



Scottish Children's Reporter Administration

British Sign Language Plan 2020-2023

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1. Background

In furtherance of the British Sign Language (Scotland) Act 2015, the Scottish Government published a [National British Sign Language Plan](#) in 2017. The 2015 Act requires a number of public bodies including our partners at Scottish Courts and Tribunals Service and Local Authorities to publish British Sign Language plans (BSL) in order to ensure that as a society we recognise the cultural and linguistic identity of Deaf and Deafblind people who use BSL to communicate, and remove barriers that Deaf and Deafblind people face when accessing public services and employment.

SCRA is not required by law to have a bespoke BSL plan independent of the National plan. However, as an organisation we should promote and embody the national plan in ensuring that we remove any barriers that Deaf and Deafblind children and families may encounter when engaging with our service.

SCRA has developed a plan following engagement with the British Deaf Association. The plan supports the commitments in the BSL National Plan and sets out the actions SCRA intend to take to promote BSL and support BSL users over the next three years. The plan aligns with SCRA's 2020-23 Corporate Plan and the organisation's Vision: Children and young people will be listened to, protected and supported to have a positive future where they are safe, valued and respected.

2. About SCRA

The Scottish Children's Reporter Administration (SCRA) is a national body focused on children and young people most at risk. The Children's Hearings System provides the operational setting in which SCRA work. SCRA's role and purpose is to:

- Make effective decisions about a need to refer a child/young person to a Children's Hearing.
- Prepare for and participate in court proceedings where statement of grounds or Hearings findings are appealed and ensure the wellbeing of children and young people – particularly vulnerable witnesses – are protected throughout the court process.
- Enable children, young people and families to participate in Hearings and ensure fair process in Hearings.
- Disseminate information and data to influence, inform and reassure.
- Provide premises for Hearings to take place; and to
- Work collaboratively with partners to support and facilitate the Getting it Right For Every Child (GIRFEC) agenda.

SCRA has nine localities, supported by a Head Office. The nine localities are: Highlands & Islands, North Strathclyde, Glasgow, Grampian, South East, Tayside & Fife, Ayrshire, Central, and Lanarkshire/Dumfries & Galloway.

3. SCRA contribution to the BSL National Plan

SCRA are working closely with other justice partners in order to deliver the long-term goal for the justice sector set out in the British Sign Language National Plan, which is:

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

We are actively involved with other justice partners, in the BSL-led justice advisory group, and will support Scottish Ministers' commitments to:

- Improve access to our information and services for BSL users, including making our website more accessible to BSL users;
- Promote the use of the Scottish Government's nationally funded BSL online interpreting video relay services called 'contactSCOTLAND-BSL', which allows BSL users to contact public sector services and for these services to contact them;
- Signpost staff who work with BSL users to appropriate BSL awareness training, and enable them to take up such training.

4. SCRA British Sign Language Plan

SCRA's 2020-2023 British Sign Language Plan supports commitments in [the British Sign Language \(BSL\) National Plan](#) and sets out the actions we intend to take to promote BSL and support BSL users¹ over the period covering 2021 to 2023.

Our Action Plan

| Objectives | Actions | CP Ref. |
|---|---|--------------|
| 1. Improve the accessibility of our website, guidance and information. | <p>1.1: Including information about who SCRA are and what we do in BSL on our website.</p> <p>1.2: Adding BSL/English interpretation and/or subtitles to key guidance and information videos.</p> <p>1.3: improving our guidance by including information in plain English; large format and BSL .</p> <p>1.4: create a bespoke page on our website that deals entirely with accessibility information and guidance .</p> | Care: 1.4 |
| 2. Introduce and promote the use of the Scottish Government's nationally funded BSL online interpreting video relay service, 'contactSCOTLAND-BSL' where users are able to contact us by way of telephone links for routine enquiries and arranging meetings etc. | <p>2.1: Including information about this service in staff email signatures.</p> <p>2.2: Including information about this service on our website and twitter account.</p> | Connect: 2.5 |
| 3. Develop awareness of BSL amongst our staff. | <p>3.1: Engaging with the BSL community to improve our understanding of BSL use and using this to inform implementation of our plan.</p> <p>3.2: Engaging with the BSL community to improve our understanding of BSL use and using this to inform implementation of our plan.</p> <p>3.3: Offering Deaf/BSL Awareness sessions for members of our staff and provide Deaf Awareness e-learning to all members of our staff.</p> <p>3.4: improving the understanding of reasonable adjustments for BSL users throughout the organisation to enable BSL users to access the supports and opportunities available to all employees.</p> | Protect: 3.5 |

¹Wherever we refer to BSL users we mean D/deaf and/or Deafblind people (those who receive the language in a tactile form due to sight loss) whose first or preferred language is British Sign Language (BSL).

Impact Measures

In addition to delivering the actions within our 2021-2023 BSL plan, we will also focus on capturing evidence through the following impact measures, to help us understand the difference we are making.

| Impact | Measures |
|---|--|
| <p>1. Staff have an awareness of BSL and the reasonable adjustments available to support BSL users confident in supporting BSL users to participate in hearings.</p> | <p>1.1 We will measure the number of times our internal guidance on BSL is accessed on our staff intranet.</p> <p>1.2 We will explore opportunities for qualitative feedback from staff and partners.</p> <p>1.3 We will explore opportunities for qualitative feedback from BSL users.</p> <p>1.4 We will explore opportunities for qualitative feedback from BSL interpreters.</p> |
| <p>2. BSL users have an awareness of SCRA and the work we do in protecting children and young people.</p> | <p>2.1 We will measure the number of times our external guidance is accessed on our BSL page on our website.</p> <p>2.2 We will explore opportunities for qualitative feedback from BSL users</p> <p>2.3 We will explore qualitative feedback from BSL interpreters.</p> |
| <p>3. BSL users can access our service and communicate with us with ease.</p> | <p>3.1 We will measure the number of times 'contactScotland-BSL' is used to contact us.</p> <p>3.2 We will explore opportunities for qualitative feedback from BSL users.</p> <p>3.3 We will explore qualitative feedback from BSL interpreters.</p> |

Giving us your feedback

We welcome your ongoing feedback on our work and we aim to ensure that your views are reflected in the actions we take to implement the plan. Please provide any feedback on our plan or how best to implement this to Equalities@scra.gov.uk.