



Ayrshire Shared BSL Local Plan: Summary for Consultation

Introduction:

The Scottish Government wants to make Scotland the best place in the world for (British Sign Language) 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 Shared BSL Local Plan developed in partnership with East, North and South Ayrshire Councils, East, North and South Ayrshire Health and Social Care Partnerships and NHS Ayrshire & Arran.

Throughout the plan, we refer to 'BSL users'. This covers all people whose first or preferred language is BSL, including those who receive the language in a tactile form due to sight loss.

BSL is a language in its own right, with its own grammar, syntax and vocabulary. It has its own dialects and rich variation. Most importantly, it is a language which enables many of our D/deaf (D - people born deaf, d - those who become deaf) and Deafblind citizens to learn, work, parent, be creative, live life to the full, and to make their contribution to our communities, our culture and our economy.

Ayrshire Shared BSL Local Plan:

The Ayrshire Shared BSL Local Plan is a plan that reflects the BSL National Plan, 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 work, learn and live in Ayrshire.

The BSL National Plan is framed under ten long-term goals which have been co-produced with Deaf and Deafblind BSL users across Scotland. The Ayrshire Shared BSL Local Plan sets out draft actions that the three Ayrshire Councils, the three Ayrshire Health and Social Care Partnerships and the NHS will cover for the period 2018-2024.

The Ayrshire Shared BSL Local Plan has been developed in partnership with Deaf, Deafblind people and their supporters who live 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.

Our Actions:

Proposed actions are outlined in the consultation questions. We welcome and encourage your views, opinions and suggestions.

You can share your views, opinions and suggestions in the following ways;

- Come along with your family and friends, to one of our family friendly, Consultation Events.
- Email your video clip response/s to the BSL Consultation Inbox. BSLConsult@south-ayrshire.gov.uk
- Phone, using 'Contact Scotland'

Consultation Questions:

Your details

Name:

Address:

What is the best way to contact you?

Telephone via 'Contact Scotland'

Mobile text

Email

Please provide relevant contact details (These will not be shared)

Mobile:

Email:

Would you be willing to join a group to develop the final Shared BSL Local Plan?

Yes/No

Scottish Public Services

- Develop better use of IT systems to collect Data on Service User need.
- Provide Deaf Awareness training for all staff, particularly staff who engage with members of the community
- Jointly promote contact SCOTLAND-BSL to staff & service users.
- Develop accessible Websites /information (including specific BSL page) in collaboration with D/deaf service user group network.
- Explore the use of technology to support communication access requirements to widen access in customer service contact centres.
- Conduct a scoping exercise to ascertain level of BSL skills amongst staff, particularly customer-facing staff
- Develop and promote an accessible checklist to ensure that barriers to participation in community engagement and involvement are removed
- Develop an Inclusion Survey for all community consultation exercises and events, to ensure that all our events are inclusive
- Work with partners and voluntary organisations to compile an evidence baseline to identify BSL users in our communities
- Develop a mechanism to ensure that individuals' access and communication requirements, together with their permission to share that information across services, is captured at the point of first contact.
- Explore solutions offered by developing technology in meeting communication support requirements.
- Explore the possibility of aligning IT systems across Ayrshire similar to the emergency Social Work Pan Ayrshire service.

- Engage with a diverse range of BSL users to establish an Ayrshire-wide user network of people of all age groups who can work in partnership to enhance the development and implementation of the Ayrshire Shared BSL Local Plan.
- Raise awareness of the Translation and Interpretation Policy so that staff can readily access the appropriate communication for service users.

Q1. Do you think these are the right actions under Scottish Public Services?

Yes No Don't Know

Q2. Please tell us why you think this:

Q3. Are there any additional actions, or potential solutions that you think could be added to the Scottish Public Services section? Please tell us.

Family Support, Early Learning and Childcare

- Parents and wider family members have access to funded BSL courses
- A managed clinical network is established for D/deaf children and young people similar to Visually Impaired Children and Young People (VINCYP) which is a managed clinical network for VINCYP across Scotland - (<http://www.vincyp.scot.nhs.uk/>)
- Information on language options is available to children and their families from the point of diagnosis

Q4. Do you think these are the right actions under Family Support, Early Learning and Childcare?

Yes No Don't Know

Q5. Please tell us why you think this:

Q6. Are there any additional actions, or potential solutions that you think could be added to the Family Support, Early learning and Childcare section? Please tell us.

School Education

- Pathway developed to ensure Looked After and Accommodated Children (LAAC) receive equitable access to BSL support
- Identify potential for Teachers to provide BSL Learning in Schools
- Parents and carers have access to identified appropriate alternative formats
- Interpreter support is available to enable parents and carers to participate in wider school activities such as Parent Council, trips etc.
- Interpreter support is available for young people to access work placements. Deaf awareness and BSL training is provided prior to any placement commencing
- Raise awareness in schools to ensure BSL friendly school for parents and pupils through a whole school approach
- Further promotion of BSL for 1 + 2 languages within the school curriculum starting from early years
- Make BSL resources available for education staff, children and young people through BSL webpages
- Build capacity within education, particularly for teachers of D/deaf pupils, to improve resilience of pupils through links with Child and Adolescent Mental Health Services (CAMHS).
- In collaboration with D/deaf children and young people, develop information regarding the importance of attending audiology appointments. This will include what will happen at these appointments and ways in which children and young people can

be active participants during consultation discussions. This information will be shared with parents to similarly encourage attendance.

Q7. Do you think these are the right Actions under School Education?

Yes No Don't Know

Q8. Please tell us why you think this:

Q9. Are there any additional actions, or potential solutions that you think could be added to the School Education section? Please tell us.

Training, Work and Social Security

- Develop links with Skills Development Scotland and Pan Ayrshire Hearing Impairment Education Service to ensure that young people are tracked in relation to post-school destinations.
- Ensure regular meetings of the Transition Forum for BSL Users
- Promote Ayrshire Disability Inclusive Confident Employers (DICE) to staff as a resource for expert advice on initiatives such as 'Access to work'.

Q10. Do you think these are the right Actions under Training, Work and Social Security?

Yes No Don't Know

Q11. Please tell us why you think this:

Q12. Are there any additional Actions, or potential solutions that you think could be added to the Training, Work and Social Security section?

Please tell us.

Health (including social care), Mental Health and Wellbeing

- Work to improve the accessibility of technology enabled systems (Cognitive Behaviour Therapy (CBT) / Florence (FLO) - a technology enabled Telehealth app) to support people to self-manage long term conditions at home.
- Review what Mental Health support is available and signpost, for example Breathing Space for out of hours support.
- Trial the use of technology in relation to supporting BSL users accessing unscheduled health care.
- Make use of social media to share information on what mental health support is available.

Q13. Do you think these are the right actions under Health (including social care), Mental Health and Wellbeing?

Yes No Don't Know

Q14. Please tell us why you think this:

Q15. Are there any additional Actions, or potential solutions that you think could be added to the Health (social care), Mental Health and Wellbeing section? Please tell us.

Transport

- Encourage private transport providers to have access to technology to support communication with BSL users and/or designated drivers have basic BSL awareness.

- Ensure inclusion of BSL Awareness training for regulated transport service providers, such as school transport and hospital taxi provision.

Q16. Do you think these are the right actions under Transport?

Yes No Don't Know

Q17. Please tell us why you think this:

Q18. Are there any additional actions, or potential solutions that you think could be added to the Transport section? Please tell us.

Culture and Arts

- Work in partnership with providers of cultural events and activities across Ayrshire to increase availability of signed performances and enhance individuals' access to engagement in cultural activities.
- Explore the use of technology to enhance the experience of BSL users when visiting exhibitions or accessing museum collections.

Q19. Do you think these are the right actions under Culture and Arts?

Yes No Don't Know

Q20. Please tell us why you think this:

Q21. If there are there any additional actions, or potential solutions that you think could be added to the Culture and Arts section? Please tell us.

Justice

- Ensure BSL users have appropriate information to support their access to the Criminal Justice system
- Ensure BSL provision is available for Criminal Justice service users.
- Make partners, supporting the work of Community Justice Ayrshire aware of BSL support services

Q25. Do you think these are the right actions under Justice?

Yes No Don't Know

Q26. Please tell us why you think this:

Q27. Are there any additional Actions, or potential solutions that you think could be added to the Justice section? Please tell us.

Democracy

- Ensure BSL provision is available as part of the Pan-Ayrshire Translation and Interpretation contract for Community Engagement upon request e.g. Locality Planning Groups, Consultations, Participatory Budgeting, and Community Councils.
- Ensure BSL training information provided by the Electoral Commission is cascaded to all relevant electoral staff.
- Ensure any BSL video information on voting processes, developed by the Electoral Commission is available (or links provided) on Partner websites.
- Provide links on websites to national information on the Access to Elected Office Fund (Scotland) to provide a signpost to BSL users who wish to stand for selection and election

Q22. Do you think these are the right actions under Democracy?

Yes No Don't Know

Q23. Please tell us why you think this:

Q24. Are there any additional Actions, or potential solutions that you think could be added to the Democracy section? Please tell us.

Q28. Are there any other comments you want to make on the Shared BSL Local Plan that you haven't already told us?

Thank you for taking the time to participate in the Shared BSL Local Plan Consultation.