





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>



1638 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 they used a language other than English at home. In Argyll and Bute, 152 people of those aged 3 and over said they used a language other than English at home.





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



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 Bof



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



Argyll and Bute Council
Kilmory
Lochgilphead
PA31 8RT

British Sign Language (BSL) users can contact us via [contactSCOTLAND-BSL](https://www.scotland.gov.uk/contact/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



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



6.2 Key Actions

a)



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.



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 to ensure they can access services and participate in their community.”



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	
				By October 2020	Head of Improvement & HR; Head of Adult Services (East)	



1.2 Improve access to our information and services for BSL users, including making our website more accessible to BSL users.

Provide a BSL translation of Complaints Procedure

4.4

By October 2020

Head of Improvement & HR

2024

NHS Highland

October 2020 – October 2024

Head of Improvement & HR

Provide a BSL translation of what to do if you are worried a child or an adult may be at risk of harm

By October 2020

Head of Improvement & HR





		<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>



		Add links to the service into key documents and guidance		2018 - 2024	All Council Heads of Service
		Add a link to the service on each school's website		By October 2020	Head of Education – Lifelong Learning & Support
		Investigate creating alternative communication methods. For example, by giving the option to text, email or use contactScotland –BSL when confirming appointments	4.10	2024	NHS Highland
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 &



- 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





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.

and support staff

Teaching

Keep in touch with the General Teaching Council for Scotland (GTCS) to remain up to date with current guidance on BSL



	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		When available October 2024	Skills Development Scotland & Head of Education – Lifelong Learning & Support Head of Education – Lifelong Learning & Support
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- 3.5 ~~R~~aise awareness locally of the UK Government's 'Access to Work' (AtW) scheme with employers and with BSL users (including those on Modern Apprenticeships) so





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.

41, 42

4.5

2024

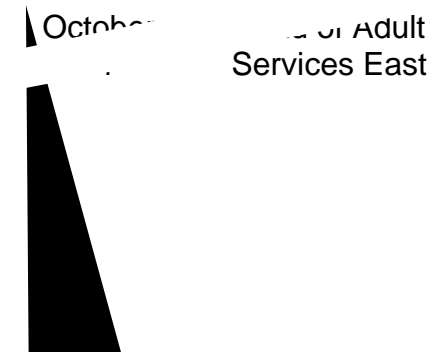
NHS Highland

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



Complete a comprehensive Universal Adult Assessment (UAA) with BSL users, using BSL interpreters to outline what care services are available to BSL users not in hospital. 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”.



5.3 Signpost health and



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



		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	Make sure any local work to tackle social isolation explicitly considers the needs of BSL users	Investigate the potential to create an online community forum for BSL users to communicate with each other, and with the Council	49	October 2024	Head of Adult Services
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(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	0 1 5.4000			



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