

**Equality & Access  
for Deaf People Project**

**Interim Report**

*Year One*

*(November 2013 – October 2014)*



# **Equality & Access for Deaf People Project**

## **Project summary**

This project has been set up to improve equality and access of opportunity for Deaf and Deafblind people who use British Sign Language (BSL), Deafblind Manual and other sign systems and are growing up and living in Scotland. The Scottish Government – Equality Unit – funds the project and the BSL and Linguistic Access Working Group (BSL&LAWG) Consortium manages the work of the project.

This Interim Report covers the project's work and its activities for the first year of funding.

## **Context and Landscape for the Project**

Socially and politically, Scotland, with its devolved government, seeks to challenge inequality, enable and empower active citizenship and support improved health, wealth, safety and security for all. It seeks to do this by developing appropriate policies, implementing the relevant legal framework and offering social leadership from its Public and Third Sector organisations.

This project has been developed within this context, seeking to promote and support improved involvement for Deaf and Deafblind people through their active civic participation, enabling equality of opportunity and access to every aspect of Scottish society.

The project's purpose is to improve equality and access for Deaf and Deafblind people in Scotland. This is due to evidence that Deaf and Deafblind people, in particular those who use British Sign Language (BSL), Deafblind Manual and other sign systems, are currently, underrepresented and have limited participation across civil society in Scotland. As a result of discrimination and barriers to development and progression, Deaf BSL users generally underachieve in comparison to their hearing peers and are more likely to be unemployed and on benefits, experience mental health challenges and health inequalities, with limited access to information on health promotion, prevention and management.

## **Project outcomes**

The action plan for this project has been designed to deliver the following commissioned four key outcomes:

1. Produce a fully accessible 'Statement of Intent' and use this as a starting point to seek consensus and adoption of this by public authorities (Local Authorities and NHS Boards) on priorities for improvement and a commitment to change.
2. Proactively and continuously engage with public authorities (Local Authorities and NHS Boards) at a strategic level to seek improved equality of opportunity for Deaf and Deafblind people who uses BSL, their families and their communities.
3. Increase the participation and contribution of Deaf and Deafblind people who uses BSL at a local and national level. Policy development and local service delivery will have improved by means of positive engagement and consideration of sustainable solutions.
4. Through an established method of evaluation, monitoring and reporting – demonstrate and evidence the positive improvements that have been achieved throughout the funding period. Make recommendations for continued improvement across the Public and Third Sector.

The key aim is to ensure that the above four outcomes are delivered without duplicating work already being planned and delivered. In addition we are conscious of finding ways to compliment and add value to existing strategic initiatives, for example the 'See Hear Strategy'.

For more information on our outcomes and how we have worked towards achieving these, please go to the appendix which gives the full LEAP report (this is our self-evaluation tool where we detail our work).

## **Project Development and the Policy Context**

### ***Development***

Over the first months of the project, the focus of the project changed from having a broad remit to a more focussed one. It became more obvious from discussions with the BSL&LAWG Consortium members and SCoD's Policy and Research Officer that it would make more sense to look at the integration of health with social care and the health inequalities / improvement agendas for all Deaf BSL users as well as looking at Education for children and young people who are Deaf. The decision to focus the project on these two specific areas was taken due to time restraints, current legislation and proposed and projected policy and legislative changes due to take place in Scotland over the funding period of the project.

The review of the BSL&LAWG Roadmap helped the development process by highlighting what work has been done and what gaps are still out there. We felt that it was important to look at what public bodies have done to increase the equality and access for Deaf BSL users especially with targeted projects and initiatives, such as the NHS 24 Deaf Access Project and their work with Deafblind Scotland on improving access specifically for Deafblind people. Other areas of good practice have been highlighted, for example, the NDCS Scotland work with the Ayrshire Councils on their Statement of Intent – "Close the Gap" Transitions. This work can be built on if the BSL (Scotland) Bill becomes an Act.

The VAF review process identified a number of cross cutting links that should be explored and strengthened throughout the Third Sector, both through links with other equality organisations such as SDEF, Inclusion Scotland, BEMIS, and the Human Rights Consortium, but also across Scottish Government – funded projects in the Deaf Sector. It is hoped that work started in this area can develop with the project.

Our first piece of work established the knowledge gaps of what we, as Project Officers, needed to know about legislation. We quickly rebalanced this deficit through training, meetings with SCoD, its members and members of the BSL&LAWG. We also introduced a more formal way of working in the Deaf Sector using Memorandum of Understandings (MOU) with each partner organisation – this gave rights on both sides and made sure the project received the necessary support from partners.

As the project developed, it became more obvious that there are a number of cross-cutting initiatives and areas of work that SCoD has been working on with its members for a number of years as well as areas that the project has highlighted that could be amalgamated into one project in the future. This is also true of the outstanding work identified in the Roadmap review.

### ***Policy Context***

The work we have achieved so far on the health agenda with BDA Scotland and NDCS Scotland and other partners can be seen as part of the work that will need to be developed to support the **Health and Social Care Integration** which is now a government programme as a result of the enactment of the **Public Bodies (Joint Working) (Scotland) Act** which was passed in March 2014. This is another piece of legislation that will influence “Getting It Right For Every Child” (GIRFEC) and the See Hear Strategy (SHS) as the processes that must be considered and taken forward by NHS Boards and Local Authorities in partnership with health and social care professionals, the third sector, users, carers and other key stakeholders will have to look at how Deaf people who use BSL, Deafblind Manual and other sign systems are included.

Other health legislation has influenced the work we have done with local authorities and health boards –

- **Public Health etc. (Scotland) Act 2008**, which places a duty on local authorities to protect public health and places a duty on health boards and local authorities to co-operate as well as putting in place joint public health protection plans;
- **Patient Rights (Scotland) Act 2011**, which gives Deaf people the right that the health care they receive should consider their needs, consider what would be of optimum benefit to them, encourage them to take part in decisions about their health and wellbeing, and provide information and support for them to do so. The Act also led to the Charter of Patient Rights and Responsibilities.

And in a policy context, there is the Government’s **2020 Vision** which states that by 2020 everyone is able to live longer healthier lives at home, or in a homely setting and, that we will have a healthcare system where –

- We have integrated health and social care
- There is a focus on prevention, anticipation and supported self-management
- Hospital treatment is required, and cannot be provided in a community setting, day case treatment will be the norm
- Whatever the setting, care will be provided to the highest standards of quality and safety, with the person at the centre of all decisions.

We have been working with health boards and local authorities to ensure the sharing of good practice and resources will lead to Deaf people who use BSL are encouraged to participate and contribute to discussions about quality healthcare; and to actively seek out their rights.

The **Children and Young People (Scotland) Act** was enacted in March **2014**. This Act means that –

- From August 2014, there will be an increase of free Early Learning and Childcare for 3 and 4 year olds, and 15% of Scotland's most vulnerable 2 year olds.
- There will be better permanence planning for looked after children by giving all 16 year olds in care the right to stay in care until the age of 21 from 2015; extend the support available to young people leaving care for longer (up to the age of 26), and support the parenting role of kinship carers;
- Enshrine elements of the Getting It Right For Every Child (GIRFEC) approach in law, ensuring there is a single planning approach for children who need additional support from services, providing a single point of contact for every child and providing a holistic understanding of wellbeing; and
- Create new duties in relation to the UN Convention on the Rights of the Child and strengthen the Children's Commissioner role.

Much of our person-centred, rights-based work was to make sure that those who will be involved in these aspects of the Children and Young People (Scotland) Act 2014, and more especially GIRFEC, are aware of the needs of children and young people who are Deaf who use or are learning to use BSL, Deafblind Manual and other sign systems. By attending conferences, training workshops and working with NDCS Scotland, Local Authorities and Education Scotland, we have ensured that there is more Deaf Awareness across the GIRFEC landscape.

The **See Hear Joint Sensory Impairment Strategy** was launched in April 2014. This strategy covers all deaf people as well as people with a sight loss and those with a dual sensory loss – who have deafblindness. All age groups are included in the strategy.

“See Hear is a Strategy for both children and adults. It recognises the rising incidence of those illnesses and disabilities that increase with age and acknowledges the work for children with sensory loss taking place through policies such as Getting It Right For Every Child (GIRFEC), the Children and Young People (Scotland) Bill which is currently progressing through Parliament and the Scottish Government’s response to the Doran Review, all of which will have a positive impact on the lives of children and young people with sensory loss. It is set against a background of increasing demand, the requirement for greater efficiency and effectiveness, and Health and Social Care Integration.” Ministerial Foreword, Michael Matheson, then Minister for Public Health.

Work on this strategy will look at linguistic access for all deaf people, not just Deaf and Deafblind people who use BSL, Deafblind Manual and other sign systems. We have started to work with the Local Authority Leads for the See Hear Strategy. We hope that this work will continue to develop alongside the work we have been doing on GIRFEC.

And finally, in October 2014, Mark Griffin MSP submitted his **BSL (Scotland) Bill** to scrutiny by the Scottish parliamentary process. If this Bill is passed and enacted, it will impact on public bodies throughout Scotland. The work that we as the Equality and Access for Deaf and Deafblind People Project have started should be seen as a starting point to support Local Authorities and Health Boards put together their Authority Plans if this is the way forward.

The Scottish Government has suggested that public bodies could work together and produce Statements of Intent; again the work that the project has done with the BDA Scotland in support of their Charter as well as with NDCS Scotland on their Statement of Intent could help develop templates for public bodies to use to develop their own Statement of Intent on BSL.



A third possible option for the BSL (Scotland) Bill could be that public bodies use existing statutory bodies to develop and deliver BSL Plans / Statement of Intents / other – **Community Planning Partnerships** supported by Access Panels and Community Councils that are peopled by Deaf people, their families and their supporters, that feed into regional councils and then into the Scottish Government’s National Planning process. With a structure such as this, it should be relatively easy to put together a representative BSL Advisory Group, which could then influence the National Plan and ensure that every Deaf and Deafblind person in Scotland has their say. The benefit of the Community Planning Partnership approach is that it encourages active citizenship for everyone in Scotland, and could be made fully accessible for all Deaf and Deafblind people fairly easily.

“Community Planning is a process which helps public agencies to work together with the community to plan and deliver better services which make a real difference to people's lives.

The aims of Community Planning in Scotland are:

- making sure people and communities are genuinely engaged in the decisions made on public services which affect them;
- allied to a commitment from organisations to work together, not apart, in providing better public services.

There are two further key principles in addition to the two main aims outlined above:

Community Planning as the key over-arching partnership framework helping to co-ordinate other initiatives and partnerships and where necessary acting to rationalise and simplify a cluttered landscape; the ability of Community Planning to improve the connection between national priorities and those at regional, local and neighbourhood levels.”

<http://www.scotland.gov.uk/Topics/Government/PublicServiceReform/CP>

**Start date:** 11 Nov 2013

**Review date:** 31 Oct 2014

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## Background

This project has been developed to enable Deaf and Deafblind people who use British Sign Language (BSL) and hands on signing to experience improved equality of access to Education, Social Care and Health services. Deaf and Deafblind BSL users continue to under achieve in relation to, their potential in Education, and are more likely to experience unemployment and experience long term mental health challenges.

Scottish public services are seeking to improve their capacity and capability to be more inclusive in their approach generally, as our population becomes increasingly diverse within every aspect of its demographic. This is supported by the legal framework for equality where in Scotland there is an increasing emphasis on a human rights approach to policy development and service delivery. This project will seek to support organisations understand what this means in relation to, leadership and the development, design and delivery of services to BSL and hands on signing.

**Uploaded documents which relate to this project:**

1) BSL & LA WG Agenda February2014.doc  
 1) BSL&LAWG Minutes February 2014.doc  
 1) PIG Agenda January2014.doc  
 1) PIG Minutes 28 Jan 2014.doc  
 1. Community Engagement PPP.ppt  
 1.) Practitioner Pack.pdf  
 2) BSL & LA WG Agenda May2014.doc  
 2) BSL&LAWG Minutes May 2014.doc  
 2) PIG Agenda February2014.doc  
 2) PIG Minutes 18 Feb 2014.doc  
 2. Community Development PPP.ppt  
 2.) Parent & Carer Pack.pdf  
 3) BSL & LA WG Agenda August2014.doc  
 3) BSL&LAWG Minutes August 2014.doc  
 3) PIG Agenda March2014.doc  
 3) PIG Minutes 25 Mar 2014.doc  
 3. Effective Facilitation Group Dynamics PPP.ppt  
 3A.) Easy Read Guide GIRFEC.pdf  
 3B.) Easy Read Guide Lead Professional.pdf  
 3C.) Easy Read Guide Child's Plan.pdf  
 4) BSL & LA WG Agenda November2014.doc  
 4) PIG Agenda April2014.doc  
 4) PIG Minutes 22 April 2014 V2.doc  
 5) PIG Agenda May2014.doc  
 5) PIG Minutes 19 August 2014.doc  
 6) PIG Agenda August 2014 V2.doc  
 7) PIG Agenda 21 October 2014.doc  
 Action plan for December Meeting 3rd December.docx  
 Action plan for December Meeting 4th November.docx  
 Action plan health literacy.docx  
 Agenda 10th June V2 2014.doc  
 Agenda Draft 29 April 2014 DT draft V2.doc  
 Agenda items Team meeting Monday 3rd March.doc  
 Agenda Monday 2 June 2014 V2.doc  
 Agenda Monday 4th August 2014.doc  
 Agenda Monday 7 April 2014.doc  
 Agenda Monday 8 Sept 2014 V2.doc  
 Agenda Tuesday 6 May 2014.doc  
 Booking Form for Inclusion Scotland AGM 2014.doc  
 Booking form SCoD for Robertson House 9 June 2014 DT V2.xls  
 BSL & LA WG Away Day Agenda 19Nov2013.doc  
 BSL Bill Call for Evidence.pdf  
 BSL Bill Press Release Nov 2014.docx  
 BSLLAWG Contact details 06 Feb 2014.doc  
 Call for Tenders - Equality & Access for Deaf People Project Nov 2014.docx  
 Case study about Charlie v2.docx  
 Colin Mair Meeting Action Points 270114.doc  
 Communication tips for events.doc  
 Community of Interest - follow up team meeting.docx  
 Community of Interest Feedback.pptx  
 Community of Interest Meeting Agenda 9 June 2014 DT V4.doc  
 Community of Interest Meeting Agenda 9 June 2014 DT.doc  
 Community of Interest Meeting Apologies List 9 June 2014 DT.doc  
 Community of Interest Meeting Communication List 9 June 2014 DT.doc  
 Community of Interest Meeting Delegate List 9 June 2014 DT.doc  
 Consortium Business Plan 2013 - 2015 BSL JAN 2014.doc  
 COSLA Briefing Paper V3 RR.docx

Creating a common understanding of language Exercise.docx  
December Bulletin 2014 DT V3.docx  
Definition of disability as it includes sensory impairment.docx  
Derek Scod Prep Monday 9 June 2014.docx  
E&A Project - December 2014.pptx  
EQUAD Communication Protocol 04.12.14 SJ v8.docx  
EQUAD Communication Strategy Draft 04.03.14 SJ V1.docx  
EQUAD Communication Strategy Draft 4.12.14 SJ V3.docx  
EQUAD Communication Protocol 14.03.14 SJ V1.docx  
Evaluation form for Upskilling sessions - December 2014.docx  
Follow up introduction letter to the Equality and Access for Deaf People Project 212Mar2014.doc  
GIRFEC Delegate List FINAL - December 2014.docx  
GIRFEC Table List FINAL - December 2014.docx  
GIRFEC Training Booking Form - December 2014.docx  
GIRFEC Training Programme FINAL - December 2014 V2.docx  
Inclusive Event Organising - top tips.docx  
Interest respond letter to the Equality and Access for Deaf People Project 13Feb14.doc  
Introduction letter to the Equality and Access for Deaf People Project 30Jan14.doc  
Items for discussion at Monday project meeting 3rd Feb.doc  
Items for the team meeting on September 1st agenda.docx  
Key legal and policy Framework Documents.doc  
language Creating a common understanding of language.docx  
LEAP Training feedback.pptx  
list of invites 28 April.docx  
List of suggested External evaluators.docx  
Literature Review Boundaries Feb 2014 MR.doc  
Literature review template and analysis framework.doc  
Meeting with The ALLIANCE GIRFEC Project Wednesday 8 October 2014 notes.docx  
Memorandum of Understanding V4.doc  
Networking and partnership mapping.docx  
Parental Guide for BSL in England NDCS.pdf  
PID 101213.pptx  
PIG Business & Action Plan PPP V2.ppt  
Policy and legislative framework for project in Education.docx  
Potential evaluators names and contacts.docx  
Prep for the Summit decision paper 260214.doc  
Prep for the Summit Paper 170314.doc  
Project Business Plan update JAN 2014.doc  
Project Team Catch-up Monday 24 November 2014.docx  
Project Update FEBRUARY 2014.doc  
Project work plan gant chart V3.xlsx  
Projects relevant to SCoD project.docx  
Pull Up Banner Draft V1.pptx  
Questions and Answers Tender 04 December 2014.docx  
Request for training Human Rights April workshops. 2014.docx  
SCoD AGM & NC November 2014.pptx  
SCoD Bulletin May 2014 DT V2.docx  
SCoD Bulletin November 2014 Project update.docx  
SCoD Bulletin October 2014 Project update.docx  
SCoD contacts - Rosie's map.doc  
SCoD MOU personalised.doc  
Standards developed to support Linguistic Access for deaf people in Scotland.doc  
Statement of Intent DRAFT V11 DT Final cuts 19 May 2014.docx  
Statement of Intent Draft V2.docx  
Team agenda for Monday February 10th V1.docx  
Team communication protocols.docx  
Team work plan for summit April 8th 2014.docx

Terms of Reference P.I.G. Draft V1.docx  
Terms of Reference P.I.G. Final 06 March 2014.doc  
Top tips for creating high trust and communities of interest.docx  
Tuesday 27 May 2014 catch up meeting agenda.docx  
What is LEAP PPP.pptx  
Workplan for summit.doc

### **Other projects which have links to this project:**

1083 – SCoD (Scottish Council on Deafness): Effecting Change for Deaf People in Scotland - 3rd year

## **STEP 1: ANALYSE**

### **What is the need or issue we want to address?**

This project has been developed to enable Deaf and Deafblind people who use British Sign Language (BSL) and hands on signing to experience improved equality of access to Education, Social Care and Health services. Deaf and Deafblind BSL users continue to under achieve in relation to, their potential in Education, and are more likely to experience unemployment and experience long term mental health challenges.

Scottish public services are seeking to improve their capacity and capability to be more inclusive in their approach generally, as our population becomes increasingly diverse within every aspect of its demographic. This is supported by the legal framework for equality where in Scotland there is an increasing emphasis on a human rights, person centred approach to policy development and service delivery. This project will seek to support organisations understand what this means in relation to, leadership and the development, design and delivery of services to BSL and hands on signing.

### **What evidence do we have about this need or issue?**

- a.) Consistent underachievement of Deaf children and young people who uses BSL in Education.
- b.) Higher percentage of Deaf BSL users unemployed and not in further education or training.
- c.) Health inequalities continue to persist. Better Health, Better Care Consultation Response, with Deaf Connections in 2008, (Evidence attached SPSO 2011042213 v NHS Tayside).
- d.) Poor Access: 19 per cent of Deaf people have missed 5 or more GP appointments due to them not hearing staff calling out their name due to inaccessible communication practices (Action on Hearing Loss Scotland - 'A Simple Cure' Report, 2006).
- e.) Linguistic Access.

### **Why do you think this need or issue should be addressed?**

- a.) It is the right thing to do based on the societal / cultural norms in the UK.
- b.) Legal and moral case: Scottish Government / UK Government has ratified international treaties Human Rights (UNCRC, UNCRPD) and enacted these into our legal system through the Human Rights Act 1998 and various national policies, for example GIRFEC (Getting It Right For Every Child). This reflects our societal beliefs that as a society we have a moral obligation to offer

equality of opportunity to everyone living in Scotland, to realise their educational potential, their health and wellbeing, their right to family life, friends, and meet their employment aspirations, irrespective of their needs or their numbers.

c.) The continuing inequalities experienced by Deaf BSL users indicates that there are structural reasons for this, resulting in institutional discrimination. Under the Equality Act 2010 (s.149) publicly funded organisations have a duty to prevent discrimination, advance equality of opportunity and narrow any gaps there are between groups of people who share specific characteristics. So there is an organisational performance reason as to why these barriers need to be dismantled.

### **Is this need or issue recognised within current national, regional, or local policy and practice priorities?**

Socially and politically, Scotland, with its devolved Government, seeks to challenge inequality, enable and empower active citizenship and support improved health, wealth, safety and security for all. It seeks to do this by developing appropriate policies, implementing the relevant legal framework and offering social leadership from its Public and Third Sector organisations.

National policy - yes within the context of UNCRPD, the legal framework for all public authorities, Equality Act 2010 and the Equality Duty.

Nationally, regionally, locally: as part of an over arching acknowledgement to create inclusion and meet the equality duties under the Equality Act.

Within the context of Education - Getting It Right For Every Child (GIRFEC) informed by the principles of the UN Convention on the Rights of the Child (UNCRC).

### **What is our motivation for addressing the identified need or issue?**

#### **Worker/organisation**

a) The Consortium of the British Sign Language & Linguistic Access Working Group (BSL&LAWG), a consortium of organisations from across the Deaf sector, identified the issues and inequalities through their pooled narratives of service users experience, the research from the original 'Road Map' and from the literature review that looked at BSL and bilingualism in 2011, commissioned and supported by the Scottish Government.

b) Individual Project Officers are committed to a shared vision that Deaf BSL users have equality of opportunity and access to all public services and within the context as individuals, to be able to self determine and be healthy and happy.

#### **Community**

Deaf BSL users are frustrated that they are often forgotten about and their access to information is consistently challenging.

Educational, health and employment opportunities are limited so there is consistent under achievement for Deaf BSL users.

Through empowerment of their human rights Deaf BSL users look to realise their equality and access to information and services.

#### **Partner**

Deaf Sector organisations.

Public bodies - Local Authorities and NHS Boards.

Scottish Government departments - in particular Education.

Third Sector organisations.

### **What is our capacity for addressing the identified need or issue?**

#### **Worker/organisation**

Individuals - particular skills that can be applied to the delivery of this project.

Supportive and constructive manager.

#### **Community**

Communication skills.

Time.

Resilience.

Accessibility.

Deaf Awareness.

Hearing Awareness.

Confidence.

#### **Partner**

Deaf Sector - specialist knowledge.

Health - inequalities, Deaf Awareness.

Social work - Deaf Awareness.

### **What is our opportunity for addressing the identified need or issue?**

#### **Worker/organisation**

Shared interest with other potential partners to improve access and equality for Deaf BSL users.

#### **Community**

Positive support from Community Development Team.

Interest expressed by other potential partners.

Positive response from local press and social media.

High profile of the issues in national and local policy.

#### **Partner**

For all agencies interested in the Deaf Sector. the potential to work with a locally driven campaign, improve services and increase effective partnership working and community engagement.

**Who might want to resist any attempt to address this need or issue (i.e. who are the targets for change?) and what form might the resistance take?**

1

**Resistant Agency/Community**

Public bodies - Local Authorities / NHS  
Boards

**What is the form of the resistance?**

Objections that reference finance.

Lack of engagement.

Lack of local research.

Lack of motivation to uncover the needs of  
Deaf BSL users living locally / regionally.

**What is the opportunity to address this resistance effectively?**

To have real time data in relation to numbers and needs, so that effective forecasting can be done and appropriate budgeting put in place.

To highlight the risks this may create in relation to a failure of the organisation to improve their performance and meet its statutory duties.

**Status of project**

Active

This question has not been answered.

**Where is the project/programme taking place? (Area, town, or postcode area, e.g. EH1)**

Scotland

**What is the nature of the need or issue?**

Equality and Access for Deaf BSL users.

**Who are the community stakeholders?**

Black and minority ethnic  
Carers  
Children and young people  
Elected representatives  
LGBT  
Older people  
Patients  
People with disabilities  
Prisoner/offenders  
Refugee and asylum seekers



Reps of community/voluntary groups  
Travelling people

Deaf BSL users (Deaf / Deafblind).

### **Who are the agency stakeholders?**

Ambulance Services  
Comm. Learning and Development P'ship  
Community Health Partnership  
Community Planning Partnership  
Education  
Environment  
Fire & Rescue  
Health Board  
Hospital Services  
Housing  
Planning  
Police  
Social Work/Services  
Voluntary organisations  
  
Equality Leads.

Sensory Impairment Leads.

Deaf Sector organisations / groups - both nationally and locally.

## **STEP 2: PLAN**

### **What outcomes are stakeholders looking for, and what will success look like?**

<b>The project should achieve these outcomes</b>	<b>Outcome indicators</b>
<b>1</b> <b>FUND OUTCOME</b> Produce a "Statement of Intent" and use this as a starting point to seek consensus and adoption of this by public authorities on priorities for improvement and a commitment to change.	<b>PROJECT OUTCOME (TARGETS)</b> a.) "Statement of Intent" produced.  b.) 10-12 Local Authorities and 5-7 NHS Boards approached.  c.) Agreements of partnerships in place with 10-12 Local Authorities and 5-7 NHS Boards.  d.) 10-12 Local Authorities and 5-7 NHS Boards to provide evidence and feedback.  e.) "Statement of Intent" used as a promotional document and has improved awareness and understanding.

## **The project should achieve these outcomes**

- 2** **FUND OUTCOME**  
The project will pro-actively and continuously engage with public bodies at a strategic level to seek improved equality of opportunity for Deaf and Deafblind people who uses BSL, their families and their communities.
- 3** **FUND OUTCOME**  
The participation and contribution of Deaf and Deafblind people who uses BSL at a local and national level will increase. Policy development and local service delivery will have improved by means of positive engagement and consideration of sustainable solutions.
- 4** **FUND OUTCOME**  
Through an established method of evaluation, monitoring and reporting – demonstrate and evidence the positive improvements that have been achieved throughout the funding period. Make recommendations for continued improvement across the Public and Third Sectors.

## **Outcome indicators**

### **PROJECT OUTCOME (TARGETS)**

a.) 10-12 Local Authorities and 5-7 NHS Boards to complete (Human Rights) Equality Impact Assessments with reference to Sensory Impairment Strategy (SIS).

b.) To work with 12 Deaf and 2 Deafblind organisations / groups in collaboration to maximise opportunities and consider priorities.

c.) Establish numbers of BSL users with Local Authorities' Education Services - mapping assessment process and provisions (ages 0-25 years old).

d.) Audit before and after communication support budgets provision across Local Authorities' Education Services.

e.) Create and deliver Deaf Awareness Training with Deaf BSL Trainers to 10-12 Local Authorities and 5-7 NHS Boards.

### **PROJECT OUTCOME (TARGETS)**

a.) 50 Deaf BSL users participate in Community Leadership Training Workshops.

b.) Community Development Seminar with 50 Deaf BSL users offering their solutions for sustainable participation.

### **PROJECT OUTCOME (TARGETS)**

a.) Evidence of shared effective practice from 12 Deaf and 2 Deafblind organisations through collaboration.

b.) Evidence from 10-12 Local Authorities and 5-7 NHS Boards mapping communication support budgets provision and their improvement plan.

c.) 50 Deaf BSL users have participated in Community Leadership Training Workshops and future participation meetings in Local Authorities and NHS

**The project should achieve these outcomes**

**Outcome indicators**

Boards.

**What resources (inputs) do we as the stakeholders have available that we can draw on to achieve these outcomes?**

**FINANCIAL:**

Grant from The Scottish Government Equality Unit £301,000 (2 years funding).

**STAFF:**

1 dedicated full time Project Officer

2 dedicated part time Project Officers (3 days per week)

Expertise from other members of SCoD staff

Expertise from BSL&LAWG Consortium

Expertise from other Deaf and Deafblind Organisations

Professional BSL Interpreters, Electronic Note-takers and Guide Communicators will provide interpretation and communication support to ensure full participation at all meetings

**KNOWLEDGE & SKILLS:**

Skills / knowledge of Deaf and Deafblind organisations (and groups)

Skills / knowledge of Deaf BSL users

**What other resources (inputs) might we need and where might they come from?**

The project will need venues in which to hold meetings and these will be provided by Deafblind Scotland, Deaf Action, NDCS Scotland and Sense Scotland (Touchbase).

The project will need to be promoted to other organisations, potential volunteers, and Deaf BSL users.

The project will need expertise and support from colleagues at Local Authorities and NHS Boards:

- Equality Leads
- Diversity Leads
- Sensory Impairment Leads
- GIRFEC Team
- Disabilities Team

**What methods (processes) will we use and what specific actions will we take to achieve our outcomes?**

Key actions (including the lead responsibility) are:

	<b>Method and related outcome</b>	<b>What, who and when</b>
1	FUND OUTCOME Produce a "Statement of Intent" and use this as a starting point to seek consensus and adoption of this by public authorities on	WHAT 1.) Create "Statement of Intent". 2.) Engage with 10-12 Local Authorities

## Method and related outcome

priorities for improvement and a commitment to change.

### METHODS TO ACHIEVE PROJECT OUTCOME (TARGETS)

a.) Establish a "Statement of Intent" for BSL&LAWG Consortium. This Statement will ensure the aims, objectives and priorities of the Deaf community are included.

b.) Use the "Statement of Intent" as a promotional document to raise awareness and improve understanding of the needs of Deaf BSL users and those who use other means of linguistic access.

c.) Work in partnership with Public Bodies to develop a consensus on principles and priorities for improvement.

2

## FUND OUTCOME

The consortium will pro-actively and continuously engage with public bodies at a strategic level to seek improved equality of opportunity for Deaf and Deafblind people who uses BSL, their families and their communities.

### METHODS TO ACHIEVE PROJECT OUTCOME (TARGETS)

a.) Consider the impact of existing and emerging policy development and service improvement (for example the Sensory Impairment Strategy, Children and Young People Legislation and Independent Living, Older People, Learning Disability Strategy, consultation findings on a proposed BSL (Scotland) Bill.

b.) Work in collaboration across Deaf and Deafblind organisations / groups to maximise opportunities and consider priorities.

c.) Raise awareness at a national and local level of the needs and priorities of Deaf BSL users. Provide evidence to support effective and lasting change.

## What, who and when

and 5-7 NHS Boards.

### WHO

1.) DT, supported by RR and SJ.

2.) DT, RR and SJ creating and attending meetings with Local Authorities.

### WHEN

November 2013 - March 2015.

### WHAT

1.) Engage, 12 Deaf and 2 Deafblind organisations / groups.

2.) Survey Report to BSL&LAWG in late June 2014.

3.) Meet 10-12 Local Authorities and 5-7 NHS Boards.

4.) Develop 10 Deaf trainers and 5 Deafblind trainers.

### WHO

DT, RR and SJ.

### WHEN

November 2013 - March 2015.

## Method and related outcome

## What, who and when

d.) Work with Deaf children and young people, and Deaf adults who uses BSL across Scotland to consider key issues and priorities for change.

e.) Consider local need and demand; support public bodies to seek viable solutions which complement existing and emerging legislation to improve service delivery at a local level.

f.) Encourage public bodies to consider communication support costs in their budget management and demonstrate the benefits that can be derived from this.

g.) Develop and provide training to improve the understanding of public bodies of the specific needs of Deaf BSL users.

h.) Engage Deaf and Deafblind people to help and support delivery of the training.

### 3

#### FUND OUTCOME

The participation and contribution of Deaf and Deafblind people who uses BSL at a local and national level will increase. Policy development and local service delivery will have improved by means of positive engagement and consideration of sustainable solutions.

#### METHODS TO ACHIEVE PROJECT OUTCOME (TARGETS)

a.) Create training opportunities to develop the necessary skills and awareness in Deaf BSL users.

b.) Support and increase Deaf BSL users' involvement with public bodies and the Third Sector, and build the capacity of local networks.

c.) Consider methods and solutions which will enable the sustainability of national and local participation and contribution to enable continued improvement.

#### WHAT

1.) Upskill: 50 Deaf BSL users.

2.) Increased engagement for 10-12 Local Authorities and 5-7 NHS Boards with Deaf BSL users.

#### WHO

The project team in collaboration with other Deaf Sector organisations.

#### WHEN

November 2013 - March 2015.

Method and related outcome	What, who and when
<p><b>4 METHOD</b> Through an established method of evaluation, monitoring and reporting – demonstrate and evidence the positive improvements that have been achieved throughout the funding period. Make recommendations for continued improvement across the Public and Third Sectors.</p> <p><b>METHODS TO ACHIEVE PROJECT OUTCOME (TARGETS)</b> a.) Work with Deaf BSL users to collate information and gather results of national and local activity and outcomes to evidence the positive change achieved throughout the funding period.</p> <p>b.) Provide evidence of increased participation at a national and local level of Deaf BSL users, and how this will be sustained.</p> <p>c.) Provide the Scottish Government with a final report at the end of the funding period (March 2015) making recommendations for continued improvement at a local and national level.</p>	<p><b>WHAT</b> 1.) Interim Report for year one by January 2015.</p> <p>2.) Merging reporting into SCoD report with Mandy Reid.</p> <p>3.) Evidence to be collated and presented to BSL&amp;LAWG Consortium at their meetings.</p> <p>4.) Completed Report with recommendations by April 2015 covering full duration of project (November 2013 - March 2015).</p> <p><b>WHO</b> DT, RR and SJ.</p> <p><b>WHEN</b> 1.) Interim report - February 2015. 2.) Final project report - April 2015.</p>

**STEP 3: DO**

**Progress 1 of 4**

Method and related outcome	What, who and when
<p><b>FUND OUTCOME</b> Produce a “Statement of Intent” and use this as a starting point to seek consensus and adoption of this by public authorities on priorities for improvement and a commitment to change.</p> <p><b>METHODS TO ACHIEVE PROJECT OUTCOME (TARGETS)</b> a.) Establish a “Statement of Intent” for BSL&amp;LAWG Consortium. This Statement will ensure the aims, objectives and priorities of the Deaf community are included.</p> <p>b.) Use the "Statement of Intent" as a promotional document to raise awareness and improve understanding of the needs of Deaf</p>	<p><b>WHAT</b> 1.) Create "Statement of Intent".</p> <p>2.) Engage with 10-12 Local Authorities and 5-7 NHS Boards.</p> <p><b>WHO</b> 1.) DT, supported by RR and SJ.</p>

BSL users and those who use other means of linguistic access.

2.) DT, RR and SJ creating and attending meetings with Local Authorities.

c.) Work in partnership with Public Bodies to develop a consensus on principles and priorities for improvement.

WHEN  
November 2013 - March 2015.

### **What actions have we taken so far and where is it recorded?**

1.) Meeting with commissioning team at Scottish Government to clarify the key deliverables and confirm the outcomes set out in the original application. No minute recorded: Scottish Government, External Meetings.

Desk top research:

a.) Researched established Statement of Intents - general to other themes and specific in relation to Deaf sign language users and their rights in relation to civil society and their rights, for example in New Zealand. Examples uploaded into External Library folder, Dropbox.

b.) Researched and considered the underpinning legal principles set out in the UN Conventions of Human Rights, The UN Convention on the Rights of the Child, UN Convention on the Rights of Persons with Disabilities and the Equality Act 2010. All documents are held in our External Library folder, Dropbox.

c.) Review the BSL Charter from the BDA.

d.) Review the NDCS Scotland Statement of Intent for Transition.

Deaf Sector collaboration:

Project Implementation Group (P.I.G.) developed from the BSL&LAWG to support and offer critical friendship to the Project, and its team.

Memorandums of Understanding created between SCoD and the different Deaf sector organisations participating. Same for Terms of References.

2.) Meetings:

a.) BDA Scotland meetings - formal and informal, recorded in Meetings External, Dropbox.

b.) NDCS Scotland meetings - formal and informal, recorded in Meetings External, Dropbox.

c.) Deaf Connections.

d.) Deaf Action.

e.) Deaf Links / Tayside Deaf Hub.

f.) NESS

g.) Ishara Project - Deaf Connections.

h.) SCoD.

i.) Deafblind Scotland.

j.) Forth Valley Sensory Centre.

k.) AoHL Scotland.

Attended NDCS Scotland "Close the Gap" Transition Report Launch at The Scottish Parliament.

3.) Local Authority Meetings - discussion on the value of Statement of Intent and how it would be a useful tool to initiate action. Each initial meeting we had with local authorities it was discussed. Recorded within the minutes of these meetings, as logged at Meetings External, Dropbox.

Created Memorandum of Understandings:

- Set out memorandums between SCoD and other organisations across the Deaf sector. Memorandum of Understandings. See documents uploaded.

Letters of Introduction to Local Authorities:

- Directed to CEOs / Directors. Copy of letter uploaded.

Drafting Statement of Intent :

- Statement of Intent drafted. Currently on draft version 11. Uploaded 1-11 as a learning log.

Discussions and consultations:

- Statement of Intent drafted and then distributed for comments to the Project Implementation Group (P.I.G.).
- Discussed at the P.I.G. Meeting. Recorded in the agendas and minutes of the meetings, see uploaded documents.

Further action on releasing Statement of Intent withheld pending decisions re overlap with NDCS Scotland and BDA Scotland, and how these can be resolved and collaboration on future promotion of joined up and strategic approach agreed.

Training and Development for the Team:

- Human Rights training attended by all - to support mainstreaming of Deaf BSL users training to include and reference principles of all other protected characteristics.
- LEAP training attended by all project team to enable effective recording.

### **What issues have arisen and what remedial action, if any, are we taking as a result?**

- 1.) Lack of clarity of the BSL&LAWG Consortium on what the focus for the project is intended to be.
- 2.) Establishment of the Project Implementation Group (P.I.G.) - lack of representation from some organisations due to a lack of authority and internal structure of some organisations.

**ACTION TAKEN:**

- Roadmap review taken place with SCoD's Policy and Research Officer (Mandy Reid).
- Policy documents reflecting the focus directed by The Scottish Government referenced to the BSL&LAWG - in particular the See Hear Strategy and its relationship with GIRFEC, The Scottish Government Strategy, and the Road Map.

3.) The overlap between other Deaf Sector organisations and their funded priorities was sensitively explored by the project without assumption - for example: meeting with NDCS Scotland and their focus on Deaf children and young people - it was considered what this meant for this project. And with BDA Scotland and their projects - Deaf Health Challenge, and Deafblind Scotland and their NHS 24 Health project and what this meant for the work of the project.

**ACTION TAKEN:**

- Memorandum of Understandings (MOUs) signed between Deaf organisations agreeing to work together and share information and contacts.
- Terms of References (TORs) signed between Deaf organisations within the Project Implementation Group (P.I.G.) agreeing to work together and share information and contacts.
- Meetings to discuss the specific outcomes each organisation seeks to achieve with their Statement of Intent (SOI) / BSL Charter.
- Agreements as to co-promote when with 'clients' of public bodies.
- Create the common focus and vision for sector when we have our meetings, focusing on the common vision of improving equality and access for all Deaf BSL users.
- Create strong relationships between the project officers to improve trust the opportunities to share



more effectively.

4.) ISSUE - Fatigue from those we met working in Equality in Local Authorities - sense of being overwhelmed by different agencies apparently talking about the same thing. No power within the position - equal frustration that there was no real data to base decision making on.

**ACTION TAKEN:**

- Real effort to work across different Deaf Sector organisations to eliminate the duplication that causes the fatigue.
- Collaborate with other organisations and create joint agendas with common clients, attending meetings together.
- Raise the discussions at a strategic level across Scotland in relation to improving data collection, collation, analysis and application.

5.) ISSUE - Potential duplication between different organisations - BDA Scotland (BSL Charter), NDCS Scotland (Statement of Intent - "Close the Gap" Transitions) and this project with the outcomes sought re our Statement of Intent.

Had open discussions about the value of the project producing a statement of intent - this was highlighted in various conversations over the months at the P.I.G. meetings.

**ACTION TAKEN:**

- Strategic discussions with BDA Scotland in particular and a discussion to take to the P.I.G. about what needs to be done now to ensure the Statement of Intent already prepared is effective in the outcomes it is setting out to achieve or if in fact it would be better served to support and promote the BDA BSL Charter.

6.) ISSUE - Lack of common understanding within the team of the principles that inform the social model of disability.

**ACTION TAKEN:**

- Human Rights Training accessed by all.
- Attended conferences run by The Scottish Commission on Human Rights.

**Progress 2 of 4**

**Method and related outcome**

**What, who and when**

**FUND OUTCOME**

The consortium will pro-actively and continuously engage with public bodies at a strategic level to seek improved equality of opportunity for Deaf and Deafblind people who uses BSL, their families and their communities.

**WHAT**

1.) Engage, 12 Deaf and 2 Deafblind organisations / groups.

**METHODS TO ACHIEVE PROJECT OUTCOME (TARGETS)**

a.) Consider the impact of existing and emerging policy development and service improvement (for example the Sensory Impairment Strategy, Children and Young People Legislation and Independent Living, Older People, Learning Disability Strategy, consultation findings on a proposed BSL (Scotland) Bill.

2.) Survey Report to BSL&LAWG in late June 2014.

3.) Meet 10-12 Local Authorities and 5-7 NHS Boards.

b.) Work in collaboration across Deaf and Deafblind organisations /

4.) Develop 10 Deaf

groups to maximise opportunities and consider priorities.

trainers and 5  
Deafblind trainers.

c.) Raise awareness at a national and local level of the needs and priorities of Deaf BSL users. Provide evidence to support effective and lasting change.

WHO  
DT, RR and SJ.

d.) Work with Deaf children and young people, and Deaf adults who uses BSL across Scotland to consider key issues and priorities for change.

WHEN  
November 2013 -  
March 2015.

e.) Consider local need and demand; support public bodies to seek viable solutions which complement existing and emerging legislation to improve service delivery at a local level.

f.) Encourage public bodies to consider communication support costs in their budget management and demonstrate the benefits that can be derived from this.

g.) Develop and provide training to improve the understanding of public bodies of the specific needs of Deaf BSL users.

h.) Engage Deaf and Deafblind people to help and support delivery of the training.

### **What actions have we taken so far and where is it recorded?**

a.) CONFERENCES AND SEMINARS ATTENDED:

These included events on the Scottish Referendum.

21 have been attended in the first year of the project by a variety of the team members, presenting strategic networking opportunities with key people from public bodies and other third sector organisations, covering relevant topics including Human Rights, Accessibility, Education and Equality, Education Policy, GIRFEC. Meeting reports - generally PowerPoint presentations have been created as vehicle for information sharing and recording. Held on the Project Dropbox. PPT not possible to attach to this report. PPT is the most accessible way for the team to share information.

b.) TRAINING AND DEVELOPMENT:

Capacity building for the team and strategic networking opportunities with other participants / organisers / delivery teams.

10 different events / programmes for development have been attended in the first year of the project. This includes the following:

- LEAP training for whole team.
- Human Rights Training, each member attended.
- Web training, Derek attended.
- BSL Level 1, Rosie attended.
- Deaf Awareness, Rosie attended.
- Leadership Development, Derek attending.

c.) TERMS OF REFERENCE (TOR) CREATED

For Project Implementation Group developed, shared and agreed.

d.) CO-CREATED COMMUNITY OF INTEREST WITH THE DEAF SECTOR

Organised and delivered the first in a series of events. See Dropbox, Community of Interest, Feedback for PPT.

Further 3 events for Deaf Hub planned, see attached project plans.

**e.) CO-CREATED BESPOKE TRAINING FOR DEAF SECTOR EDUCATION POLICY:**

Consulted and co-created with Ronnie Hill at ALLIANCE Scotland, bespoke training on GIRFEC for Deaf Sector Organisations and organisations / individuals working with children and young people who are Deaf.

**f.) ACCESSIBILITY ADVICE OFFERED TO TRAINING PROVIDERS:**

Direct input to support effective planning and delivery in relation to accessibility for Deaf BSL participants.

**g.) LOCAL AUTHORITY MEETINGS:**

11 local authorities have been met with some of these more than once. Development plans to create case studies and to identify areas for further support have been discussed with each.

**h.) HEALTH BOARDS:**

4 have been met, with more than one meeting with NHS 24.

**i.) DEAF SECTOR ORGANISATIONS:**

8 organisations have been met at least once, to discuss and establish areas of common interest and work.

**j.) EDUCATION DEPARTMENT AT THE SCOTTISH GOVERNMENT:**

3 meetings with Monica McGeever to discuss relevant topics, understand strategy and consider how to support.

**k.) COLLABORATION WITH THE ALLIANCE SCOTLAND**

Working directly with Ronnie Hill co-created the design and delivery of GIRFEC training to the Deaf Sector.

**What issues have arisen and what remedial action, if any, are we taking as a result?**

1.) Lack of reference to the needs of Deaf BSL users within the context of 'mainstream' topics or policies or within the context of Guidance being developed for mainstream organisations, e.g. GIRFEC as a central Educational policy.

**ACTION TAKEN:**

- Contacted those involved in the policy implementation to ensure that Deafness is included in any training, development of support / guidance materials or training that is created. Specific example is in relation to GIRFEC.

- Developed the project understanding of GIRFEC - attended training and development events and read information available on the website, networked with different people in The Scottish Government Education department and Education Scotland departments, meeting up and then working directly with Ronnie Hill at the ALLIANCE Scotland to enhance the current offer to support professionals to engage with children and parents in relation to additional learning support.

2.) Lack of awareness of other stakeholders in Children and Education including those working specifically in the Deaf Sector of GIRFEC and its potential Implications for Deaf children and young people who uses BSL, their families and their education.

3.) Lack of awareness from those we met (often involved in decision making in Local Authorities or

NHS Boards) to appreciate that although Deaf people may have BSL, it does not mean that they have literacy in English to a expected standard, as it is a second language, and Deaf people generally do not have any choice as to which language is their primary language. So simple translation into easy read English or straight BSL translation is generally not sufficient.

4.) ACCESSIBILITY for conferences, training and events for people who are Deaf BSL users is a challenge. Organisations generally struggle to create events and training that are accessible and inclusive for Deaf people. This has many impacts for all.

- Lack of awareness of the Inclusive Communication Guidelines existence.
- Challenge of communication for events teams to understand the needs of all Deaf people from understanding that BSL is a language to the use of technical equipment to time management at inclusive events.
- Lack of awareness in working with BSL Interpreters or Guide Communicators, and what this means.
- Challenge of understanding the rights of Deaf people to have access to information and knowledge at the same time as hearing people is a reasonable expectation within the principles of human rights and should not be affected by any concept of the hierarchy of equality and how it is applied. - The Scottish Referendum debates being a good example with the lack of BSL interpretation at the time.

#### ACTION:

- Consistently fed back to organiser on the accessibility of their event - consistent resistance based on finance.
- Identified a need to create ten top tips type of resource to support organisations. Signposting them to the to Inclusive Communication Guidelines endorsed by the Scottish Government.
- Where requested we have worked with organisations directly to create inclusive and accessible events - for example the GIRFEC training developed with Ronnie Hill and the ALLIANCE Scotland.
- Raised awareness of Human Rights and how there is no hierarchy of equality with reference to access.
- Connected with BBC Equality lead to discuss accessibility to Political Debates, promoted the petition for the debates to be signed live, to promote and raise and awareness. This will continue into year 2.

5.) DUPLICATION of areas of work - with different Deaf sector organisations also developing relationships with the same public bodies and the appropriate people. Danger of fatigue of effort in relation to Deaf people always being requested to participate in research but never having information on changes made in a way they understand and can therefore see that there is indeed progress being made.

#### ACTION TAKEN:

- Highlighting that in engagement with the Deaf sector that there is also information shared on what has improved and what is going well in order to promote a positive mindset for all.

6.) Some public bodies are confused as to who to deal with in relation to Deaf engagement. How do they 'find' Deaf people in the community? Who do they rely on to communicate through referencing the third sector? It is all about relationships and the capacity to have these.

#### ACTION TAKEN:

- Identified the need to use resources that have been researched and developed that supports engagement with Deaf people - providing communication support for public events / consultations as a matter of course. Previous BDA Scotland project work now required to be ratified. Opportunity partnership working.

7.) Issues of focus on Education arose within our P.I.G. as it was challenged and not a commonly held view that it was expected to be one.

**ACTION TAKEN:**

- This was considered by the Project Team and responded to with review of the See Hear Strategy (SHS) and the commissioning meeting at The Scottish Government at the outset of 2014.
- Meeting up with specific members of teams from different organisations - liaising closely with each CEO.
- Open discussion and debate at the P.I.G. Meetings as to the focus of the project work, referencing the See Hear Strategy and its focus on GIRFEC and its implementation.
- Planned engagement with the those leading in Local Authorities the See Hear Strategy.
- Communication with the team implementing the See Hear Strategy and including Angela Bonomy with the BSL&LAWG Meetings to get her strategic view and input. The policy work from SCoD has been used to inform the planning and discussions at these events.

8.) Lack of clarity on the potential content of training to be offered in year 2 and what this means in terms of who to recruit to deliver the training. Lack of time to be able to offer training for trainers to Deaf people. To develop and build capacity to deliver a high standard of training takes significant time.

**ACTION TAKEN:**

- To be carried forward to year 2. .

**Progress 3 of 4**

**Method and related outcome**

**What, who and when**

**FUND OUTCOME**

The participation and contribution of Deaf and Deafblind people who uses BSL at a local and national level will increase. Policy development and local service delivery will have improved by means of positive engagement and consideration of sustainable solutions.

**WHAT**

- 1.) Upskill: 50 Deaf BSL users.
- 2.) Increased engagement for 10-12 Local Authorities and 5-7 NHS Boards with Deaf BSL users.

**METHODS TO ACHIEVE PROJECT OUTCOME (TARGETS)**

a.) Create training opportunities to develop the necessary skills and awareness in Deaf BSL users.

**WHO**

The project team in collaboration with other Deaf Sector organisations.

b.) Support and increase Deaf BSL users' involvement with public bodies and the Third Sector, and build the capacity of local networks.

**WHEN**

November 2013 - March 2015.

c.) Consider methods and solutions which will enable the sustainability of national and local participation and contribution to enable continued improvement.

**What actions have we taken so far and where is it recorded?**

Only phase 1 of this outcome achieved:

Local Authorities meetings - key questions posed on their current engagement with Deaf people in

the community, the successes, the challenges and frustrations, the potential barriers and what they have done to date to address it.

The meetings have been with the list of organisations below:

#### LOCAL AUTHORITIES

- Aberdeen City Council
- Aberdeenshire Council
- Angus Council
- Clackmannanshire Council
- Dundee City Council
- Falkirk Council
- Inverclyde Council
- North Lanarkshire Council
- Perth & Kinross Council
- South Lanarkshire Council
- West Dunbartonshire Council
- West Lothian Council

#### NHS BOARDS

- NHS 24
- NHS Forth Valley
- NHS Greater Glasgow & Clyde
- Scottish Ambulance Services

>From this work we are gathering information to inform case studies and to map current service provision which will be carried forward to year 2.

#### **What issues have arisen and what remedial action, if any, are we taking as a result?**

1.) 2 way communication is a challenge - setting up meetings with public bodies and ensuring there is access to communication / language support. The problem for many professionals is the lack of access to reliable communication / language support.

2.) Creates a tension on the timelines and pressures to get going and seeing people.

3.) Reflects the challenge that Local Authorities also have when organising meetings and consultations.

#### ACTION TAKEN:

- Inquiry into the current structure provision of language / communication support.
- This work will be taken into year 2.

#### **Progress 4 of 4**

#### **Method and related outcome**

##### METHOD

Through an established method of evaluation, monitoring and reporting – demonstrate and evidence the positive improvements that have been achieved throughout the funding period. Make recommendations for continued improvement across the Public and Third Sectors.

#### **What, who and when**

##### WHAT

1.) Interim Report for year one by January 2015.

2.) Merging reporting into SCoD report with Mandy Reid.

## METHODS TO ACHIEVE PROJECT OUTCOME (TARGETS)

a.) Work with Deaf BSL users to collate information and gather results of national and local activity and outcomes to evidence the positive change achieved throughout the funding period.

b.) Provide evidence of increased participation at a national and local level of Deaf BSL users, and how this will be sustained.

c.) Provide the Scottish Government with a final report at the end of the funding period (March 2015) making recommendations for continued improvement at a local and national level.

3.) Evidence to be collated and presented to BSL&LAWG Consortium at their meetings.

4.) Completed Report with recommendations by April 2015 covering full duration of project (November 2013 - March 2015).

WHO  
DT, RR and SJ.

WHEN  
1.) Interim report - February 2015.

2.) Final project report - April 2015.

### **What actions have we taken so far and where is it recorded?**

LEAP has been consistently used to inform discussion and review within the Project Team and at the P.I.G. Meetings.

At the end of year one the Interim Report, will inform the work of year 2 taking into account any evaluation framework that should be included.

### **What issues have arisen and what remedial action, if any, are we taking as a result?**

This question has not been answered.

## STEP 4: REVIEW

### **How have stakeholders been involved in collecting evidence and judging performance?**

1.) P.I.G. Meetings - 6 number of meetings in the first year, January - October 2014. Performance is reviewed at these meetings and suggests made as to how to continue to develop the work and business plans. The agendas for each meeting are sent out 2 weeks prior to the meeting with any associated documents that are to be discussed distributed prior to the meeting when ever possible. The P.I.G. offered regular constructive criticism on the Project work and team's performance.

2.) BSL&LAWG - reported to the meeting from the P.I.G. and discussions on key issues. This has included the following topics: a.) Collaborative working across the Deaf Sector and how this project has worked to promote this. b.) Data collection and analysis - its importance to inform strategic planning from local authorities to individual organisations. The importance of mainstreaming equality within this to ensure data can be cross cut in relation to being Deaf and being a woman, being Black, Asian and minority ethnic, being gay, for example. c.) Mainstream policies on Education and how they are or are not thinking and including Deaf children and young people who uses BSL. d.) NHS Boards - how the evidence we are gathering consistently supports the research being under taken by other Deaf Sector organisations, including the policy work done by SCoD. Evidence has been collected on the members of the group on how this has evidenced the group.

3.) Local Authorities and NHS Boards Meetings - initial meetings then follow up meetings to follow through on exploring particular issues or concerns within their local authority. For example - the development of case studies.

4.) Education Scotland - meetings to share information, feedback on policy work in particular the strategic implementation of GIRFEC and what this looks like in relation to Deaf children and young people who uses BSL, and the Deaf Sector. Discussions identifying future topics that can be developed in relation to future language policies - like 1 + 2. This has involved direct collaboration also with NDCS Scotland. This work has continued into year 2 to include working with the ALLIANCE Scotland and meeting other organisations like the University of Edinburgh.

5.) Third Sector organisations wider than the Deaf Sector.

6.) Deaf Sector through SCoD - Bulletins, newsletters, website, National Council Meetings.

**Using the criteria set out below, give yourselves a score between 1 and 6. In the comments box record the main evidence that you feel justifies the score.**

Score each principle as:

**1 = Not met the principle at all**

**6 = Fully met the principle**

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**To what extent did the activity respond to the needs and concerns of the community?**

**Score: 5**

**Particularly good or bad things**

Evidence informed re the need and concerns.

1.) Historically lack of trust between Deaf Sector Organisations - the activities acknowledged this and sought to change this dynamic expressly and consciously.

2.) Concern from within the Deaf Sector to see this project funded where there may be duplication and overlap with relevant contacts across the public sector and other third sector organisations. The project acknowledged this at the beginning and expressly set out to manage this. It did cause concern as one local authority did refuse to deal with more than one of us. This created tension between the Project and the BDA Scotland.

3.) Lack of understanding of the importance of key policies and legislation in relation to children and young people in relation to the development and delivery of services and engagement strategically at government level - the project sought to draw this to their attention, build knowledge and capacity, improve access to information and to raise awareness as to the potential impact of the policy. Specifically in relation to GIRFEC, Children and Young People's Act.

4.) Local Authorities that responded to the initial request to engage with the project, were very happy to talk to the project team and discuss the challenges they face on creating equality and access. Our activity responded to each local authority.

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**To what extent did we address the issue of inequality?**

**Score: 4**



## **Particularly good or bad things**

This is about mainstreaming equality and access for Deaf BSL users - this is therefore about getting strategic decision makers in mainstream organisations to think about inclusion in everything they do and say and all the planning that they undertake. Within the context of the commission this is with particular interest in Deaf BSL users and specifically - children, young people and Education.

This was addressed by taking a person centred rights based approach to the project work, in line with the approach of Scottish Government and their policies in relation to Education, Health and Social Care.

In taking a person centred approach and offering examples, this means that it is easier for strategic decision makers to understand how their approach, design and delivery needs to consider those who are Deaf from the beginning and respond and not react to the 'sudden' awareness of those who are Deaf BSL users.

In relation to Education the work of the project has made a difference a.) in the access to information and materials about GIRFEC, through our collaboration with the ALLIANCE Scotland and in particular Ronnie Hill and his team. b.) in our consistent contact with the Education department, we have raised awareness on the needs of Deaf children, young people and professionals.

Challenging - the monocultural state of the Deaf Sector - where are the cross cutting issues being raised? It is very unusual to hear or discuss how Deaf identity may be also informed by other aspects of equality and be relevant to enabling equality and access.

This was addressed by the project team in the following ways:

- Capacity building for the P.I.G. in relation to understanding the principles of a Human Rights Approach to inclusion for Deaf BSL users.
- Developed a Community of Interest Group within the Deaf Sector to consider the common issues and how we address them.
- National Council Meetings - presenting and keeping them updated.
- Being aware of the intersectionality of equality with Deafness in our conversations across all the discussions we are having.
- Ensuring that we connected with projects that were looking at other aspects of identity.

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**To what extent did we build the skills, knowledge and confidence of the community so that they are better able to respond to future challenges and issues?**

**Score: 4**

## **Particularly good or bad things**

We did this by:

Partnership working with.....

1.) Setting up the Community of Interest - here the community is the Deaf Sector.

2.) Challenge of people not communicating and being transparent about knowledge, information and actions, raising their awareness of the impact or unintended consequences of their lack of transparency. This created sometime difficult and challenging conversations. Community again in this context means the Deaf Sector.

3.) Creating a bespoke training event in partnership with the ALLIANCE Scotland and Ronnie Hill that was consciously designed for the Deaf Sector and Deaf professionals to understand GIRFEC. Community in this sense means both the Deaf Sector and Deaf parents, children and hearing parents of Deaf children.

4.) Building skills that support participation for Deaf people in the community has not been directly worked on during year 1. We have taken strategic action in relation to the BBC and political programmes that are used to inform the general public by supporting the petition, promoting it across the SCoD website and by directly contacting the BBC lead for Equality and Diversity and having a dialogue with them. However there remained resistance and they did not appear to understand that its impact on delaying access was to consider the needs of Deaf people within a context of a hierarchy for equality. This work can be taken forward to year 2.

5.) There has been no training delivered to Deaf BSL users directly in order to build their capacity to participate in active citizenship. This will be work for year 2.

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### **To what extent was our approach participatory and did we succeed in building partnerships?**

**Score: 4**

#### **Particularly good or bad things**

This process has started, historical barriers referencing politics and the way in which funding models previously employed have enabled the perceived competition between Deaf Sector organisations or even main stream organisations that seek to be inclusive and develop a focus on Deaf BSL users and their needs.

We have done this by:

1.) Developing a Community of Interest approach so that Deaf Sector organisations can see the commonality in their vision. Yes partnership working was established with a.) NDCS Scotland b.) BDA Scotland c.) Deaf Action d.) Deafblind Scotland.

2.) Collaboration - working across different national policy strands, supported by SCoD and its work to engage and consider areas of common interest - specifically the See Hear Strategy, and how the project work is relevant to it. The project in year one began to discuss with some local authorities how we might create a template to gather mapping information. This will continue in year 2.

SCoD and its members across the three sectors - Public, Third and Private.

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### **To what extent did we promote learning and continuous improvement?**

**Score: 5**

#### **Particularly good or bad things**

Learning and continuous improvement was the principles of community development that informs our approach.

1.) Empowerment - we did this by enabling and supporting those working in the Deaf Sector in particular those who were themselves Deaf / Deafblind to be to understand key Education policy through active participation of training event.

2.) Participation - we did this in connection in year one with the Scottish Referendum across all aspects of the Deaf community.

3.) Inclusion - equality of opportunity and anti-discrimination - recognising that some people may need additional support to overcome barriers they face: the project offered visibility in its leadership in attending various relevant conferences, training and seminars and offering a Deaf perspective when relevant. This is done within the context of promoting continuous improvement and through the actual engagement directly with Deaf BSL users attending the events - offering experiential learning for many event organisers.

4.) Self determination - supporting the right of people to make their own choices by ensuring they have the information necessary in order to make informed decisions.

5.) Partnership - we promoted and encouraged partnership working, collaboration and co-creation.

### **Reviewing the outcomes from your plan, how much progress has been made?**

Score each outcome as

**1 = Not met the outcomes at all**

**6 = Fully met the outcomes**

---

1

#### **Outcome as set in the plan**

##### **FUND OUTCOME**

Produce a "Statement of Intent" and use this as a starting point to seek consensus and adoption of this by public authorities on priorities for improvement and a commitment to change.

##### **Outcome indicator**

##### **PROJECT OUTCOME (TARGETS)**

a.) "Statement of Intent" produced.

b.) 10-12 Local Authorities and 5-7 NHS Boards approached.

c.) Agreements of partnerships in place with 10-12 Local Authorities and 5-7 NHS Boards.

d.) 10-12 Local Authorities and 5-7 NHS Boards to provide evidence and feedback.

e.) "Statement of Intent" used as a promotional document and has improved awareness and understanding.

**Score: 3**

##### **Progress and evidence**

a.) and e.) BDA BSL Charter and the Statement of Intent of NDCS Scotland will inform where the project take this for the future - this will be further explored in year 2. Partnership working with BDA Scotland and NDCS Scotland is being further developed to inform promotional materials and improve awareness and understanding across mainstream services.

b.), c.) and d.) Examples...of what we did...Aberdeen, South Lanarkshire.

What we discussed - what work we are taking forward.

NHS Boards - what did we do - with whom and what is being carried forward.

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## 2

### **Outcome as set in the plan**

#### FUND OUTCOME

The project will pro-actively and continuously engage with public bodies at a strategic level to seek improved equality of opportunity for Deaf and Deafblind people who uses BSL, their families and their communities.

#### **Outcome indicator**

#### PROJECT OUTCOME (TARGETS)

a.) 10-12 Local Authorities and 5-7 NHS Boards to complete (Human Rights) Equality Impact Assessments with reference to Sensory Impairment Strategy (SIS).

b.) To work with 12 Deaf and 2 Deafblind organisations / groups in collaboration to maximise opportunities and consider priorities.

c.) Establish numbers of BSL users with Local Authorities' Education Services - mapping assessment process and provisions (ages 0-25 years old).

d.) Audit before and after communication support budgets provision across Local Authorities' Education Services.

e.) Create and deliver Deaf Awareness Training with Deaf BSL Trainers to 10-12 Local Authorities and 5-7 NHS Boards.

**Score: 3**

#### **Progress and evidence**

a.) Meetings held, relationships being established, awareness raised, EQIA - with potential move to HREQIA - culture change in alignment with Government policy on UNCRPD. This work will be carried on to year 2.

b.) Community of Interest event designed and delivered - 13 Deaf Sector organisations attending. We worked with the .BSL&LAWG consistently throughout the year to discuss and check the priorities within the sector and in relation to our project. The on going dialogue on the Road Map was a consistent part of this. The relationship and dialogue of the project team with Mandy Reid, the Policy and Research Officer at SCoD in relation to her work at the DWP / Access to Work (ATW) changes being an example were part of the dialogue that informed the projects discussions and actions with Local Authorities and the NHS Boards in particular. It is anticipated that this work will be carried forward for year 2.

c.) Mapping exercise is being followed through for year 2. Discussions to be carried forward to year 2. NDCS Scotland - Deaf register being established initially via a pilot in Tayside - a potential

model for future mapping.

Meetings set up in year 2 with SEEMiS the software and system developer for data capture across all Local Authorities in relation to Education.

d.) Under discussion for year 2 - FOI planned potentially with Local Authorities to establish the number of them who have a communication support budget.

e.) The training for trainers has not been completed during year 1 and is planned for year 2 project.

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**3**

### **Outcome as set in the plan**

#### **FUND OUTCOME**

The participation and contribution of Deaf and Deafblind people who uses BSL at a local and national level will increase. Policy development and local service delivery will have improved by means of positive engagement and consideration of sustainable solutions.

#### **Outcome indicator**

#### **PROJECT OUTCOME (TARGETS)**

a.) 50 Deaf BSL users participate in Community Leadership Training Workshops.

b.) Community Development Seminar with 50 Deaf BSL users offering their solutions for sustainable participation.

**Score: 3**

#### **Progress and evidence**

a.) Conference is booked and is being planned for 2015 - Thursday 12 March 2015. Conference planning in year 1 with conference in year 2. We anticipate that this conference will support Deaf people to participate in Community Leadership workshops.

b.) Training to be discussed in year 2. The conference will offer some platform for this.

Capacity building is currently being undertaken within the project team to support the delivery of this.

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**4**

### **Outcome as set in the plan**

#### **FUND OUTCOME**

Through an established method of evaluation, monitoring and reporting – demonstrate and evidence the positive improvements that have been achieved throughout the funding period. Make recommendations for continued improvement across the Public and Third Sectors.

#### **Outcome indicator**

**PROJECT OUTCOME (TARGETS)**

a.) Evidence of shared effective practice from 12 Deaf and 2 Deafblind organisations through collaboration.

b.) Evidence from 10-12 Local Authorities and 5-7 NHS Boards mapping communication support budgets provision and their improvement plan.

c.) 50 Deaf BSL users have participated in Community Leadership Training Workshops and future participation meetings in Local Authorities and NHS Boards.

**Score: 4**

**Progress and evidence**

a.) and b.) working on GIRFEC - with the ALLIANCE Scotland - (Deaf Sector organisations who are members). Community of Interest work as noted as above.

BSL&LAWG.

SCoD - policy input and consultation. Mapping - see outcome x above.

c.) Training see above at outcome 3.

Carrying forward to year 2 with BDA Scotland - widening participation plus Health Challenge and Hate Crime projects in particular.

NDCS Scotland - conferences and conversations with practitioners carried forward into year 2.

See Hear Strategy team - on going discussions into year 2.

**How many of the planned Community Stakeholders did the process reach?**

	<b>Quantity</b>
Total	0 Community stakeholders reached
Black and minority ethnic	This question has not been answered.
Carers	This question has not been answered.
Children and young people	This question has not been answered.
Elected representatives	This question has not been answered.
LGBT	This question has not been answered.
Older people	

## Quantity

This question has not been answered.

Patients

This question has not been answered.

People with disabilities

This question has not been answered.

False

This question has not been answered.

False

This question has not been answered.

Reps of community/voluntary groups

This question has not been answered.

False

This question has not been answered.

Deaf BSL users (Deaf / Deafblind).

This question has not been answered.

**Did all the Agency Stakeholders identified in Analyse continue to be involved throughout the project?**

Yes: Ambulance Services

Yes: Comm. Learning and Development P'ship

Yes: Community Health Partnership

Yes: Community Planning Partnership

Yes: Education

No: Environment

No: Fire & Rescue

Yes: Health Board

Yes: Hospital Services

No: Housing

No: Planning

No: Police

Yes: Social Work/Services

Yes: Voluntary organisations

Yes: Equality Leads.

Yes: Sensory Impairment Leads.

Yes: Deaf Sector organisations / groups - both nationally and locally.

**Overall score based on assessment of process and outcomes:**

Score overview as:

**1 = Not met the process and outcome(s) at all**

**6 = Fully met the process and outcome(s)**

**Score: 4**

**Have there been any unanticipated outcomes?**

Yes -

- Feed in from the project into SCoD policy Access to Work, DWP with information from the contact and from the Project. Case studies being developed as a result demonstrating the value of sharing policy work across the sector.

- Inaccessibility of mainstream conferences, seminars and meetings. This includes third sector hosted events.

- Lack of knowledge of GIRFEC is apparent across the Deaf Sector.

- Lack of knowledge of person centred Human Rights approach is apparent across the Deaf Sector.

- Greater understanding of language / communication support needs - it is not just about an English translation or BSL translation - it is about the need to support and enable real accessibility



and a common understanding of any information or knowledge that is being shared.

- Lack of confidence of those in local authorities at working with and consulting with Deaf community.

- The approach of Deaf community is often one of deficit due to the negative experiences they have on a continuous basis when trying to engage with the public sector and services. This sets up a cycle of approach that is often perceived by the public services as a list of continuous complaints creating a challenging environment to build any kind of relationship where constructive work can be done. There is a need to support Deaf BSL users to be able to frame the challenges they face in a constructive manner and support the public body to improve their motivation to improve their services.

### **What key lessons have been learned?**

a.) Framework for effective collaboration.

It is essential that those in the different organisations across the Deaf Sector develop transparent working relationships based on trust, in order avoid duplication and repetition of research and service delivery. This highlights the importance of creating an environment within the Deaf Sector that supports collaboration and co- production between organisations. This has been achieved during this first year through explicit leadership between senior people supported by an agreed memorandum of understanding.

b.) Shared Knowledge and Understanding of national policy.

Conversations and dialogues between different people within different organisations need to be informed by a shared contemporary knowledge of national policies relevant to the sector, for example the Sensory Impairment Strategy (SIS) and Getting It Right For Every Child (GIRFEC).

c.) Shared Knowledge and Understanding of the legal framework.

To support effective strategic planning across the Deaf Sector, it is essential that all those working in the sector have a shared knowledge and understanding of the legal framework that informs the expectations of all Deaf people to have equality of opportunity.

Big national data and local data - all relevant - in relation to all aspects of being Deaf and without it impossible to plan improvements and predict impacts.

d.) Organisational infrastructure.

This needs to be in place to ensure inclusive communication internally and externally of teams that may be working remotely and be geographically dispersed. This is particularly important with reference to the technology and IT infrastructure.

e.) Communication strategy.

To maximise the effectiveness of the project at communicating inclusively and to reach those people who may be difficult to reach places, it is essential that all aspects of contemporary communication are used to promote the engagement and effective distribution of knowledge. This includes social media.

f.) Communication support.

This needs to be planned and booked well in advance if inclusion is to be realised. This means that meetings are more challenging to organise as they are often dependent on the availability of interpreters and other communication support workers. This has at times been a limiting factor for the team as it has been a barrier to inclusive communication and maximising the opportunities to meet with external stakeholders.

g) Community capacity building.

There is a need to develop training and development that supports Deaf people away from a fixed mindset where the views are entrenched that everything is very bad and to acknowledge where there have been improvements and support these to be built on and enhanced.

### **What will we do next?**

In year 2 - we will continue to work towards the outcomes as set however the project team is aware that these may be changed as a result of the Member's BSL ( Scotland) Bill and its proposals.

We will continue to work on the following as part of the original outcomes:

- 1.) Partnership working with the Alliance to further develop the opportunities for the Deaf Sector and for Deaf parents, children and young people who uses BSL to understand GIRFEC and to be able to be an equal stakeholder in the relevant meetings and events attended.
- 2.) Develop Case studies to illustrate where effective practice is being developed, what this means and what the outcomes look like for Deaf people.
- 3.) Complete a mapping exercise to identify specifics on provision across different areas of Scotland.
- 4.) Meet and engage with SEEMiS on the collection and collation of data in relation to Education.
- 5.) Continue the work of the Community of Interest - looking to create a Deaf Hub for resources and access to knowledge and potential collaboration.

### **Status of project**

Active



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