

Ayrshire Shared

# British Sign Language (BSL)

Local Plan 2018 - 2024



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This shared local plan has been created with input from the following partners -



# 1

## Introduction

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The Scottish Government wants to make Scotland the best place in the world for BSL users\* to live, learn, work and visit. This means that people whose first or preferred language is BSL will be fully involved in daily and public life in Scotland, as active, healthy citizens, and will be able to make informed choices about every aspect of their lives.

The BSL (Scotland) Act 2015 requires public bodies in Scotland to publish plans every six years, showing how they will promote and support BSL. This is our first BSL Local Plan developed in partnership with Ayrshire College, East, North and South Ayrshire Councils, East, North and South Ayrshire Health and Social Care Partnerships and NHS Ayrshire & Arran.

This BSL Local Plan mirrors the **National BSL Plan's** ten long-term goals:



Public Services



Family Support, Early Learning and Childcare



School Education



Post-School Education



Training, Work and Social Security



Health (including social care), Mental Health and Wellbeing



Transport



Culture and Arts



Justice



Democracy

and sets out what we will do to support BSL users in Ayrshire, covering early years and education; training and work; health, mental health and wellbeing; transport; culture and the arts; justice and democracy. It describes the actions the seven partners, mentioned previously, will take between 2018 and 2024 to make progress towards these goals, including:

- improving access to a wide range of information and public services in BSL;
- investigating the level of BSL of teachers and support staff in schools;
- enabling parents who use BSL to be fully involved in their child's education;
- improving the experience of students who use BSL, when they move from school to college, university, training and the world of work;
- improving access to health care and mental health services in BSL;
- removing obstacles to BSL users\* participating in politics and public life, for example by promoting the Access to Elected Office Fund.

*\* Wherever we refer to 'BSL users' we mean D/deaf and/or Deafblind people (those who receive the language in a tactile form due to sight loss) whose first or preferred language is British Sign Language.*

# 2

## Ayrshire Shared BSL Local Plan

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**The Ayrshire Shared BSL Local Plan is a plan that reflects the BSL National Plan<sup>1</sup>, which was published on 24 October 2017. The Ayrshire Shared Plan sets our collective intentions in how we will improve communication and access to services for people who use BSL and live, learn and work in Ayrshire.**

The Ayrshire Shared BSL Local Plan has been developed in partnership with Deaf, Deafblind people and their supporters who live, learn and work throughout Ayrshire. This ensures that their concerns and issues are reflected throughout the Plan and this information has been translated into our actions.

We will publish a progress report in 2021 and incorporate any additional actions identified through this report which we require to take to deliver our intention by 2024.

This partnership approach will support actions that are cross cutting and will impact on all partners to ensure consistency and cohesiveness. These have been included under Scottish Public Services such as:

- training and raising awareness for staff;
- promotion of contactSCOTLAND-BSL<sup>2</sup>;
- use of technology, and
- gathering data to meet service user need.

This partnership approach will also flow through actions within the ten long-term goals.

<sup>1</sup> <http://www.gov.scot/Resource/0052/00526382.pdf>

<sup>2</sup> <https://contactscotland-bsl.org/>

# 3

## Rationale for Shared BSL Local Plan

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**In Ayrshire there is already a strong partnership approach to working between the three Councils, Health and Social Care Partnerships, NHS Ayrshire & Arran and Ayrshire College. As we are delivering services and supporting the same communities, it makes sense that closer working around the development of a shared BSL Plan should be undertaken.**

A BSL Action Plan working Group was established in September 2017 to take forward a partnership approach to developing an Ayrshire Shared BSL Action Plan.

This group has representation from the three Councils, three Health and Social Care Partnerships, NHS Ayrshire & Arran, Ayrshire College and a representative from the Deaf community.



# 4

## Engagement and Consultation

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**From the outset, the BSL Working Group have taken steps to directly involve Deaf people from across Ayrshire in the development of this plan. Ayrshire is unusual in that there are no voluntary sector organisations of and for, Deaf people in the area.**

Steps taken to engage and consult with Deaf people:

- BSL Plan Development Workshop (19 March 2018).
- BSL Roadshow attended by members of the BSL Working Group (17 April 2018).
- BSL Act (2015 Partnership promoted consultation via their own and Scottish Deaf Network Facebook page.
- Deaf Scotland promoted consultation via Facebook page.
- Deafblind Scotland contacted members' resident across Ayrshire in accessible formats.
- Deafblind people re-contacted via Deafblind Scotland and offered individual discussions in a community venue or their home.
- North Ayrshire Sensory Impairment Services directly contacted 109 BSL users known to them, resident in the North Ayrshire area.
- Local BSL Teaching charity and local Sign Language Interpreting Service promoted consultation via social media.
- 4 direct consultation sessions held with ; Ayrshire College students, Grange Academy students, Elderbank Primary School pupils and members of the local Deaf Club.
- 3 open consultation events organised in East, North and South Ayrshire.
- Consultation promoted by the Pan Ayrshire Hearing Impairment (Education) Service.
- Parents resident across Ayrshire contacted directly by the National Deaf Children's Society (NDCS).
- Members of the BSL Working Group attended a BSL Showcase Event, hosted by NDCS, June 26 2018.
- Please see Appendix C for further detail on engagement and consultation.

# 5

## Finalising Our BSL Local Plan


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**The final feedback from the aforementioned consultation and engagement methods informed the final actions contained within our Plan.**

We have taken consideration of the BSL National Plan and national policy context in the development of our shared BSL Action Plan to ensure robust and effective actions are set for the next six years.





Action Scottish Public Services 	<b>Across all our services</b>  We share the long-term goal for all Scottish public services set out in the BSL National Plan, which is:  “ <b>Across the Scottish public sector, information and services will be accessible to BSL users.</b> ”				
The links to the National BSL Actions	[2] Analyse existing evidence we have about BSL users in our organisation; identify and fill key information gaps so that we can establish baselines and measure our progress.  [3, 4] Improve access to our information and services for BSL users, including making our websites more accessible to BSL users.  [5] Promote the use of the Scottish Government’s nationally funded BSL online interpreting video relay services (VRS) called ‘contactSCOTLAND-BSL’ to staff and to local BSL users. This is a free service which allows BSL users to contact public sector services and for these services to contact them.  [6] Signpost staff who work with BSL users to appropriate BSL awareness training.				
Outputs	Actions	Measurement	Base Line	Timeline	Accountable Organisation (s)
1 We will have a clear indication of the number of BSL users in our area.	Work in partnership to better collect, and where appropriate share, data on service user need to ensure individual’s access and communication needs are met	Quality checked data available	2018	2023	All
2 Increase staff’s awareness, knowledge and understanding of Deaf culture, language and service provision issues.	Provide Deaf Awareness training for staff, particularly frontline staff	The number of staff trained	2018	2019	All
3 Improved use of contactSCOTLAND-BSL.	Jointly promote contactSCOTLAND-BSL to staff and service users	The number of times contactSCOTLAND-BSL is used  The number of staff who have	2018	Annually from 2019  Annually	All

			participated in contactSCOTLAND-BSL training	2018	from 2019	
4	Accessible BSL information on our websites.	Develop a specific BSL page on public websites with information in BSL or signposting to relevant information available in BSL	BSL Specific Webpage	2019	2020	All
5	Staff will know how to use technology to support BSL users.	Explore the use of technology to help meet communication support requirements	Funding secured to pilot technology Video Remote Interpreting (VRI) at enquiry points	2019	2020	All
6	Levels of BSL skills amongst staff are known.	Conduct a scoping exercise to find out the level of BSL skills amongst staff, particularly frontline staff	Workforce language skills survey conducted	2019	2020	All
7	More people are aware of the barriers for BSL users participating in community engagement and involvement.	Develop and promote an accessible checklist to ensure barriers to participation in community engagement and involvement are removed	Number of BSL/English Interpreters provided at community engagement events	2019	2020	All
		Ensure BSL provision is available for community engagement events	Analysis of participant response to surveys	2019	2021	All
8	A data set of BSL users is available for service planning and provision. User Group Network established to inform the implementation of current and future Ayrshire BSL Action Plan(s) and the Sensory Impairment Plan.	Establish a diverse Ayrshire-wide user network to enhance the implementation of the Ayrshire BSL Local Plan	Comprehensive data set available	2019	2020	All

9	Improved use of the Translation and Interpretation Service Contract and Implementation Policy in relation to supporting BSL users access services.	Raise awareness of translation and interpretation procedures to ensure staff can readily access the appropriate communication for service users	Pan-Ayrshire translation and interpretation contract in place with accompanying implementation policy and user guide documentation	2018	2019	All
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We share the long-term goal for family support, early learning and childcare set out in the BSL National Plan, which is:

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

The links to the National BSL Actions

[10,11,12] Provide early years staff with information about BSL and Deaf culture, and about resources that are available in BSL, so that they can meet the needs of families with a Deaf or Deafblind child.

Outputs	Actions	Measurement	Baseline	Timeline	Accountable Organisation(s)
10 Parents and wider family members remain in step with the child/children's BSL fluency	Parents, carers and wider family members have access to information in relation to BSL courses.	Numbers of parents, carers and wider family members who have accessed BSL courses	2018	2021	Health and Social Care Partnerships
11 Establishment of a Managed Clinical Network for Deaf children and young people	Establish an Ayrshire-wide Network for Deaf children and young people	Establishment of a network group	2019	2021	Health and Social Care Partnerships
12 Information on language options is available in a timely manner to children and families	Information on language options is available to children and their families from the point of diagnosis	Evaluation indicates parents and families received information to make informed choices regarding language options	2019	2021	Health and Social Care Partnerships

<p>School Education</p>  <p>The links to the National BSL Actions</p>	<p>We share the long-term goal for school education set out in the BSL National Plan, which is:</p> <p><b>“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.”</b></p> <p>[17, 18] contribute to the Scottish Government’s investigation of the level of BSL held by teachers and support staff working with Deaf and Deafblind pupils in schools, and take account of any new guidance for teachers or support staff working with pupils who use BSL.</p> <p>[20, 21] take forward advice developed by Education Scotland to a) improve the way that teachers engage effectively with parents who use BSL and b) ensure that parents who use BSL know how they can get further involved in their child’s education.</p> <p>[23] contribute to the SCILT programme of work to support the learning of BSL in schools for hearing pupils as part of the 1+2 programme, including sharing best practice and guidance.</p>				
Outputs	Actions	Measurement	Baseline	Timeline	Accountable Organisation (s)
13 Looked After Children (LAC) receive language support that meets their needs	Pathway developed to ensure Looked After Children receive equitable access to BSL support in school, home and care environments.	Number of BSL interpreting sessions booked	2018	2022	Education Authorities
14 Parents and carers have access to information in preferred communication or informational format	Parents and carers have access to information in an appropriate format	Database of Deaf Parents or carers accessibility requirements	2018	2019	Education Authorities
15 Participation in wider school activities includes Deaf parents	BSL/English Interpreter support is available to enable children, young people, parents and carers to participate in wider school activities such as Parent Council meetings, school trips, Team Around the Child	Number of Deaf parents participating in wider school activities	2018	2019	Education Authorities

16	Work placement environments are welcoming and inclusive of young Deaf people	Children's Hearings and so on	BSL/English Interpreter support is available for young people to access work placements, local careers and Further Education events.	Number of placements completed by young Deaf people	2018	2020	Education Authorities and Skills Development Scotland
17	BSL is offered as part of the curriculum from early years		Further promotion of BSL for 1 + 2 languages within the school curriculum starting from early years	Number of children and young people who learn BSL as part of language learning. Number of children and young people who complete a BSL Training Course.	2019	2021	Education Authorities
18	Deaf pupils have awareness of positive strategies to maintain good mental health		Develop a partnership approach between education and Child and Adolescent Mental Health Services (CAMHS) to better support Deaf children and young people	Number of Deaf learners who have accessed individual or group mental health resilience sessions	2020	2021	Education Authorities
19	Decreased social isolation for Deaf young people		In collaboration with Deaf young people, explore the possibility of establishing an Ayrshire youth club	Ayrshire youth hub established and attendance levels	2018	2020	North, South and East Ayrshire Councils

Post-School Education



The links to the National BSL Actions

We share the long-term goal for post school education set out in the BSL National Plan, which is:		<p><b>“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 subject(s).”</b></p> <p>[25] Expect all colleges and universities will publish BSL plans, setting out how students who use BSL are supported, with a clear measurable commitment to improvement where necessary. These plans link with college and university outcome agreements and will be reviewed annually by the Scottish Funding Council (SFC), to ensure that inequalities experienced by D/deaf and Deafblind BSL students are being addressed.</p> <p>[26] Establish a steering group to help colleges and universities develop their own BSL plans. This will be run by the Scottish Funding Council (SFC), will involve BSL users*, and will include assessing what further guidance colleges and universities need to ensure they are clear about their responsibilities to BSL users* leaving school and going on to further or higher education.</p> <p>[27] Offer accessible advice and guidance to students who use BSL on funding packages available through the Student Award Agency Scotland (SAAS).</p>			
Outputs	Actions	Measurement	Baseline	Timeline	Accountable Organisation(s)
20 Evidence base of young Deaf people's post-school destinations.	Develop links with appropriate partners to ensure that young people are tracked in relation to post-school destinations	Dataset of post-school destinations, qualification or employment status	2019	2020	Pan- Ayrshire Hearing Impairment Education Service and Skills Development Scotland
21 Co-ordinated and smooth transition from school to Further Education	Ensure college involvement with school transition meetings where appropriate	Number of transition meetings attended.	2018	2021	Pan- Ayrshire Hearing Impairment Education Service and Ayrshire College
22 Co-ordinated and smooth progression from Ayrshire College to other FE and HE providers.	Work with colleagues in other colleges and universities to ensure effective transitions from college for Deaf students	Number of transitions supported from college to other FE/HE providers.	2018	2020	Ayrshire College
23 Students are better informed about college	Ensure access to college open events and visits for prospective	Number of visits and feedback from students who attend visits	2018	2020	Ayrshire College

24	straightforward. Students have a positive experience of college and have access to appropriate support.	Ensure that Deaf students are supported throughout their learning journey. This includes providing support at application and interview stage and support in applying for funding and Disabled Students' Allowance as required.	Number of BSL users who request support and feedback from students.	2018	2020	Ayrshire College
25	Positive learning experience where students can participate fully in learning.	Ensure that learning and teaching materials that rely on audio output are provided in BSL where required.	Student feedback	2018	2021	Ayrshire College

### Training, Work and Social Security



We share the long-term goal for training, work and social security set out in the BSL National Plan, which is:

**“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.”**

### The links to the National BSL Actions

[28] Signpost pupils and students to a wide range of information, advice and guidance in BSL about their career and learning choices and the transition process.

[34] Work with partners who deliver employment services, and with employer groups already supporting employability to help signpost them to specific advice on the needs of BSL users.

[35] Raise awareness locally of the UK Government’s ‘Access to Work’ (ATW) scheme with employers and with BSL users (including those on Modern Apprenticeships) so that they can benefit from the support it provides.

### Outputs

26 Co-ordinated and smooth progression through each transition stage from pre-school to Further

### Actions

Ensure regular meetings of the Transition Forum for BSL Users to support an easy transition from school to a positive destination

### Measurement

Number of meetings

### Baseline

2019

### Timeline

2020


### Accountable Organisation (s)

Pan-Ayrshire Hearing Impairment Education Service





27	Education.	Promote Ayrshire Disability Inclusive Confident Employers (DICE) <sup>3</sup> to staff as a resource for expert advice on initiatives such as 'Access to work'	Number of enquiries to DICE from partners	2018	2020	All
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<sup>3</sup> <https://ayrshiredice.wordpress.com/>

<p>Health (including social care), Mental Health and Wellbeing</p> 	<p>We share the long-term goal for health (including social care), mental health and wellbeing set out in the BSL National Plan, which is:</p> <p><b>“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.”</b></p>
<p>The links to the National BSL Actions</p>	<p>[40] a.) Signpost BSL users to health and social care information available in BSL (to be produced by NHS Health Scotland and NHS 24); and b.) Develop complementary information in BSL about local provision, as appropriate. (Engagement on this starts end of February 2018.)</p> <p>[41, 42] Work with Local Authorities, providers and service users to improve the way that adult social care is delivered for BSL users, including how residential care is commissioned and how care and support is delivered to people at home.</p> <p>[43] Signpost health and social care staff to an online learning resource toolkit to raise awareness of BSL and Deaf culture (this will be led by NHS Health Scotland and will be rolled out across Scotland by 2018). Consider exposure with BSL users, which makes the difference.</p> <p>[44] Improve individual patient health records so that they clearly show when the first or preferred language is BSL and a BSL / English Interpreter is needed. Consider signpost and train health and social care staff to understand how to record patient health records.</p> <p>[45a] Through Integration Joint Boards (IJBs), ensure that psychological therapies can be offered on a fair and equal basis to BSL users. Consider the treatment options and the access for those options.</p> <p>[46] Support and work with NHS Health Scotland to implement a new national Interpretation and Translation Policy which includes BSL provision. The guidance will be provided to support delivery across all NHS Boards by 2018.</p> <p>[47] Work with partners (Local NHS Boards &amp; NHS Health Scotland) to deliver and evaluate two training programmes aimed at supporting BSL / English Interpreters to work within the Health sector, with a view to informing a longer-term approach.</p> <p>[48] Work with Local Authorities to take steps to improve access to information about sport, and to local sports facilities and sporting opportunities.</p> <p>[49] Ensure that any local work to tackle social isolation explicitly considers the needs of BSL users.</p>

Outputs	Actions	Measurement	Baseline	Timeline	Accountable Organisation (s)
28	BSL Users have access to technology to help self-manage their long-term health conditions.	Evaluation report and/or dataset of BSL users accessing this technology	2018	2022	NHS Ayrshire & Arran
29	Improved access to out of hours Mental Health support for Deaf people.	Number of BSL Users accessing out of hours support	2018	2022	NHS Ayrshire & Arran
30	Better informed decisions at point of diagnosis.	Increased availability of information	2018	2023	NHS Ayrshire & Arran
31	Improved independent access to healthcare for young people.	Increase in the number of young people independently accessing healthcare	2018	2022	NHS Ayrshire & Arran and Health and Social Care Partnerships
32	Children, young people and their parents have a clearer understanding and appreciation of the importance of attending audiology appointments.	Decrease in Did Not Attend levels in relation to paediatric audiology appointments	2018	2020	NHS Ayrshire & Arran, Health and Social Care Partnerships and Education Authorities
33	Improved knowledge and understanding of available Mental Health support services amongst the Deaf community.	Number of BSL Social Media posts and responses from Deaf people.	2018	2020	All
34	Improve access to palliative and end of life care information and care plans	Palliative and end of life care information and care plan video clips available and promoted to Deaf people and Deaf sector organisations	2018	2020	NHS Ayrshire & Arran, three Health and Social Care Partnerships

<p>Transport</p> 	<p>We share the long-term goal for transport set out in the BSL National Plan, which is:</p> <p><b>“BSL users will have safe, fair and inclusive access to public transport and the systems that support all transport use in Scotland.”</b></p>																		
<p>The links to the National BSL Actions</p>	<p>[50] Ensure BSL users can participate in the on-going feedback process of the ‘Going Further: Scotland’s Accessible Travel Framework’ as individuals and staff.</p> <p>[51] Research technological solutions for providing accessible information in transport hubs (for example bus stations, train stations, airports etc.) for patients and staff.</p> <p>[52] Create guidance for passengers and staff who use BSL on how to contact local / national transport providers when things go wrong on a journey.</p> <p>[53] Develop and provide training for transport providers which includes strategies for communicating with BSL users (patients and staff).</p>																		
<p>Outputs</p>	<table border="1"> <thead> <tr> <th data-bbox="711 1662 771 2038">Outputs</th> <th data-bbox="711 1166 771 1662">Actions</th> <th data-bbox="711 746 771 1166">Measurement</th> <th data-bbox="711 567 771 746">Baseline</th> <th data-bbox="711 362 771 567">Timeline</th> <th data-bbox="711 110 771 362">Accountable Organisation (s)</th> </tr> </thead> <tbody> <tr> <td data-bbox="771 1662 933 2038">35 Transport providers can better communicated with BSL Users.</td> <td data-bbox="771 1166 933 1662">Explore technological solutions to support private transport providers to communicate with BSL users</td> <td data-bbox="771 746 933 1166">BSL Awareness Training available and number of drivers trained</td> <td data-bbox="771 567 933 746">2018</td> <td data-bbox="771 362 933 567">2021</td> <td data-bbox="771 110 933 362">North, South and East Ayrshire Councils and NHS Ayrshire &amp; Arran</td> </tr> <tr> <td data-bbox="933 1662 1032 2038">36</td> <td data-bbox="933 1166 1032 1662">Ensure taxi providers licensing training incorporates BSL awareness</td> <td data-bbox="933 746 1032 1166">BSL Awareness Training available and number of drivers trained</td> <td data-bbox="933 567 1032 746">2019</td> <td data-bbox="933 362 1032 567">2021</td> <td data-bbox="933 110 1032 362">Licensing Boards</td> </tr> </tbody> </table>	Outputs	Actions	Measurement	Baseline	Timeline	Accountable Organisation (s)	35 Transport providers can better communicated with BSL Users.	Explore technological solutions to support private transport providers to communicate with BSL users	BSL Awareness Training available and number of drivers trained	2018	2021	North, South and East Ayrshire Councils and NHS Ayrshire & Arran	36	Ensure taxi providers licensing training incorporates BSL awareness	BSL Awareness Training available and number of drivers trained	2019	2021	Licensing Boards
Outputs	Actions	Measurement	Baseline	Timeline	Accountable Organisation (s)														
35 Transport providers can better communicated with BSL Users.	Explore technological solutions to support private transport providers to communicate with BSL users	BSL Awareness Training available and number of drivers trained	2018	2021	North, South and East Ayrshire Councils and NHS Ayrshire & Arran														
36	Ensure taxi providers licensing training incorporates BSL awareness	BSL Awareness Training available and number of drivers trained	2019	2021	Licensing Boards														

<p><b>Culture and the Arts</b></p> 	<p>We share the long-term goal for culture and the arts set out in the BSL National Plan, which is:</p> <p><b>“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”</b></p>				
<p><b>The links to the National BSL Actions</b></p>					
<p>[54] enable BSL users to take part in culture and the arts as participants, audience members and professionals.</p> <p>[55] encourage and support BSL users to consider a career in culture and the arts.</p> <p>[56] increase information in BSL about culture and the arts on relevant websites and at venues.</p> <p>[57] improve access to the historical environment, cultural events and performing arts and film for BSL users.</p>					
<p><b>Outputs</b></p>	<p><b>Actions</b></p>	<p><b>Measurement</b></p>	<p><b>Baseline</b></p>	<p><b>Timeline</b></p>	<p><b>Accountable Organisation(s)</b></p>
<p>37 Increased participation of BSL users in cultural events and activities across Ayrshire.</p>	<p>Increase availability of signed events and performances</p>	<p>Number of BSL signed performances and BSL accessible exhibitions and museum tours.</p>	<p>2020</p>	<p>2022/23</p>	<p>North, South Councils and East Ayrshire Leisure Trust</p>
<p>38 Better use of technology to improve BSL User visitor experience.</p>	<p>Explore the use of technology to enhance experiences at exhibitions and museums</p>	<p>Number of BSL /English Interpreter sessions at visitor facilities and number of facilities with BSL accessible technology equipment available.</p>	<p>2019</p>	<p>2022/23</p>	<p>North, South and East Ayrshire Councils</p>

The links to the National BSL Actions

We share the long-term goal for Justice set out in the BSL National Plan, which is:

Our long-term goal:

BSL users\* will have fair and equal access to the civil, criminal and juvenile justice systems in Scotland.

[61] Establish a BSL-led justice advisory group to provide expertise and guidance to justice agencies. The group will play a key role in developing and delivering a programme of improvements to help the justice agencies better meet the needs of BSL users\*.

[62] Work with partners to deliver and evaluate two training programmes aimed at supporting BSL/English Interpreters to work within the Justice sector, with a view to informing a longer-term approach.

[63] Work with Scottish Fire and Rescue Service (SFRS), Police Scotland and Scottish Ambulance Service to develop and implement measures to improve access to emergency services for BSL users\*.

[64] Improve access to all Scottish Fire and Rescue Service (SFRS), emergency and preventative strategies (including home fire safety visits), for BSL users\*.

Outputs	Actions	Measurement	Baseline	Timeline	Accountable Organisation (s)
39 BSL Users communication support needs are met within the Criminal Justice System.	Ensure BSL users have appropriate information to support their access to the Civil, Juvenile and Criminal Justice system.	Number of BSL Interpretation and translations provided	2019	2022	Community Justice teams
40 Partners supporting the work of Community Justice Ayrshire are aware of BSL support services	Ensure appropriately trained BSL/English Interpreters are available within Civil, Juvenile and criminal justice settings.	Number of BSL interpreting services bookings	2018	2019	Community Justice teams

Democracy		We share the long-term goal for democracy set out in the BSL National Plan, which is: “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.”				
The links to the National BSL Actions		[65] Take opportunities to promote the Access to Elected Office Fund locally, which can meet the additional costs of BSL users wishing to stand for selection or election in local or Scottish Parliament elections. [69] Take opportunities to promote public appointments as a way of participating in public life by producing information about public appointments in BSL and promoting public appointments specifically to BSL users. For example, public appointments for Local NHS Boards / IJB Boards.				
Outputs	Actions	Measurement	Baseline	Timeline	Accountable Organisation (s)	
41	Ensure BSL training information provided by the Electoral Commission is cascaded to all relevant electoral staff	Appropriate staff receive Electoral Commission BSL training resources when available.	2019	2019	North, South and East Ayrshire Councils	
42	Promote information on voting processes in appropriate formats	Electoral Commission BSL resources are available or links provided on websites	2018	Ongoing	North, South and East Ayrshire Councils	
43	Provide political parties with Scottish Government guidance to ensure engagement is appropriate to allow BSL users to be informed and actively involved in politics	Increased participation by Deaf people in democratic processes	2019	2024	North, South and East Ayrshire Councils	
44	Promote the Access to Elected Office Fund (Scotland).	Links available on partner websites	2020	2020/21	North, South and East Ayrshire Councils	

# Appendix A

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## Partnership Approach to BSL Plan

Below is some information on the eight partners involved in the shared BSL plan.

### **Ayrshire College**

Ayrshire College is a large regional college formed in 2013 from the merger of the former Ayr and Kilmarnock Colleges and the Ayrshire campuses of the former James Watt College. The College has around 900 staff spread over three large campuses in the towns of Ayr, Kilmarnock and Kilwinning, and a Skills Centre of Excellence located in a secondary school in Irvine.

Over 95% of the College's students reside in Ayrshire, and the majority of students in each of the College's main campuses live in the local authority area in which the campus is located. The College works with the three local authorities - East, North and South Ayrshire - and plays an active and key role in the corresponding Community Planning Partnerships.

Ayrshire College currently provides extended learning support (ELS) for students with additional support needs, including students who are BSL users. ELS support includes:

- Carrying out individual needs assessments for students with additional support needs and agreeing a Personal Learning Support Plan (PLSP)
- Supporting applications for Disabled Students' Allowance (DSA)
- Providing equipment and demonstrating assistive technology
- Arranging BSL support
- Organising note-taking and other in class or out of class support
- Sharing PLSP information with curriculum staff, with the student's consent, and supporting staff with teaching recommendations
- Liaising with schools and other external agencies to support student transitions

The College has a preapproved register of BSL signers and a number of permanent staff members who are proficient signers. The College delivers D/deaf awareness training for staff and staff have the opportunity to apply for BSL courses. The College currently provides BSL/English Interpreters for key events including our Graduation Ceremonies.



## **East Ayrshire Council**

East Ayrshire Council serves just over 120,000 people living in diverse communities in both urban and rural settings. The majority of people live in mainly rural settings across some 30 small communities set against a background of some of Scotland's most spectacular scenery. East Ayrshire is rich in culture and heritage with strong transport links first class schools, excellent community and leisure facilities, five star tourist attractions and attractive green spaces.

The Ayrshire Hearing Impairment Service sits within East Ayrshire Council and supports the needs of hearing impaired children and their families from diagnosis until school leaving age. Teachers of Deaf pupils and the Sign-Language Assistant visit children at home and in educational establishments throughout North, South and East Ayrshire. External interpretation services are used to support BSL users in their interaction with Council services during formal meetings and proceedings.

## **East Ayrshire Health and Social Care Partnership**

East Ayrshire Health and Social Care Partnership combined the services of NHS Ayrshire & Arran and East Ayrshire Council to develop and deliver services that are more personalised and meet the needs and aspirations of our residents. Specifically, our focus is on ensuring that children and young people get the best start in life, that people live healthier, longer lives and are supported to be independent and included and have choice and control - no matter who they are or where they live.

The Teachers of Deaf pupils and Sign Language Assistant contribute to the development of BSL for Deaf pupils and their families and for teachers, support staff and the wider community.

## **NHS Ayrshire & Arran**

NHS Ayrshire & Arran want the best for our local people and our staff. We pride ourselves on improving health and providing a comprehensive range of high quality, safe, effective and person-centred health services. Our strategic direction is based on continuous improvement and services that are centred on the patient or service user. Our purpose is 'Working together to achieve the healthiest life possible for everyone in Ayrshire and Arran'.

NHS Ayrshire & Arran provides BSL interpretation to anyone who requires this support when accessing health care. This support is available 24 hours per day, seven days per week when accessing our hospitals, community based services, family doctor (GP), dentist and opticians. Due to the need to be pre-booked we are aware that pharmacy is more challenging and we will look to ways to improve this in the future.

## **North Ayrshire Council**

North Ayrshire Council serves a population of 137,000 residents with more than three-quarters living in urban areas or small towns with the remaining population living in rural areas. The Council's mission is 'To improve the lives of North Ayrshire people and develop stronger communities'.

External interpretation services are used to support BSL users in their interaction with Council services during formal meetings and proceedings. Sensory Awareness training (including BSL awareness) is available to staff, along with a Deaf Awareness e-learning programme. Support is provided to Council Services from the Health and Social Care Partnership (HSCP), who provide advice and guidance to staff. Council and HSCP staff can make direct referrals for communication support via the duty system, a dedicated email address or carefirst.

Elderbank Primary School contains the Pan Ayrshire Hearing Impairment Service for primary aged pupils. NAC currently fund 2.6 teachers, 3 classroom assistants and a Deaf role model.

## **North Ayrshire Health and Social Care Partnership**

North Ayrshire Health and Social Care Partnership was established to manage and monitor the joining together of community health and social care services. Through partnership working our vision is that: 'All people who live in North Ayrshire are able to have a safe, healthy and active life'.

All of our work fits within five strategic priorities. The aim of these priorities is to work together with local people to tackle the significant social and health inequalities that exist in North Ayrshire. We will meet our priorities by making changes to the Health and Care services we deliver. In doing this we will support local people to live safely at home, or in a homely setting, as close to family, friends and the local community as possible.

The Sensory Impairment Team have a dedicated 'text phone' and clients contact the service to request assistance Mon-Friday. A duty system is in place where once a week on a Wednesday clients can come into the office without an appointment for help and communication support. There are three staff members within the team who are very proficient signers. The team works across the local authority providing BSL support to clients who are accessing services and on occasion outside agencies. British Sign Language courses are provided to staff upon request.

## **South Ayrshire Council**

South Ayrshire Council is an ambitious, forward-looking and responsive organisation that is committed to working with partners and communities to make life better. The Council serves a population of more than 112,000 people located across a diverse area. The Council works to six strategic objectives which focus on maximising the potential of: the local economy; young people; adults and older people; communities; environment; and improving how we work as a Council. This includes our Transform South Ayrshire programme, which will help ensure customers can access information, request relevant Council Services, and complete customer transactions via easy to use self-service digital channels.

Teachers of Deaf pupils provide Deaf Awareness training and introductory BSL training for families and stakeholders. External interpretation services are used to support BSL users and their interaction with Council services as required, including formal meetings and proceedings.

## **South Ayrshire Health and Social Care Partnership**

South Ayrshire Health and Social Care Partnership brings together a wide range of health and social work services in to a single operational delivery unit. The Partnership's Integration Joint Board is responsible for planning and overseeing the delivery of a full range of community health and social work/social care services, including those for older people, adults, children and families and people in the Criminal Justice system in South Ayrshire. It is also responsible for a number of Pan-Ayrshire health services relating to Allied Health Professionals, Continence, Joint Equipment and Technology Enabled Care.

# Appendix B

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## **Scottish Deaf Population**

The following information has been extracted from the 2011 census, which in summary found:

- In 2011, 12,533 people aged 3 years and over in Scotland indicated in the census that they used BSL at home; this equated to 0.24 per cent of the population.
- Use of BSL was at its greatest amongst 35-49 year olds, with around a quarter of users in this age band. In contrast only 6 per cent of people aged 75 and over reported that they used BSL.
- Amongst BSL users, the proportion of people who reported that they were limited by a long-term health problem or disability was higher than in the population as a whole (41 per cent and 20 per cent, respectively).
- Amongst BSL users who reported that they had a long-term health condition, deafness or partial hearing loss was the most common reported type of condition (54 per cent).
- BSL users were less likely to report that their general health was very good (39 per cent) compared to people in the population as a whole (51 per cent).

In the 2011 Census 1078 people stated that BSL was used in the home (North Ayrshire 477, East Ayrshire 421 and South Ayrshire 180). However, it is believed there are approximately 300 BSL users across Ayrshire who use BSL as their main form of communication.

# Appendix C

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## Engagement Schedule

### **Development of Draft Actions:**

A Pan Ayrshire Workshop was held on 19 March 2018, to bring staff from across the seven partner organisations together to generate potential actions for the BSL Local Plan. Local Deaf people were invited to this and asked to share their experiences to inform actions to share their lived experiences and contribute to development of actions.

### **Promotion of BSL Consultation:**

The Ayrshire Summary BSL Plan, Consultation Events Flyer and information detailing various methods of participation were produced in English and BSL formats. Links to BSL video clips were disseminated via The BSL Act 2015 Partnership and Scottish Deaf Network Face Book pages. All three Councils and NHS Ayrshire & Arran websites promoted the consultation and links to information. A local Sign Language Interpreting Service and local BSL teaching charity promoted the consultation materials across their Ayrshire networks.

Deafblind Scotland disseminated accessible consultation materials to 47 Deafblind people resident across Ayrshire.

The under-representation of Deafblind people was noted during the consultation period. Deafblind people were re-contacted via Deafblind Scotland and individuals known to North Ayrshire Sensory Impairment Service were offered individual discussions.

Parents resident in Ayrshire were contacted via the National Deaf Children's Society (NDCS), following participation by members of the BSL Working Group, at a NDCS Showcase Event. The Ayrshire Hearing Impairment (Education) Support Service, promoted the consultation to both Deaf learners and parents.

### **BSL Consultation:**

The BSL Consultation opened on Friday 1 June 2018 and closed on Friday 6 July 2018. Closed consultations were held with specific groups, such as College, Secondary and Primary School pupils. One of these took place before 1 June in order to speak to students before the end of term.

All Consultations are listed in the table opposite.

Date	Venue	
<b>Closed Consultations</b>		
Wednesday 23 May	Ayrshire College (Ayrshire College students)	Engagement with Deaf students from Ayrshire College
Tuesday 5 June	Grange Academy (Grange Academy pupils)	Engagement with secondary school Deaf students
Wednesday 6 June	Deaf Club	Engagement with Deaf residents from Ayrshire
Wednesday 13 June	Elderbank Primary School	Engagement with primary school Deaf students
<b>Open consultations</b>		
Saturday 16 June	Grange Academy, East Ayrshire (consultation)	
Wednesday 20 June	Town House, Irvine, North Ayrshire	
Sunday 1 July	Gaiety Theatre, Ayr, South Ayrshire (Signed performance of a show. Cancelled due to no uptake)	

In addition to the BSL Consultation session held with Ayrshire College students on 23 May by representatives of the BSL Working group, Ayrshire College conducted a further 2 consultation sessions with students at Kilmarnock campus.

Consultation discussions were held with Student support Services staff across campus. Several meetings were also held with the BSL (Scotland) Act 2015 Partnership link, Alison Hendrie of Deaf Action and colleagues in other colleges via the College Development Network.

# For further information contact

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## **South Ayrshire Council**

*Equalities Officer* - 0300 123 0900  
equalities@south-ayrshire.gov.uk

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## **East Ayrshire Council**

*Corporate Officer (Equality and Diversity)* - 01563 576244  
alyia.zaheed@east-ayrshire.gov.uk

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## **North Ayrshire Council**

*Equality and Health Policy Officer* - 01294 324148  
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## **South Ayrshire Health and Social Care Partnership**

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## **North Ayrshire Health and Social Care Partnership**

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## **NHS Ayrshire & Arran**

*Equality and Diversity Adviser* - 01563 826438  
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## **Ayrshire College**

*Head of Inclusive Learning* - 01563 523501 ext 5356 / 07710 306 964  
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If you wish to contact any of the organisations above please use:



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Ayrshire  
College



East Ayrshire Council  
Comhairle Siorrachd Air an Ear

EAST AYRSHIRE  
Health & Social Care  
Partnership

NHS  
Ayrshire  
& Arran

North Ayrshire Council  
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NORTH AYRSHIRE  
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