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Argyll and Bute Joint British Sign Language Plan 2018 – 2024

This plan has been prepared as required by the BSL (Scotland) Act 2015.



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1 Introduction

1.1.1 This is the first Local Joint British Sign Language (BSL) Plan for Argyll and Bute. It sets out the actions which we will take over the period 2018 – 2024 to protect and support British Sign Language, including in its tactile form, in Argyll and Bute. This plan has been developed jointly by Argyll and Bute Council, NHS Highland Health Board (includes the services devolved to the Argyll and Bute Health and Social Care Partnership (HSCP)) and liveArgyll (a charitable trust which delivers leisure and library services on behalf of Argyll and Bute Council), who are responsible for some of the goals listed under the Culture and Arts, and Health (including social care), Mental Health and Wellbeing sections.

NHS Highland's action plan is embedded within this document.

1.1.2 Throughout this 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.

1.1.3 Our Local Joint BSL Plan follows the same layout as the Scottish Government's National Plan which was published on 24 October 2017. The BSL National Plan is framed under ten long-term goals which have been put together with the help and support of Deaf and Deafblind BSL users across Scotland, and those who work with them.

1.1.4 The National BSL Plan covers all public bodies with a national focus who are directly answerable to Scottish Ministers. The ten long-term goals cover early years and education; training and work; health; culture and the arts; transport; justice and democracy. It includes 70 actions which the Scottish Government will take over the next three years. This Local Joint BSL Plan contributes directly to 31 of those actions. We will give the Scottish Government an update on the progress we have made on these actions in 2020.

1.2 Where you can find the BSL version of this plan

You can view the BSL version of this plan at:

<https://www.youtube.com/user/ArgyllandButeCouncil>



NHS Highland's action plan will be published on the NHS Highland website.
www.nhshighland.scot.nhs.uk

2. About us

2.1 Argyll and Bute Council

2.1.1 Argyll and Bute Council is one of 32 unitary local authorities in Scotland. It is responsible for a range of services including education, waste management, transportation, planning and building control, economic development, roads, strategic housing, environmental health and many others. We are forward looking and ambitious, continuously improving our relationship with our partners, customers and employees to ensure we deliver the right services, by the best people, in the best way.

2.1.2 Argyll and Bute Council is the second largest of Scotland's 32 councils covering nearly 10% of the total area of Scotland, but has less than 2% of the population. From Appin in the North, to Campbeltown in the South, Argyll and Bute stretches for over 100 miles and from Tiree in the West to Helensburgh in the East it stretches a further 80 miles. According to the 2011 census, 23 of Argyll and Bute's islands are inhabited and 17.1% of its residents are islanders. Islands account for a third of Argyll and Bute's total area.

2.1.3 The population estimate from the 2011 census was 88,166 ranking Argyll and Bute 27th in terms of population size amongst the Scottish local authorities.

In the 2011 Census, the people of Scotland were asked if they used a language other than English at home. In Argyll and Bute, 152 people of those aged 3 and over said "Yes – British Sign Language".

6931 of respondents in Argyll and Bute to the 2011 census reported they had deafness or partial hearing loss which had lasted, or was expected to last, at least 12 months.

2.1.4 The Council employs over 4700 staff who are based in over 300 different locations across the area. The Council is a core partner in the Integrated Joint Board for Health and Social Care in Argyll and Bute and also works closely in partnership with the Argyll and Bute Community Planning Partnership to deliver on the overall Argyll and Bute Outcome Improvement Plan (ABOIP) objective:

Argyll and Bute's Economic Success is Built on a Growing Population



There are 6 joint outcomes, which are also core to the Council's Corporate Plan:

- The economy is diverse and thriving
- We have infrastructure that supports sustainable growth
- Education, skills and training maximises opportunities for all
- Children and young people have the best possible start
- People live active, healthier and independent lives
- People live in safer and stronger communities

The Joint Local BSL Plan helps us to deliver these outcomes directly.

2.2 NHS Highland Health Board

2.2.1 NHS Highland Board is the largest and most sparsely populated Scottish Health Board area. It covers 41% of the country's landmass. The area covers 32,518 km. This results in a complex network for NHS service provision and referral pathways. We have difficult terrain, rugged coastlines, populated islands and a limited internal transport and communications infrastructure.

2.2.2 The Health Board includes two local authority areas, Highland and Argyll & Bute. Our diverse area includes Inverness, one of the fastest growing cities in Western Europe and 36 populated islands – 23 in Argyll & Bute and 13 in Highland.

2.2.3 We provide health and social care services to our resident population of 320,000 and to the influx of tourists which come to the Highlands. At certain times of the year, tourists can double or even triple the local population.

2.2.4 We provide services to patients and local communities through four main operational units - three geographical operational units and Raigmore Hospital.

The geographical operational units are:-

- Argyll and Bute;
- South and Mid Highland (covering Badenoch, Strathspey, Nairn, Inverness, East and Mid Ross);
- North and West Highland (covering Lochaber, Skye, Wester Ross, Caithness and Sutherland)

These operational units are supported by a range of Corporate Services including facilities, pharmacy, personnel, and finance.



Raigmore Hospital is the District General Hospital for north Highland. Most patients from Argyll and Bute are referred to Glasgow hospitals for secondary care.

- 2.2.5 NHS Highland is also a major employer, second only to the local authorities in the number of people employed. In business terms, this is of major significance to the Highland economy.
- 2.2.6 NHS Highland Health Board also have a BSL Plan which covers the Highland local authority region. That Plan was produced in partnership with Highland Council, University of the Highlands, Highlands and Islands Enterprise and D/deaf, Deafblind people, carers and those with a shared interest. The action points from NHS Highland are combined within this Council action plan for ease of reference.

2.3 Argyll and Bute Social Care Partnership

- 2.3.1 Integration of health and social care brings about significant changes to the way services are delivered, to help bring long-term sustainability to services and improve the health and wellbeing of the people of Scotland. It places greater importance on supporting people in their own homes and communities and reducing inappropriate hospital and care home use.
- 2.3.2 Local Authorities and NHS Boards created formal partnership arrangements (Integration Authorities) to integrate the planning, management and delivery of adult health and social care services (including some hospital services). These arrangements can either be in the form of a body corporate model (known as an Integrated Joint Board) or a lead agency model.
- 2.3.3 Argyll & Bute adopted the Integrated Joint Board (IJB) model. Under this model Argyll & Bute IJB is responsible for children's health and social care services, criminal justice, social work and all acute services.
- 2.3.4 Part of NHS Highland local services in Argyll and Bute have referral pathways to services in NHS Greater Glasgow and Clyde. Oban has an audiology department which covers the majority of Argyll, whereas Helensburgh and Cowal (East side of Argyll and Bute) refer to the Queen Elizabeth Hospital in Glasgow for these services. This is a similar geographical split for the majority of NHS services with Glasgow providing Consultant Services in the specialities that are not provided locally across Argyll and Bute.

Some BSL users who are patients in Oban are offered the option of going north to link with the Inverness general services via satellite consultant clinics in Fort William.



2.4 liveArgyll

- 2.4.1 liveArgyll was established by Argyll and Bute Council in October 2017 and is a company which is limited by guarantee. This charitable trust delivers a wide range of services for the benefit of local residents and visitors including: libraries, leisure facilities, halls, community centres, community lets, sport development, Active Schools, archives and Campbeltown museum.
- 2.4.2 liveArgyll are helping Argyll and Bute Council and NHS Highland Health Board to deliver some of the goals listed under the Culture and Arts, and Health (including social care), Mental Health and Wellbeing sections of this plan.

3 British Sign Language (Scotland) Act 2015

3.1 The Act

British Sign Language is a language in its own right, with its own grammar, syntax, vocabulary and dialects. It enables many of our D/deaf (D - people born deaf, d - those who become deaf) and Deafblind citizens to learn, parent, work, and to make their contribution to our varied communities, rich culture and vibrant economy.

The British Sign Language (Scotland) Act 2015 was passed by the Scottish Parliament with the aim of making Scotland the best place in the world for BSL users to live, work and visit. Under the 2015 Act, Local Authorities, NHS Boards, colleges, universities and other national public bodies have statutory responsibilities to prepare BSL Plans by October 2018. This provision is designed to make sure the public sector in Scotland plays its part in promoting and supporting BSL by raising the profile of the language and improving access to services and information for BSL users. It will help people whose first or preferred language is BSL to be fully involved in daily and public life in Scotland, as active, healthy citizens, enabling them to make informed choices about every aspect of their lives.

Our Joint Local BSL plan sets out how we propose to use BSL in the operation of our functions; including communications with the public, key partners and our employees. It has been prepared in accordance with statutory criteria set out in the 2015 Act, and guidance provided by the BSL (Scotland) Act Partnership; particularly in relation to the development of BSL Plans. This plan will be sent to Argyll and Bute Council's Policy and Resources Committee for approval in October 2018 when it will become Council policy and have the formal support of our senior management team and Elected Members.



3.2 Consultation on the draft British Sign Language Plan

When developing their BSL plan, the 2015 Act requires public bodies to:

- Involve BSL Users (including those who use the tactile form of the language) and those who represent them;
- Ensure the consultation on the draft plan is accessible to Deaf and Deafblind BSL users and
- Publish the BSL Plan in English and BSL in both draft and in final form.

We set up a working group to develop our Draft Joint Local BSL Plan, and this included representatives from NHS Highland Health Board, liveArgyll and the Council; including those who work with BSL users on a day-to-day basis. Members of the group also went to three BSL Plan Roadshows hosted by the BSL (Scotland) Act Partnership, and information from these (including feedback on research carried out by the National Deaf Children's Society (Scotland), was taken into account when developing the Draft Joint Local BSL Plan.

We published our Draft Joint Local BSL Plan for public consultation on Argyll and Bute Council's website, and promoted it through social media including the Council's YouTube channel, Healthy Argyll and Bute and the Facebook pages of 2 national deaf organisations. We also wrote to BSL users in Argyll and Bute who have used our Council services and encouraged them to comment. We held two public consultation events in Lochgilphead and Tarbert on 14 August 2018. Representatives from the Scottish Fire and Rescue Service came along to provide advice on fire safety and the specialist smoke alarms available for those who are deaf or hard of hearing.

Consultation opened on 2 August 2018 and ended on Sunday 2 September 2018. We invited comments in the following ways:

- by completing our online survey
- by emailing responses to our survey in either English or BSL
- by phone using contactSCOTLAND-BSL (if appropriate)
- by attending our consultation events

Six people came to our public consultation events and 27 individuals filled in our survey. We are grateful to everyone who gave us their ideas, suggestions and, in some cases, details of their life experiences which helped us to gain a better understanding of some of the challenges which BSL users can face on a day-to-day basis. You can find a summary of the feedback which we received here <https://www.argyll-bute.gov.uk/have-your-say/consultation-diary> This has been used to shape our final Joint Local BSL Plan.



3.3 Review and Monitoring

It is important to acknowledge that the BSL plan remains adaptable and flexible to the priorities set out by all of the organisations involved in its delivery, particularly when circumstances may change.

The plan will be monitored each year by the Council's Policy and Resources Committee.

NHS Highland Health Board will keep track of progress by yearly contact with BSL user groups and six monthly steering group meetings to ensure identified actions are progressing so that we can report back to the Scottish Government in 2020. Information on joint working in Argyll and Bute will be fed back into the NHS Highland action plan and vice versa.

3.4 The BSL Plan in the Corporate Structure

- 3.4.1 Overall responsibility for the Plan within the Council lies with the Chief Executive and the Policy Lead for Corporate Services
- 3.4.2 The senior officer with operational responsibility for overseeing the preparation and monitoring of the plan within the Council is the Head of Improvement and HR. Delivery of the individual actions in the plan are the responsibility of the named services.
- 3.4.3 Any queries about the Council's day-to-day operation of the Plan should be emailed to equality@argyll-bute.gov.uk and will be co-ordinated by the Performance and Improvement team.

3.5 Position with operational responsibility over the Plan

The senior officer within Argyll and Bute Council with operational responsibility for overseeing the preparation and monitoring of the Joint Local Plan within Argyll and Bute Council is:

Jane Fowler
Head of Improvement and HR
Customer Services

Tel: 01546 604466
Email: Jane.Fowler@argyll-bute.gov.uk



Argyll and Bute Council
Kilmory
Lochgilphead
PA31 8RT

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

The senior officer within NHS Highland Health Board with operational responsibility for overseeing the monitoring of the plan is the:

Principal Officer Inequalities,
NHS Highland,
Larch House
Stoneyfield Business Park
Inverness
IV2 2PA

4 Delivery of the Plan and Resourcing

- 4.1.1 The Improvement and HR service leads on the preparation and monitoring of the BSL Plan for Argyll and Bute Council. Heads of Service across other Council services are responsible for the delivery of actions in their own services.
- 4.1.2 Lead officers will provide regular update reports to the Head of Improvement and HR, the Policy Lead for Corporate Services and the Policy and Resources Committee through the monitoring of the plan.
- 4.1.3 The plan will be put into practice by using existing resources, noting the current challenging financial position facing all the organisations' involved in its delivery. Strong working relationships between us, and with other bodies which deliver services and activities through BSL will support the effective implementation of our BSL plan, thus creating more opportunities for BSL to be used. Where possible, we will seek external

financial support to invest resources in BSL education, language, the economy and culture.

5 Promotion of the Plan

- 5.1.1 The plan will be promoted to all Council employees and Elected Members through the use of the website, 'The Hub' (which is the staff intranet) and newsletters.

NHS Highland Health Board will make people aware of the plan through staff emails, the Integrated Joint Board for the HSCP, senior operational management meetings and the NHS Highland website including the page for Argyll and Bute.

- 5.1.2 Externally, the plan will be promoted through the use of social media sites e.g. Facebook; Twitter; Argyll and Bute Advice Network (ABAN); Healthy Argyll and Bute; Locality Planning Groups; Community Planning Groups and local and national deaf organisations.

6 Summary of the Joint Local BSL Plan

6.1 Aim

- a) The overall aim of the plan is to create a working environment where BSL language and culture is visible and promoted within our organisations and throughout our communities. The Plan builds on the work Argyll and Bute Council and NHS Highland Health Board have undertaken in the past in promoting BSL and recognises the benefits of bilingual learning.
- b) To improve access to a wide range of information and public services in BSL
- c) To improve access to health care and mental health services in BSL
- d) To build the skills of qualified BSL/English interpreters to work in specialist settings like health and mental health
- e) To promote the use and understanding of BSL

6.2 Key Actions

- a) Argyll and Bute Council and NHS Highland Health Board will promote the range of BSL resources which are available to our service users.
- b) We will also ensure that the principle, introduced by the National British Sign Language Plan, to protect and support British Sign Language is followed across all of our services.
- c) We are committed to the promotion of BSL education, language, cultural and economic activities through continued awareness raising and language learning opportunities for children, employees and our communities.
- d) We will make sure that any new and current policies are in line with the BSL Plan.

6.3 Mainstreaming British Sign Language

Argyll and Bute Council and NHS Highland Health Board recognise the various goals listed in the National BSL Plan will mainly be put in practice through their individual action plans working in partnership, but there will also be opportunities to promote and develop BSL through existing policy measures. This Plan summarises the activities that Argyll and Bute Council and NHS Highland Health Board have already mainstreamed in terms of the use of BSL. We see this as a way of including BSL as an everyday part of life in Scotland.

Argyll and Bute Council's Teacher of the Deaf helps families who use signing to learn it as part of her regular visits with them. To date, the National Deaf Children's Society (Scotland) has funded family home signing sessions for three families within Argyll and Bute, as well as organising and delivering an online BSL Level 1 course at one of the schools within the area.

Sign Supported English (SSE) is currently used in six schools within Argyll and Bute to help deaf children to communicate with their friends and staff, and to assist them to access the curriculum. SSE takes the signs from BSL and uses them in the order that the words would be spoken in English. This means a working knowledge of the signs for different words is needed in order to understand and use SSE, but the more complex grammar of BSL is not. At one particular school, SSE has been used in class for at least 3 years giving children a basic level of sign vocabulary which is used throughout the day. Employees went to training sessions which took place out of school hours to help them to develop their signing. This has resulted in increased interest and



use of signing around the school. In another primary school, staff have recently attended BSL training delivered by the University of Highlands and Islands to develop the delivery of BSL in the school. Staff intend to continue with the training in academic session 2018-2019.

NHS Highland Health Board has an existing partnership and service level agreement with Highland Council to provide BSL interpretation and translation to anyone who requires support when accessing its services or attending appointments.

We recognise it is important to have effective communication. For all patients/service users who have sensory impairment (sight, hearing, multi-sensory), we aim to overcome any communication challenges. This can include face to face interpreting.

Both Argyll and Bute Council and NHS Highland Health Board have been using and promoting communication between their organisations and BSL users via contactSCOTLAND-BSL. This is an online interpreting video relay service (VRS) which enables BSL users to contact public and third sector services and vice versa. Whilst contactSCOTLAND-BSL will not remove the need for face to face interpreting provision, it will increase telephone accessibility between BSL users and service providers.

One of the main aims of the Scottish Government's National Plan is to increase awareness of and use of contactSCOTLAND-BSL as a means of communication. Patients/service users who have used contactSCOTLAND-BSL have reported that it provided them with:

- Access to a remote interpreter within their own home within minutes
- The option of a male or female interpreter
- Anonymity when accessing services (avoids the need to rely on friends or family members for sensitive matters)
- Access to a range of public bodies and third sector organisations
- Access to NHS 24 when their GP surgery is closed

More information on how to register for [contactSCOTLAND-BSL](https://contactscotland-bsl.org) and frequently asked questions and answers can be found at <https://contactscotland-bsl.org>

7.0 The National BSL Plan

The National BSL Plan focuses on ten long-term goals, all of which have a vital contribution to make in increasing the numbers of people learning, speaking and using BSL in Scotland. We are committed to ensuring the National Plan is implemented. The Action Plan at the back of this document sets out how we will achieve that aim.



7.1 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”.

7.2 Family Support, Early Learning and Childcare

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 D/deaf or Deafblind child and their family offered the right information and support at the right time to engage with BSL”.

7.3 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”.

7.4 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”.



7.5 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”.

7.6 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.”

7.7 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”.

7.8 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”.



8 Action Plan

1 Across All Our Services						
	We will:	Success Measure	National Plan Action Point(s)	NHS Highland Plan Action Point(s)	Timescale	Lead
1.1	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.	Monitor uptake of our BSL services, including requests for translations and interpretation services, and downloads of BSL material from our website	2	4.1- 4.15	By October 2020 2024	Head of Improvement & HR; Head of Adult Services (East) NHS Highland



1.2	<p>Improve access to our information and services for BSL users, including making our website more accessible to BSL users.</p>	<p>Provide a BSL translation of our Complaints Procedure</p> <p>Translate key pieces of guidance into BSL where demand has been identified</p> <p>Provide a BSL translation of what to do if you are worried a child or an adult may be at risk of harm</p> <p>Raise general awareness of our BSL Plan and associated activities amongst staff</p> <p>Offer alternative communication methods where possible (for example give the option to text or email rather than phone and highlight the availability of face-</p>	3,4	4.4	<p>By October 2020</p> <p>2024</p> <p>October 2020 – October 2024</p> <p>By October 2020</p> <p>2018 – 2024</p> <p>Ongoing</p>	<p>Head of Improvement & HR</p> <p>NHS Highland</p> <p>Head of Improvement & HR</p> <p>Head of Improvement & HR</p> <p>Head of Improvement & HR</p> <p>All Council Heads of Service</p>
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		<p>to-face BSL translators if required)</p> <p>Make use of social media to promote our services among the BSL community</p> <p>Develop a Translation and Interpretation Policy so that staff can easily access the appropriate communication for service users</p>			<p>Ongoing</p> <p>By December 2019</p>	<p>All Council Heads of Service</p> <p>Head of Improvement & HR</p>
1.3	<p>Promote the use of the Scottish Government's nationally funded BSL online interpreting video relay services called 'contactSCOTLAND-BSL' to staff and to local BSL users. This is a free service which allows BSL users to contact public and third sector services and for these services to contact them.</p>	<p>Add a link to the service into our email signatures</p>	5		June 2019	<p>Head of Customer & Support Services</p>



		<p>Add links to the service into key documents and guidance</p> <p>Add a link to the service on each school's website</p> <p>Investigate creating alternative communication methods. For example, by giving the option to text, email or use contactScotland –BSL when confirming appointments</p>		4.10	<p>2018 - 2024</p> <p>By October 2020</p> <p>2024</p>	<p>All Council Heads of Service</p> <p>Head of Education – Lifelong Learning & Support</p> <p>NHS Highland</p>
1.4	Signpost staff who work with BSL users to appropriate BSL awareness training	Work with other local public bodies to identify BSL training opportunities for employees	6		2018 - 2024	Head of Improvement & HR
We will continue to:						
1.5	Promote the Communication Support Service within NHS Highland Health Board and Argyll and Bute HSCP					



1.6	Use Plain English where we can in our documents and on our websites					
1.7	Promote the link to contact SCOTLAND-BSL on Argyll and Bute Council and NHS Highland Health Board's websites					
1.8	Provide Deaf Awareness training for all staff (particularly employees who engage with members of the community), and make sure appropriate material and links are available to help their understanding					
2	Family Support, Early Learning and Childcare					
	We will:	Success Measure	National Plan Action Point(s)	NHS Highland Plan Action Point(s)	Timescale	Lead
2.1	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 D/deaf or Deafblind child.	Produce a pack containing deaf friendly educational resources and information about deaf culture for parents, nurseries and health visitors which will also include links to additional online resources	10,11,12		January 2019	Head of Education – Lifelong Learning & Support



		Provide Early Years' employees with access to training on basic BSL and fingerspelling			August 2018 onwards	Head of Education – Lifelong Learning & Support
		Make sure our children's services have access to nationally developed BSL resources and advice within key programmes such as Bookbug			When available	Head of Education – Lifelong Learning & Support & liveArgyll
We will continue to:						
2.2	Give staff and children at nurseries basic BSL training in preparation for deaf children attending those establishments					
3	School Education					
	We will:	Success Measure	National Plan Action Point(s)	NHS Highland Plan Action Point(s)	Timescale	Lead
3.1	Contribute to the Scottish Government's investigation of the level of BSL held by	Carry out a survey every year in schools to collect information on the level of BSL held by teachers	17, 18		From April 2019	Head of Education - Learning and

	<p>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.</p>	<p>and support staff</p> <p>Keep in touch with the General Teaching Council for Scotland (GTCS) to remain up to date with current guidance on BSL</p> <p>Keep up to date records on where and how BSL is being offered in schools and report this to the Scottish Government</p>			<p>Ongoing</p> <p>From April 2019</p>	<p>Teaching</p> <p>Head of Education - Learning and Teaching</p> <p>Head of Education - Learning and Teaching</p>
3.2	<p>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</p>	<p>Consult with deaf parents who have children in schools within Argyll and Bute to find out if there are any barriers to their involvement with their child's education and how this could be improved. Communicate any lessons learned/good practice to</p>	20, 21		By October 2020	Head of Education - Learning and Teaching



	education.	Education Scotland				
3.3	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>Maintain ongoing contact with Scotland's National Centre for Languages (SCILT) to keep up to date with information and support on BSL</p> <p>Review lessons learned from a pilot project to teach BSL101 to Primary 4 hearing and deaf students at a primary school within Argyll & Bute, and share examples of good practice with SCILT. BSL101 is an Introduction to British Sign Language course which teaches learners how to meet and greet; understand basic conversation and numbers, and to give and follow simple directions and information.</p>	23		<p>Ongoing</p> <p>August 2018 – June 2019</p>	<p>Head of Education - Learning and Teaching</p> <p>Head of Education - Learning and Teaching</p>
		Make BSL online resources readily accessible to practitioners			January	Head of Education -



		<p>through the Argyll and Bute Education blog</p> <p>From 2021 every child is entitled to learn a first additional language from primary one and a second by primary five. This entitlement continues until the end of S3. We will promote BSL as a language which can be learned as part of the 1+2 Languages policy.</p>			<p>2019</p> <p>October 2024</p>	<p>Learning and Teaching</p> <p>Head of Education - Learning and Teaching</p>
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3.4	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.	<p>Provide a wide range of information, advice and guidance in BSL that is being developed by Skills Development Scotland, to pupils and students to support their career and learning choices and the transition process</p> <p>Argyll and Bute Council's Education Service will work closely with the regional officer for Developing the Young Workforce to make sure training providers and employers are given appropriate support and advice to encourage more diverse recruitment and to make sure they fully understand their responsibilities as an employer</p>	34		<p>When available</p> <p>October 2024</p>	<p>Skills Development Scotland & Head of Education – Lifelong Learning & Support</p> <p>Head of Education – Lifelong Learning & Support</p>
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3.5	<p>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.</p>	<p>Argyll and Bute Council’s Education Service will work with the regional officer for Developing the Young Workforce, employers and relevant partner agencies to raise awareness of the “Access to Work” scheme for employers. This will make sure BSL users who are in employment are aware of the “Access to Work” Scheme and can benefit from the support it provides</p> <p>Raise awareness of the services of “Access to Work” in recruitment documentation, Council policies and through the Modern Apprenticeship Scheme</p>	35		<p>October 2024</p> <p>By October 2020</p>	<p>Head of Education – Lifelong Learning & Support</p> <p>Head of Improvement & HR</p>
We will continue to:						
3.6	<p>Make sure interpreter support is available for young people to access work placements, and deaf awareness training is provided before the placement starts</p>					



4 Training, Work and Social Security						
	We will:	Success Measure	National Plan Action Point(s)	NHS Highland Plan Action Point(s)	Timescale	Lead(s)
4.1	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.	Careers Advisers are based in all secondary schools within Argyll and Bute. Careers Advisers will work with pupils who use BSL to signpost them to information, advice and guidance in BSL being developed by Skills Development Scotland (SDS).	28		When available	Skills Development Scotland & Head of Education – Lifelong Learning & Support
5 Health (including social care), Mental Health and Wellbeing						
	We will:	Success Measure	National Plan Action Point	NHS Highland Plan Action Point(s)	Timescale	Lead
5.1	Signpost BSL users to health and social care information available in BSL (to be	Please see NHS Highland plan for specific details	40(a), 40(b)	4.1 - 4.12	2024	NHS Highland & NHS Health



	produced by NHS Health Scotland and NHS24), and b) develop complementary information in BSL about local provision, as appropriate	www.nhshighland.scot.nhs.uk				Scotland
5.2	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	Investigate technology enabled care systems such as telehealth applications to support people to self-manage long term health conditions at home. Promote text services for Deaf, hard of hearing or people who are speech impaired to contact the emergency services. We will do this by linking the emergency SMS website to NHS Highland website http://www.emergencysms.org.uk/registering_your_mobile_phone.php	41, 42	4.5	2024	NHS Highland
				4.12	2024	NHS Highland



		Complete a comprehensive Universal Adult Assessment (UAA) with BSL users, using BSL interpreters to outline what care services are available should BSL users need care. This is considered to be specifically useful for community based assessments. Hospital based assessments will be different because “it is the responsibility of staff to book communication support to help Deaf, deafened, deafblind or hard of hearing people access NHS Highland Services”.			October 2024	Head of Adult Services East
5.3	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)	Publicise the learning resources for health and social care staff developed by NHS Health Scotland and See Hear Highland Education	43	4.2 - 4.3	2024	NHS Highland & NHS Health Scotland



		Promote deaf awareness training available from See Hear Highland Education & Learning Services (SHHELS) for independent contractors e.g. Pharmacists, Optometrists, Dentists.		4.11	2024	NHS Highland
5.4	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.	NHS Highland will work with national partners and keep up to date with guidance to improve individual patient health records. We aim to ensure that patients' communication and access needs are recorded at the first available opportunity. We will ask permission to share this information across NHS Highland where relevant.	44	4.9	2024	NHS Highland
5.5	Review the mental health support that is available to the deaf community.	Where possible develop psychological therapies that can be offered on a fair and equal basis to BSL users	45(a)	4.6	2024	NHS Highland



		Signpost BSL users to out of hours support for example Breathing space and NHS 24		4.7	2024	NHS Highland
5.6	Support and work with NHS Health Scotland to implement a new national Interpretation and Translation Policy which includes BSL provision.	Review guidance and policies on arranging interpretation and translation services. We will make sure staff can easily access the translation services. We will make sure staff can easily access the appropriate communication method for patients/service users.	46	4.8	2024	NHS Highland
5.7	Take steps to improve access to information about sport, and to local sports facilities and sporting opportunities	Improved access to information about sport, local sports facilities and sporting opportunities	48		2024	liveArgyll



5.8	<p>Make sure any local work to tackle social isolation explicitly considers the needs of BSL users</p>	<p>Investigate the potential to create an online community forum for BSL users to communicate with each other, and with the Council</p> <p>Create a “loop capital” as a pilot project in Dunoon so that hearing Loops are available in all shops/businesses in the town.</p> <p>Work with partners to make sure that any local work to deal with social isolation explicitly considers the need of BSL users</p>	49	4.13	<p>October 2024</p> <p>December 2020</p>	<p>Head of Adult Services East; Head of Customer & Support Services</p> <p>Head of Adult Services East</p> <p>NHS Highland</p>
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6 Transport						
	We will:	Success Measure	National Plan Action Point(s)	NHS Highland Plan Action Point(s)	Timescale	Lead
6.1	Make sure BSL users can participate in the on-going feedback process of the 'Going Further: Scotland's Accessible Travel Framework' as individuals and staff.	<p>Promote BSL awareness training to regulated transport service providers, such as taxi provision and patient transport.</p> <p>Encourage private transport providers contracted by NHS Highland to have access to technology to support communication with BSL users. We will also encourage them to be deaf aware.</p>	50	<p>5.1</p> <p>5.2</p>	<p>2024</p> <p>2024</p>	<p>NHS Highland</p> <p>NHS Highland</p>
6.2	Develop and provide training for transport providers which includes strategies for communicating with BSL users	Make sure those involved in school transport, have access to deaf awareness training	53		October 2024	Head of Facility Services



	(patients and staff).					
We will continue to:						
6.3	Promote Journey Assistance Cards to local bus operators and BSL users					
7	Culture and Arts					
	We will:	Success Measure	National Plan Action Point(s)	NHS Highland Plan Action Point(s)	Timescale	Lead
7.1	Enable BSL users to take part in culture and the arts as participants, audience members and professionals.	Investigate how we can help BSL users to become more involved in culture and the arts as participants, audience members and professionals	54		2024	Argyll and Bute Council & liveArgyll

8		Democracy				
	We will:	Success Measure	National Plan Action Point	NHS Highland Plan Action Point(s)	Timescale	Lead
8.1	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	<p>Provide links on Argyll and Bute Council's website 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</p> <p>Make sure BSL video information on voting processes, developed by the Electoral Commission, is available (or links provided) on Partner websites</p> <p>Make sure BSL training information provided by the Electoral Commission is given to all relevant electoral staff</p>	65		<p>When available</p> <p>When available</p> <p>When available</p>	<p>Scottish Government & Head of Governance & Law</p> <p>Electoral Commission & Head of Governance & Law</p> <p>Electoral Commission & Head of Governance & Law</p>



		Raise awareness amongst Elected Members of the contactSCOTLAND–BSL service			By October 2019	Head of Governance & Law
8.2	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.	Raise awareness among our executive and non-executive Board members about contactSCOTLAND-BSL	69	6.1	2024	NHS Highland
		Work with partners to develop and promote accessible guidelines for activities and events		6.2	2024	NHS Highland