

Section 4

Fife’s British Sign Language Plan

BRITISH SIGN LANGUAGE OUTCOMES 2018 - 2024

Outcome 1: Scottish Public Services

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

“Across the Scottish public sector, information and services will be accessible to B.S.L. users”

By 2024, the actions we will take in Fife are:

.Ref.	Actions	Measure	Accountability
1.1	Analyse existing evidence we have about B.S.L. users in our organisation; identify and fill key information gaps so that we can establish baselines and measure our progress	Report produced detailing current situation.	All Partners
1.2	Improve access to our information and services for B.S.L. users, including making our website more accessible to B.S.L. users	Audit of evidence of information being available in B.S.L	All Partners
1.3	Promote the use of the Scottish Government’s nationally funded B.S.L. online interpreting video relay services called ‘contact SCOTLAND-B.S.L.’ to staff and to local B.S.L. users. This is a free	Number of B.S.L. users registered with ‘contact SCOTLAND-B.S.L.’	All partners

	service which allows B.S.L. users to contact public and their sector services and for these services to contact them.		
1.4	Information on Council services will be provided in B.S.L. on request	Number of B.S.L. users requesting their preferred format	All Partners
1.5	NHS Fife and Fife's Health & Social Care Partnership to undertake communication support for service users and support implementation with B.S.L. user involvement	<p>Number of service users utilising services from the H&SC Partnership.</p> <p>Uptake from service users completing registration forms for shared data across the H&SCP</p> <p>Increase the number of service users accessing communication support across the H&SC Partnership</p> <p>Number of complaints/positive feedback raised about B.S.L. provision across the H&SC and NHS Acute Services</p>	NHS Fife / Deaf Communication Service
1.6	Provide training to staff in Fife Council and external agencies who work with B.S.L. users around Deaf Awareness & Culture Training and B.S.L. Taster sessions	Number of staff trained and outcomes of training reported.	Deaf Communication Service
1.7	Provide B.S.L. tuition and support to families to enhance communication between parents, siblings and wider family members	Number of training courses delivered and number of people who have attended courses.	Deaf Communication Service
1.8	Work with Early years, Schools and	Range of information available in	Deaf Communication Service,

	Colleges around making information accessible to B.S.L. users	B.S.L.	SRUC, Fife College
1.9	Work within the Health and Social Care Partnership, providing training to staff around accessible information for B.S.L. users including health information	Number of people who have attended training and reported outcomes	NHS Fife / Deaf Communication Service
1.10	Work with B.S.L. users to improve web based access to a wide range of Council services by filming relevant video clips in B.S.L.	Number of complaints/positive feedback with regards to access	Deaf Communication Service
1.11	Provide and promote communication support for all Fife Council services and external agencies who require registered B.S.L. Interpreters, Tactile B.S.L. (hands on) Interpreters, Deafblind Manual Interpreters, Lipspeakers with signed input	Details of what action that has been taken to promote support. Feedback from people who use B.S.L if this has improved their experience of receiving appropriate support.	Deaf Communication Service
1.12	Ensure employment agencies are aware of Access to Work in supporting B.S.L. users into employment	Details of action taken to raise awareness of Access to work and outcomes reported	Opportunities Fife (Health & Disability Delivery Group)
1.13	Promote text service/SMS to B.S.L. users to have urgent letters translated	Increase in use of SMS with DCS	Deaf Communication Service
1.14	Review drop-in service to take account of B.S.L. users' needs in Fife	Number of B.S.L. users requesting drop-in service	Deaf Communication Service

Outcome 2: Family Support, Early Learning and Childcare

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

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

By 2024, the actions we will take are:

Ref.	Actions	Measure	Accountability
2.1	Sensory Support (Deaf) service continues to employ a Deaf Communication Support worker who provides a B.S.L. family support group for families of newly identified deaf children. This is held in South Parks school in Glenrothes and St Margaret’s school in Dunfermline.	One session in each location is held every week. Approximately five families access this provision. Take up of this service will continue to be monitored and qualitative feedback sought.	Education Services
2.2	Support hearing families with Deaf children to learn Sign Language and be offered other support to enable them to be more involved in their child’s education	Number of People accessing training	Deaf Communication Service
2.3	Provide early years staff with information about B.S.L. and Deaf culture, and about resources that are available in B.S.L., so that they can meet the needs of families with a Deaf or Deafblind child.	Feedback from families	Deaf Communication Service

Outcome 3: School Education

We share the long-term goal for school education set out in the B.S.L. National Plan, which is:

“Children and young people who use B.S.L. will get the support they need at all stages of their learning, so that they can reach their full potential; parents who use B.S.L. 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 B.S.L. at school”

By 2024, the actions we will take are:

Ref.	Actions	Measure	Accountability
3.1	Make signed books available to families and schools including spelling assessments for deaf students in primary schools	List of signed books available – Explore most appropriate and accessible location for this resource.	Education Services
3.2	Deaf students in school to give deaf awareness session/B.S.L. input to key school staff (office, janitorial and kitchen staff)	Record number of staff trained.	Education Services
3.3	A B.S.L. signing resource to be provided to schools which covers introductory skills to make deaf parents and students feel welcome	Explore most appropriate and accessible location for this resource.	Education Services
3.4	Work with the SQA to introduce B.S.L. into secondary schools	1. SQA to produce B.S.L. course 2. Introduction into Secondary schools when sufficient staff available.	Education Services

Outcome 4: Post-School Education

We share the long-term goal for post-school education which is:

“B.S.L. users will be able to maximise their potential at school, will be supported to transition to post-school education if they wish to do so and will receive the support they need to do well in their chosen subject(s)”.

By 2024, the actions we will take are:

Ref.	Actions	Measure	Accountability
4.1	Make more college information available in B.S.L.	Student data and general population data detailing the number of Deaf/B.S.L. users in the SRUC campus area	Ongoing – SRUC
4.2	Publish a guidance document and video from B.S.L. students on the application process	Increase in the number of B.S.L. students applying to colleges	SRUC
4.3	Increase and facilitate the provision of communication support to B.S.L. users e.g. through producing accessible course materials and encouraging students to use apps	Greater accessibility of student materials in different formats	SRUC
4.4	B.S.L. actions and outcomes included in equality outcome agreement and Access & Inclusion Strategy	Awareness event across 6 campuses Attendance by Deaf Action and other organisations	SRUC
4.5	Providing accessible information about what B.S.L. users can expect from the college.	Increase in the number of B.S.L. students applying to college in Fife	Fife College
4.6	Full access to open days for prospective students who use B.S.L.	Feedback from people who use B.S.L.	Fife College
4.7	Support throughout the student journey for students who use B.S.L. (including completing application forms, interviews, applying for Disabled Students	Information on available support Feedback from people who use B.S.L.	Fife College

	Allowance etc.)		
4.8	Support during the transition process, which needs to be agreed between the school and college	Feedback from people who use B.S.L on their experience of this process.	Fife College
4.9	Access to information within the college campus	Range of information available in B.S.L	Fife College
4.10	Invite continuous feedback from students/prospective students and staff who use B.S.L. over the coming year/18 months after adopting this plan.	Number of B.S.L. users requesting their preferred format Student survey	Fife College
4.11	Commit to reviewing/refreshing this plan which includes more 'local' actions (based on that feedback) after the national progress report (due October 2020).	Student data and general population data detailing the number of Deaf/B.S.L. users in the Fife area	Fife College
4.12	By working with Deaf Communication Services to provide interpreters to work with Fife College staff and the student to complete SAAS application forms.	Number of B.S.L. users requesting their preferred format Deaf Communication Service work with Fife Colleges to provide awareness sessions for students and staff	Fife College
4.13	Currently Health and Social Care Partnership, Deaf Communication Service work with colleges to provide B.S.L. interpreters to support learning	Student data and general population data detailing the number of Deaf/B.S.L. users in the Fife area	Fife College and SRUC

Outcome 5: Training, Work and Social Security

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

“B.S.L. 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, the actions we will take are:

Ref.	Actions	Measure	Accountability
5.1	Signpost pupils and students to a wide range of information, advice and guidance in B.S.L. (on request) about their career and learning choices and the transition process	Number of B.S.L. (pupils and students) users leaving education and further education Number of B.S.L. (pupils and students) accessing information, advice and guidance in B.S.L.	Colleges, Skills Development Scotland (SDS) Employability Service Providers via Health and Disability Delivery Group
5.2	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 B.S.L. users	Awareness sessions to employability service staff on support available for working alongside B.S.L. users and needs of B.S.L. users and outcomes achieved from this Information for employers on best practice for the Recruitment, Selection, Training and Retention of B.S.L. Users and feedback on impact	Deaf Communication Service Deaf Communication Service & Fife Council Supported Employment Service
5.3	Raise awareness locally of the UK Government’s ‘Access to Work’ (AtW) scheme with employers and	Data from DWP related to number of B.S.L. users in Fife requesting	Deaf Communication Service

	with B.S.L. users (including those on Modern Apprenticeships) so that they can benefit from the support it provides	Access to Work funding	
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Outcome 6: Health, Mental Health and Wellbeing

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

“B.S.L. 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, the actions we will take are:

Ref.	Actions	Measure	Accountability
NHS Fife and Fife’s Health and Social Care Partnership including Primary Care			
6.1	A full system review of B.S.L. communication supports for patients/ service users will be carried out and the findings implemented.	<ul style="list-style-type: none"> • Number of individuals utilising new systems of working • Uptake from individuals completing registration forms to use systems of working • Reduction in the number of complaints made about B.S.L. provision • Reduction in the number of concerns raised about B.S.L. provision • Increase in the number of compliments about B.S.L. provision 	<p>June 2018 – March 2019</p> <p>NHS Fife Equality and Human Rights Strategy Group, NHS Fife Board</p> <p>Fife’s Health and Social Care Partnership</p>
6.2	NHS Fife will ensure that once the review of Communication Supports is complete then work will commence to raise awareness of B.S.L. language With a focus on:	<p>Number of public awareness messages issued raising awareness of B.S.L.</p> <p>Number of staff who attend training</p>	<p>March 2019 – Sept 2020</p> <p>NHS Fife Equality and Human Rights Strategy Group, NHS</p>

	<ul style="list-style-type: none"> • public awareness messages • staff training 	and outcomes reported	<p>Fife Board</p> <p>Fife's Health and Social Care Partnership</p>
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6.3	A statement about access to communication support for all Sensory Impairments to be included in organisational policies and procedures	Number of patient/service user related policies that includes the statement	<p>May 2018 – Dec 2018</p> <p>NHS Fife Fife Health & Social Care Partnership Clinical Governance Group HR Policy Group General Policy Group</p>
6.4	NHS Fife Interpreting and Translation Service and Deaf Communication Service will promote 'Contact Scotland' to B.S.L. users and also raise awareness of the service with partners	<ul style="list-style-type: none"> • Number of individuals using service • Number of leaflets distributed 	<ul style="list-style-type: none"> • May 2018 – Dec 2018 • NHS Fife Equality and Human Rights Team • Fife's Health & Social Care Partnership – Deaf Communication Service
6.5	NHS Fife will distribute the nationally developed NHS Inform Communication Support Cards for people throughout its networks.	Number of cards distributed	<p>June 2018 onwards</p> <p>NHS Fife Equality and Human Rights Team</p>
6.6	Access to Psychological Mental Health online resources will be increased	Number of times the online B.S.L. resources are used	NHS Fife Psychology Services NHS Fife Equality & Human Rights Team
6.7	Ensure that B.S.L. users and health and social care staff are aware that 'hands on interpreters' can be booked for health appointments	Number increases in the number of times this request is made when booking appointments	NHS Fife Equality & Human Rights Team

			Deaf Communication Service
6.8	Ensure the formal complaints procedure for NHS Fife and Fife Council is available in a B.S.L. format	Completion of the B.S.L. video clip	NHS Fife Equality & Human Rights Team Deaf Communication Service
6.9	Deaf community to work with NHS and Fife's Health and Social Care Services to explore ways that ensures that Deaf people waiting on appointments do not miss the appointment if it is announced	Working group established to progress and measure	Deaf community reps NHS Fife Fife's Health and Social Care Partnership
6.10	Ensure all frontline staff and Health and Social Care staff have the opportunity to attend deaf awareness training or enhanced training	Number of staff attending training sessions and reported outcomes from training	NHS Fife Equality & Human Rights Team Deaf Communication Service
6.11	Signpost B.S.L. users to health and social care information available in B.S.L. (to be produced NHS Health Scotland and NHS24) and develop complementary information in B.S.L. about local provision, as appropriate	Feedback from B.S.L. users	NHS Fife Equality & Human Rights Team Deaf Communication Service
6.12	Work with B.S.L. users to develop information in B.S.L. about local health and social care provision	Range of information available in B.S.L.	Deaf Communication Service
6.13	Signpost B.S.L. users to health and social care information available in B.S.L. through internal systems and wider use of social media	Feedback from B.S.L. users	Deaf Communication Service
6.14	Through integration boards, ensure that psychological therapies can be offered on a fair and equal basis to B.S.L. users	Feedback from B.S.L. users	Deaf Communication Service
6.15	Take steps to improve access to information about sport, and to local sports facilities and sporting opportunities	Feedback from B.S.L. users	Deaf Communication Service

6.16	Ensure that any local work to tackle social isolation explicitly considers the needs of B.S.L. users	Feedback from B.S.L. users	Deaf Communication Service
6.17	Increase awareness on how to access the range of communication support available through the Deaf Communication Service	Feedback from B.S.L. users	Deaf Communication Service
6.18	Support health and social care staff to access available training in B.S.L. and Deaf Culture	Number of staff on training and reported outcomes from training	Deaf Communication Service
6.19	Raise awareness of the Contact Scotland on line Interpreter Service	Feedback from B.S.L. users	Deaf Communication Service

Outcome 7: Culture and the Arts

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

“B.S.L. 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 B.S.L. and Deaf Culture with the people of Scotland”

By 2024, the actions we will take are:

Ref.	Actions	Measure	Accountability
7.1	Enable B.S.L. users to take part in culture and the arts as partakers, audience members (including provision for Deafblind people) and professionals	Increase accessibility to our promotional videos and content by captioning; allowing everyone to understand and share the same experience our content provides. Implement measure to capture this.	Fife Arts and Leisure Trust
7.2	Encourage and support B.S.L. users to consider a career in culture and the arts	Any informative videos on our online platforms, or in venues, will include captions to increase accessibility to this information; removing barriers and allowing the same experience to be had by all. Feedback to be sought from individuals.	Fife Arts and Leisure Trust
7.3	Increase information in B.S.L. about culture and the arts on relevant websites and at venues	Informative videos on our online platforms, or in venues, will include captions to increase accessibility to this information; removing barriers and allowing	Fife Arts and Leisure Trust

		the same experience to be had by all. Evidence of availability will support measure.	
7.4	Improve access to the historical environment, cultural events and performing arts and film for B.S.L. users	Any promotional videos or informative videos would include captions to allow access to information by all users; removing barriers and allowing and allowing access to be had by all. Evidence will be available to support this.	Fife Arts and Leisure Trust
7.5	Encourage and support B.S.L. users of all ages within Libraries, Museums and Galleries.	Promote materials and aids within our facilities across the estate. Evidence of action will be provided to support this measure.	Fife Arts and Leisure Trust
7.6	Deaf volunteers should be available in museums to ensure that Deaf people are able to access museums and help develop services in culture and art	Number of Volunteers available	Fife Arts and Leisure Trust
7.7	Increase information in B.S.L. about culture and the arts on relevant websites and at venues.	Information available on Website in B.S.L.	Fife Arts and Leisure Trust
7.8	Improve access to the historical environment, cultural events and performing arts and film for B.S.L. users.	Increase in umber of B.S.L. users accessing service.	Fife Arts and Leisure Trust

Outcome 8: Justice

We share the long-term goal for justice set out in the B.S.L. National Plan, which is:

“B.S.L. users will have fair and equal access to the civil, criminal and juvenile justice systems in Scotland”.

By 2024, the actions we will take are:

Ref.	Actions	Measure	Accountability
8.1	Provide B.S.L. interpreters to people subject to supervision or for Court Report requests	Availability of B.S.L. interpreters and evidence of take up	Criminal Justice Services
8.2	Identify opportunities for staff to undertake B.S.L. training	Number of staff completing B.S.L. training and reported outcomes as a result	Criminal Justice Service