to plan service provision for BSL users who are involved with our services.	1	2018/2019 – ongoing
We will share information and discuss best practice and awareness training needs with all stakeholders on the Community Justice Partnership in East Dunbartonshire (e.g. Police, SACRO, SPS).	Number of accessible services across the Partnership.	BSL users in the Council area have equality of access to support and services when accessing justice services.	1	2018/2019 - ongoing

Democracy

Goal 10: “BSL users will be fully involved in democratic and public life in Scotland, as active and informed citizens, as voters, as elected politicians and as board members of our public bodies”

Specific	Measurable	Achievable by 2024	Relevant	Timed
Partnership working between the Council and its community planning partners to strengthen BSL users voices.	BSL users are informed and involved in public life and in local decision-making.	Have evidence in place that shows the cooperation and inclusion of the community planning partnership for engaging and involving BSL users.	1 & 2	Year 1: evidence gathered via the Partnership Community Engagement Strategy development work. Year 2: actions to strengthen BSL voices in community engagement on various topics will have been set.
Local Councillors will be offered the same training on inclusive communication as employees and volunteers.	Local Councillors will be offered the same training on inclusive communication as employees and volunteers	BSL users have equality of access to local democratic processes	1 & 2	This will be ongoing in line with training programme. Year 5: all newly elected councillors will be offered access to training.

We will advocate on behalf of BSL users with the Electoral Commission and other democratic organisations for all the relevant information to be available in BSL	-	BSL users have equality of access to democratic processes	1 & 2	Year 1 and ongoing.
We will work with voluntary sector groups/organisations to increase their accessibility for BSL users.	Number of BSL users with equality of access to specialist support will increase.	Voluntary sector organisations will become more accessible.	1 & 2	Year 2 and ongoing: training for employees will be opened out to the voluntary sector.
We will promote the Access to Elected Office Fund (Scotland) by providing links on our website.	Number of BSL users accessing information. Number of BSL users interested in standing for election in the area.	BSL users have equality of access to democratic processes	1 & 2	Year 3: before and during the next election period
We will work with our community planning partners to advocate for fully accessible Boards and Board election processes for BSL users.	Evidence of practice and/or policy change	BSL users have equality of access to democratic processes and Boards benefit from the experience of BSL users.	1 & 2	Year 1 and ongoing

SECTION 3

What happens next?

East Dunbartonshire Council will put in place a review group which will support the Council's work on the aims of this BSL Plan and will review progress made. The group will be made up of Council Officers, BSL users and organisations who promote the use and understanding of BSL in the East Dunbartonshire Council area.

Progress in delivering this plan will be formally reported in 2021 and again at the end of 2024. This will be available in BSL.

Links to the BSL National Plan

Across all our services

Goal 1: “Across the Scottish public sector, information and services will be accessible to BSL users”

Our local actions support actions 2, 3, 4, 5 and 6 in the BSL National Plan:

- 2 Analyse existing evidence and gather further data about BSL, so that we can establish baselines and measure how we are making progress.
- 3 Develop, test and share a set of guidelines to help Scottish public services to improve access to information and services for BSL users. This will include advice on how to involve BSL users in the design and delivery of Scotland’s public services.
- 4 Work with BSL users* to agree and begin a programme of work to increase the accessibility of the ‘mygov.scot’ website. This website enables citizens to access a range of public information and services online.
- 5 Promote the use of the Scottish Government’s nationally funded BSL online interpreting video relay service (VRS) called ‘contactSCOTLAND-BSL’, which allows BSL users* to contact public and third sector services and for these services to contact them, and explore the potential for its greater use.
- 6 Encourage public bodies to access BSL awareness training for staff who may work with BSL users, and signpost to appropriate training.

Family support, early learning and childcare

Goal 2: “The Getting it Right for Every Child (GIRFEC) approach will be fully embedded, with a D/deaf or Deafblind child and their family offered the right information and support at the right time to engage with BSL.”

Our local actions support actions 10, 11, 12 and 13 in the BSL National Plan:

- 10 Improve access to early years services for parents whose child is diagnosed as D/deaf or Deafblind by developing information about BSL and Deaf culture for service providers who support parents, such as health visitors.
- 11 Assist families of D/deaf and Deafblind children by ensuring that they have access to BSL resources as early as possible in their child’s life. This will include consulting with BSL users and other stakeholders to assess the most appropriate digital platforms for signposting and disseminating information.
- 12 Develop BSL resources and advice within key programmes such as ‘BookBug’ so that parents can be supported to interact with their child during this critical developmental phase.
- 13 Work with partners to determine the best way of enabling families and carers to learn BSL so that they can communicate effectively with their D/deaf or Deafblind child in the crucial early years (0-8 years).

School education

Goal 3: “Children and young people who use BSL will get the support they need at all stages of their learning, so that they can reach their full potential; parents who use BSL will have the same opportunities as other parents to be fully involved in their child’s education; and more pupils will be able to learn BSL at school.”

Our local actions support actions 17, 18, 20, 21, and 23 in the BSL National Plan:

- 17 Undertake additional investigations into the level of BSL held by teachers and support staff working with D/deaf and Deafblind pupils in schools.
- 18 Work with the General Teaching Council for Scotland (GTCS) to review the guidance it provides to teachers of pupils who use BSL.
- 20 Work with Education Scotland to share advice and examples of good practice for education professionals and support staff about how to engage effectively with parents who use BSL.
- 21 Work with BSL users to develop information and advice about how parents who use BSL can get further involved in their child's learning. This work will be led by Education Scotland.
- 23 Instruct Scotland’s National Centre for Languages (SCILT) to lead a programme of work to support BSL learning for hearing pupils.

Post-school education

Goal 4: “BSL users will be able to maximise their potential at school, will be supported to transition to post-school education if they wish to do so and will receive the support they need to do well in their chosen subjects.”

None of the actions relating to post-school education in the BSL National Plan have implications for local authorities. However the actions we have set aim to contribute to this long-term goal.

Training, work and social-security

Goal 5: “BSL users will be supported to develop the skills they need to become valued members of the Scottish workforce, so that they can fulfil their potential, and improve Scotland’s economic performance. They will be provided with support to enable them to progress in their chosen career.”

Our local actions support actions 28, 34 and 35 in the BSL National Plan:

- 28 Provide a wide range of information, advice and guidance in BSL for pupils and students to support their career and learning choices and the transition process. This will be delivered by Skills Development Scotland (SDS) and will be taken forward as part of our work to implement the ‘Career Education Standard 3-18’, which is one of the commitments of the ‘Developing our Young Workforce’ (DYW) strategy.
- 34 Work with partners who deliver employment services, and with employer groups already supporting employability (for example the Developing the Young Workforce (DYW) Regional Groups) to promote more diverse recruitment, and provide specific advice on the needs of BSL users so that they are clear about their responsibilities.
- 35 Raise awareness of the UK Government’s ‘Access to Work’ (AtW) scheme with employers and representative organisations and with BSL users themselves, so that BSL users who are employed, (including those who are undertaking a Modern Apprenticeship) can benefit from the support it provides.

Health (including social care), mental health and wellbeing

Goal 6: “BSL users will have access to the information and services they need to live active, healthy lives, and to make informed choices at every stage of their lives”

Our local actions support actions 40, 45(a), 48 and 49 in the BSL National Plan:

- 40 Increase the availability of accurate and relevant health and social care information in BSL and will work with BSL users* to determine where this information should be located. NHS Health Scotland and NHS 24 will deliver this work in partnership and will review progress in 2019 and every two years thereafter.
- 45a Ensure that - in line with Scotland’s Mental Health Strategy 2017-2027 - BSL users should get the right help at the right time, expect recovery, and fully enjoy their rights, free from discrimination and stigma. By 2020: NHS Boards and Integration Authorities should take action so that psychological therapies can be offered on a fair and equal basis to BSL users.
- 48 Work with sport governing bodies and with ‘sportscotland’ to improve access to information and sporting opportunities for BSL users.
- 49 Ensure that the national strategy to address social isolation and loneliness which will be published for consultation in Autumn 2017 will make explicit reference to the experience and needs of BSL users.

Transport

Goal 7: “BSL users will have safe, fair and inclusive access to public transport and the systems that support all transport use in Scotland.”

None of the actions relating to transport in the BSL National Plan have implications for local authorities. However the actions we have set aim to contribute to this long-term goal for transport.

Culture and the Arts

Goal 8: “BSL users will have full access to the cultural life of Scotland, an equal opportunity to enjoy and contribute to culture and the arts, and are encouraged to share BSL and Deaf Culture with the people of Scotland.”

Our local actions support actions 54, 55, 56 and 57 in the BSL National Plan:

- 54 Enable BSL users to take part in culture and the arts as participants, audience members and professionals.
- 55 Support professional pathways to enable BSL users to consider a career in culture and the arts.
- 56 Increase information in BSL about culture and the arts on websites and at venues.
- 57 Improve access to the historical environment, and cultural events, and performing arts and film for BSL users.

Justice

Goal 9: “BSL users will have fair and equal access to the civil, criminal and juvenile justice systems in Scotland.”

None of the actions relating to justice in the BSL National Plan have implications for local authorities. However the actions we have set aim to contribute to this long-term goal.

Democracy

Goal 10: “BSL users will be fully involved in democratic and public life in Scotland, as active and informed citizens, as voters, as elected politicians and as board members of our public bodies.”

Our local actions support actions 65 and 66 in the BSL National Plan:

- 65 Evaluate the Access to Elected Office Fund (Scotland) used in the Local Government elections in 2017 to ensure that it meets the needs of BSL users who wish to stand for selection and election, and make any necessary changes in time for the next Scottish Parliament election in 2021.
- 66 Work with election organisations, political parties and BSL users to ensure that the needs of BSL users are being met, enabling them to participate fully in politics.