

**A Shared
British Sign Language Plan
for Lanarkshire
(Draft for consultation)**



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About You

Equalities Monitoring

Section 1:

1.1 Introduction

The BSL National Plan 2017 - 2023 was published on 24 October 2017. It is framed under ten long-term goals which were co-produced with BSL users across Scotland.

This Shared BSL Plan for Lanarkshire reflects these same long-term goals. It sets out the actions we will take from 2018 – 2024 and how we will:-

- improve communication and access to services for people who use BSL in Lanarkshire and
- promote the use of and understanding of BSL across our areas of authority

1.2 About Us

Lanarkshire

Situated in the heart of Scotland, Lanarkshire has the second largest populated region in Scotland with a working age population of 425,000 (and total population of 652,300) over 896 square miles. Scattered in a diverse mixture of urban, rural and isolated settlements it covers urban towns like Motherwell, Hamilton, Airdrie, Rutherglen, the new town of East Kilbride and the market town of Lanark, as well as smaller towns, villages and agricultural areas.

Ongoing social and economic changes in Lanarkshire have resulted in an ever-changing environment. Modern business ventures and increasing employment opportunities are replacing traditional heavy industries.

North Lanarkshire Council

North Lanarkshire Council is the fourth largest local authority in Scotland with population of approximately 339,000. Its economy is one of the strongest and fastest growing in Scotland, according to the Office for National Statistics.

According to the last census in 2011 there were 848 people using BSL in North Lanarkshire homes.

South Lanarkshire Council

South Lanarkshire is the fifth largest of Scotland's Councils with a population of 303,470 (2011 census) living in an area of 700 square miles. It is a varied area, with heavily populated towns and extensive rural areas.

According to the last census in 2011 there were 722 people living in South Lanarkshire using BSL at home.

NHS Lanarkshire

NHS Lanarkshire is responsible for improving the health of more than 654,490 people living within the North and South Lanarkshire local authority areas.

There are three university hospitals in the area – Hairmyres, Monklands and Wishaw. Primary health care is provided in the community and includes general practitioners (GPs), dentists, health visitors and a wide range of health professionals. NHS Lanarkshire's primary care facilities include health centres and community and day hospitals.

British Sign Language support in Lanarkshire

Across our organisations we provide BSL interpretation to anyone who requires support when accessing our services or attending meetings and appointments.

In addition we aim to raise awareness for all of our employees and provide access to a number of learning opportunities including:-

- BSL training
- Sensory Impairment training and
- Deaf Culture etc.

1.3 Rationale for a Shared BSL Plan

In Lanarkshire there is already a strong partnership approach to working between both Councils and NHS Lanarkshire. 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. Importantly a shared approach could improve:-

- the experiences of BSL users by providing consistency in relation to consultation arrangements and
- the accessibility of the draft and final plan whilst also maintaining our individual organisations accountability to produce a Plan.

To strengthen and ensure our plan is accessible and meaningful, we invited four local organisations who represent Deaf and Deafblind communities to work with us. They helped us produce our plan and advised and supported our wider consultation and engagement. Those organisations are:

- Deafblind Scotland
- Deaf Services Lanarkshire
- Lanarkshire Deaf Club
- Deaf Equality Accessibility Forum (South Lanarkshire)

Those representatives on the BSL Steering Group asserted that a shared approach was the best way forward and would:

- provide a clear pathway across Lanarkshire regardless of which organisations services are being accessed
- reduce consultation fatigue as we would be consulting with the same people and
- assist with maximising the availability of BSL Interpreters and Deafblind guide communicators.

1.4 Engagement and Consultation

As with partnership working we have a strong history of engaging with the Deaf and Deafblind communities of Lanarkshire. Over the past few years we have worked with the community on a number of initiatives including:

- Mental health awareness raising events
- BSL users experience of accessing our services
- Awareness raising events for our employees
- Making our websites more accessible and
- Work around the See Hear framework:

It is clear that we are not starting from scratch in developing our plan. We have also taken into account the evidence and information gathered from the initiatives mentioned above and other ongoing work.

Taking into account the views of Deaf and Deafblind BSL users on the draft plan is crucial to ensuring the final plan meets their needs.

The BSL steering group will undertake engagement and consultation in the development of the Plan using a variety of methods including:-

- 3 community events across Lanarkshire
- Video boxes set up in our Steering Group organisations premises
- social media and
- NHS Lanarkshire's Public Reference Forum

1.5 How you can comment on the draft plan

The consultation will be open on **01/06/18 and closes on 13/07/18.**

The draft Plan and consultation questions have been published in BSL and English and both versions can be accessed at www.northlanarkshire.gov.uk/bslplan

If you would like to comment on this draft Plan you can do this in a number of ways:

- In BSL you can upload a video on to You Tube at www.youtube.co.uk and send the link to either of the following email addresses:
communitydevelopment@northlan.gov.uk
equalities@southlanarkshire.gov.uk
hina.sheikh@lanarkshire.scot.nhs.uk
- In English you can comment by email to either of the email addresses above or by post using any of the addresses on the contact information section below.
- By completing our online survey at www.snapsurveys.com/wh/s.asp?k=152725200411

1.6 Contact Information

If you would like more information about the draft plan please contact:

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e-mail: CameronAu@northlan.gcsx.gov.uk

Alyson Bell | **South Lanarkshire Council** | Personnel Officer
3rd Floor Almada Street Hamilton ML3 0AA
Tel: 01698 454143
e-mail: alyson.bell@southlanarkshire.gov.uk

Hina Sheikh | **NHS Lanarkshire** | Equality and Diversity Manager
Law House Law ML8 5EP
Tel: 016998 377816
e-mail: hina.sheikh@lanarkshire.scot.nhs.uk

British Sign Language (BSL) users can contact us via [contactSCOTLAND-BSL](#)
[contactSCOTLAND-BSL](#)

Section 2 Executive Summary

This BSL Action Plan builds on work already achieved through strong partnerships and outlines the actions we will take whilst maintaining the individual accountability of each organisation. We share the long-term goal for all Scottish public services set out in the BSL National Plan, including:-

- Promoting the use of the Scottish Government's nationally funded BSL online interpreting video relay services contact SCOTLAND-BSL to staff, and to local BSL users
- Increasing staff's awareness, knowledge and understanding of Deaf culture, language and service provision
- Working with BSL stakeholders to ensure and develop resources and information that are appropriate and relevant
- Taking 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
- Enabling BSL users to take part in culture and the arts as participants, audience members and professionals and
- Continuing to support BSL Users to participate in community engagement events

Section 3: Shared British Sign Language Plan for Lanarkshire

3.1: Across all our services

We share the long-term goal for all Scottish public services set out in the BSL National Plan, which is:

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

By 2024, we will:

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.

Include a question in our equalities questionnaires/monitoring forms in relation to the use and understanding of BSL which the Scottish government is developing for the next census.

Improve access to our information and services for BSL users including making our website more accessible to BSL users by:-

- Including signed videos to provide information about available services
- Reviewing guidance on accessing interpretation and translation.
- Using the intranet and internet to promote the use of the Scottish Government’s nationally funded BSL online interpreting video relay services contact SCOTLAND-BSL to staff and to local BSL users.
- Increasing staff awareness, knowledge and understanding of Deaf culture, language and service provision issues
- Working with local Deaf organisations to develop programme of training and awareness raising for front-line staff

Q.1 Do you think these are the right steps under Public Services?

Yes

No

Don't Know

Q.2 Please tell us why you think this:

Q.3 If there are there any additional steps, or potential solutions that you think could be added to the Public Services section, please tell us.

3.2: Family Support, Early Learning and Childcare

We share the long-term goal for all Scottish public services set out in the BSL National Plan, which is:

“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”.

By 2024, we will:

- Provide Early Year’s staff with access to training and awareness raising on Deaf and Deafblind BSL for Early Years and Childcare workers.
- Ensure families of D/deaf and Deafblind children have access to nationally developed BSL resources as early as possible in their child’s life.
- Ensure our children’s services have access to nationally developed BSL resources and advice within key programmes such as Bookbug.
- Work with BSL stakeholders to ensure and develop resources and information that are appropriate and relevant

Q.1 Do you think these are the right steps under Family Support, Early Learning and Childcare?

Yes

No

Don't Know

Q.2 Please tell us why you think this:

Q.3 If there are there any additional steps, or potential solutions that you think could be added to the Family Support, Early Learning and Childcare section, please tell us.

3.3: School Education

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

“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”

By 2024, we will:

- Contribute to the Scottish Government’s investigation of the level of BSL held by teachers and support staff working with D/deaf and Deafblind pupils in schools, and take account of any new guidance for teachers or support staff working with pupils who use BSL.
- 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
- 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
- Identify potential for Teachers to provide BSL Learning in Schools
- Ensure Deaf Parents have access to information in BSL. This includes Report Cards, Parents Evenings, routine information, IT apps, etc., being able to participate in Parent Councils
- Consider accessibility of School Trips, Parent Councils. Also consideration for work placements.

Q.1 Do you think these are the right steps under School Education?

Yes

No

Don't Know

Q.2 Please tell us why you think this:

Q.3 If there are there any additional steps, or potential solutions that you think could be added to the School Education section, please tell us.

3.4: 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”

By 2024, we will:

- 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
- 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.
- 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.
- Track young people in partnership with Skills Development Scotland
- We will have transition plans for BSL users in place
- Work with local employment services to help highlight specific advice and guidance required by BSL users

Q.1 Do you think these are the right steps under Training, Work and Social Security?

Yes

No

Don't Know

Q.2 Training, Work and Social Security

Q.3 If there are there any additional steps, or potential solutions that you think could be added to the Training, Work and Social Security section, please tell us.

3.5: Health (including social care), Mental Health and Wellbeing

We share the long-term goal for health, mental health and wellbeing set out in the BSL National Plan, which is:

“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”

By 2024, we will:

- Signpost BSL users to health and social care information available in BSL (to be produced by NHS Health Scotland and NHS24), and b) develop complementary information in BSL about local provision, as appropriate.
- Work with NHSL and reps from Lanarkshire BSL community to develop appropriate information in appropriate format, signed information on the internet, provision of easy read information.
- Provide Public protection information in BSL
- Review what Mental Health support is available.
- Ensure that psychological therapies can be offered on a fair and equal basis to BSL users.
- Take steps to improve access to information about sport, and to local sports facilities and sporting opportunities.
- Ensure that any local work to tackle social isolation explicitly considers the needs of BSL users

Q.1 Do you think these are the right steps under Health (including social care), Mental Health and Wellbeing?

Yes

No

Don't Know

Q.2 Please tell us why you think this:

Q.3 If there are there any additional steps, or potential solutions that you think could be added to the Health (including social care), Mental Health and Wellbeing section, please tell us.

3.6: Transport

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

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

By 2024, we will:

- Ensure BSL users can participate in the on-going feedback process of the ‘Going Further: Scotland’s Accessible Travel Framework’ as individuals and staff.
- Research technological solutions for providing accessible information in transport hubs (for example bus stations, train stations, airports etc.) for patients and staff.
- Create guidance for passengers and staff who use BSL on how to contact local/national transport providers when things go wrong on a journey.
- Develop and provide training for transport providers which includes strategies for communicating with BSL users (patients and staff)
- Encourage private transport providers to have access to technology to support communicate with BSL users and/or designated drivers have basic BSL awareness
- Ensure inclusion of BSL awareness within Partners regulated transport services driver training including School Transport.

Q.1 Do you think these are the right steps under Transport?

Yes

No

Don't Know

Q.2 Please tell us why you think this:

Q.3 If there are there any additional steps, or potential solutions that you think could be added to the Transport section, please tell us.

3.7: Culture and the Arts

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

“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”

By 2024, we will:

- Enable BSL users to take part in culture and the arts as participants, audience members and professionals.
- Encourage and support BSL users to consider a career in culture and the arts.
- Increase information in BSL about culture and the arts on relevant websites and at venues.
- Improve access to the historical environment, cultural events and performing arts and film for BSL users.
- Work in partnership with providers of cultural events and activities across Lanarkshire 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.

Q.1 Do you think these are the right steps under Culture and the Arts?

Yes

No

Don't Know

Q.2 Please tell us why you think this:

Q.3 If there are there any additional steps, or potential solutions that you think could be added to the Culture and the Arts section, please tell us.

3.8: 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”

By 2024, we will:

- 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
- Continue to support BSL Users to participate in community engagement events
- 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
- Raising awareness among elected members about ContactScotlandBSL
- Ensure that BSL users have access to information about Elected Members/Public Appointments in BSL.

Q.1 Do you think these are the right steps under Democracy?

Yes

No

Don't Know

Q.2 Please tell us why you think this:

Q.3 If there are there any additional steps, or potential solutions that you think could be added to the Democracy section, please tell us.

3.9: Justice

We share the long term goal for justice set out in the BSL national plan, which is:

“Our long term goal BSL users have fair and equal access to the civil, criminal and juvenile justice systems in Scotland”

By 2024, we will:

- take account of advice developed by BSL-led Justice Advisory group, to support and meet the needs of BSL users

Q.1 Do you think these are the right steps under Justice?

Yes

No

Don't Know

Q.2 Please tell us why you think this:

Q.3 If there are there any additional steps, or potential solutions that you think could be added to the Justice section, please tell us.

Next Steps

Our formal engagement process ends on 13 July 2018. Once the consultation is closed we will take all the responses into account and reflect these in our final Shared BSL Plan for Lanarkshire. This will be published in October 2018.

Question 1

Please use this space to provide any additional comments that you have about any of the issues raised in this draft plan

Thank you for taking the time to take part in this consultation

About You

Your name _____

Address _____

Email _____

If you are responding on behalf of an organisation please write the name and contact details of the organisation below.

Name of organisation _____

Address _____

Email _____

Equalities Monitoring Information

The information you give in this next section is optional and is not linked to your previous responses. It is used to help us understand the people who use our services better, and in turn improve our services, practices and procedures.

If you would be happy to complete the following information please return it as a separate document to communitydevelopment@northlan.gov.uk

Q1. Would you be happy to provide some equalities monitoring information? Please tick one box)

Yes

No

Q.2. What was your age at your last birthday? (Leave blank if you prefer not to say)

Q.3. Are you disabled? (Please tick one box)

Yes

No

Prefer not to say

Would you like to let us know more about your disability? (Please write in.)

Ethnicity – are you? (Please tick one box)			
a). White	Scottish	<input type="checkbox"/>	c.) Asian , Asian Scottish or Asian British
	British	<input type="checkbox"/>	
	Irish	<input type="checkbox"/>	
	Gypsy/ Traveller	<input type="checkbox"/>	
	Polish	<input type="checkbox"/>	
	Any other white background (please state)	<input type="checkbox"/>	
b). Mixed or multiple ethnic group	White and Black Caribbean	<input type="checkbox"/>	d). Black, Black Scottish or Black British
	White and Black African	<input type="checkbox"/>	
	White and Asian	<input type="checkbox"/>	
	Any other mixed background (please state)	<input type="checkbox"/>	
Other ethnic group	Arab	<input type="checkbox"/>	e). Prefer not to say
	Other (please state)	<input type="checkbox"/>	
	Pakistani	<input type="checkbox"/>	
	Indian	<input type="checkbox"/>	
	Bangladeshi	<input type="checkbox"/>	
	Chinese	<input type="checkbox"/>	
	Any other Asian background (please state)	<input type="checkbox"/>	
	African	<input type="checkbox"/>	
	Caribbean	<input type="checkbox"/>	
	Any other Black background (please state)	<input type="checkbox"/>	