

Ayrshire BSL Operational Plan 2024-2030

Strategic Aim		Action	Lead	Due By
1	Establish a BSL Local Plan Implementation Advisory Group with representation from the local BSL community.	Contact specialist groups and organisations for inclusion in the Implementation group.	Partner Organisations	December 2024
2	By Autumn 2024, develop an operational plan through the BSL Local Plan Implementation Advisory Group to deliver the strategic aims.	We will develop a plan to ensure we are on track to meet our strategic aims in consultation with the local deaf community.	Partner Organisations Implementation Advisory Group	December 2024
3	Follow guidance on inclusive communication from Scottish Government, when available, in line with the PSED review to ensure BSL users are considered in communications.	3 a. This will be implemented once the guidance is available from the Scottish Government 3 b. Within North Ayrshire Council explore the creation of a pilot for central interpretation and Translation funding, using the BSL Budget.	Partner Organisations Implementation Advisory Group	We will review this in 2025 as guidance as has been delayed. December 2025 April 2025
4	Based on the Scottish Government guidance on BSL access for public engagement, adopt inclusive public engagement guidance.	This will be implemented once the guidance is available from the Scottish Government.	Partner Organisations Implementation Advisory Group	We will review this in 2025 as guidance as has been delayed.
5	Publish a progress report on the actions in 2027, the midway point for this plan. As a living plan, this will enable us to reflect on what further actions are required to help us meet our longer-term goals and overall vision for BSL in Ayrshire.	To collate and publish an update report in both BSL and English.	Partner Organisations Implementation Advisory Group	May 2027

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6	Develop a specific page on our public websites with information in BSL or signposting to relevant information available in BSL.	6a Members of the deaf community will be invited to review partner organisations webpages in relation to developing information in BSL.	Partner Organisations Implementation Advisory Group.	Annually over the lifetime of the plan.
		6b. Hold a BSL Engagement event to discuss organisation roles, technology and website information.	Partner Organisations Implementation Advisory Group.	May 2025.
7	Continue to engage with BSL users and promote Contact Scotland BSL.	7a. Organise planned sessions through the lifetime with members of the deaf community to promote Contact Scotland BSL so that all those who require the service are aware of the Contact Scotland BSL.	Partner Organisations Implementation Advisory Group.	Biennial over the lifetime of the plan.
		7b. Organise planned sessions through the lifetime of the plan with employees of the plan so that all staff are aware of the service.	Partner organisations.	Annually over the lifetime of the plan.
		7c. Partner Organisations Implementation Advisory Group will develop promotional material with FAQs.	Partner Organisations Implementation Advisory Group.	Over the lifetime of the plan.
8	Promote and utilise the Scottish Government Signport Portal for BSL/English interpreters	This will be promoted once available.	Partner Organisations Implementation Advisory Group.	Date will be set once available.

Strategic Aim	Action	Lead	Due By
9	Facilitate BSL users, deaf and deafblind children, and their families to access support.	<p>9a. Engaging with our children, young people and their families to ensure that they are aware of how to access BSL support when engaging with services.</p> <p>9b. Updating information on webpages through engaging with the Ayrshire Deaf Education Service.</p> <p>9c. Working with communication support workers via the student association to review information within Ayrshire College.</p> <p>9d. Promote information in primary care services.</p>	<p>Partner Organisations Implementation Advisory Group.</p> <p>Review annually over the lifetime of the plan, as information constantly changes.</p>
10	Continue to promote BSL service provision to ensure staff understand the importance of BSL provision.	<p>10a. This will be promoted via events and campaigns such Deaf Awareness week.</p> <p>10b. BSL awareness sessions will be made available for employees.</p>	<p>Implementation Advisory Group.</p> <p>Sensory Impairment teams.</p> <p>Annually over the lifetime of the plan.</p>

Strategic Aim		Action	Lead	Due By
11	Support NHS teams and BSL providers to develop robust referral pathways which will result in BSL users, deaf and deafblind children accessing both the healthcare and language learning support they require.	11a. Work with NHS staff and local BSL community members to develop a pathway for ensuring BSL communication support is available at the time of need.	NHS and local BSL community.	May 2026.
		11b. Once the pathway is developed and agreed, make sure it is disseminated to all staff.	NHS and local BSL community	
12	Promote access to the Scottish Government opportunities for targeted workers to learn BSL up to an appropriate SCQF Level.	12a. This will be promoted once information is available.	Partner Organisations.	Annually over the lifetime of the plan.
		12b. BSL SCQF level qualifications will be made available for employees of the North Ayrshire Sensory Impairment Team (up to SCQF level 3).	North Ayrshire Council/local authorities.	April 2025 and April 2026.
13	Signpost BSL users and their families to access the Scottish Government opportunities to gain experience about the heritage and culture of BSL, as well as hold local events.	13a. Promote Scottish Government opportunities once information is available.	Implementation Advisory group/Local Authority Community Teams.	Annually over the lifetime of the plan.
		13b. Promote events taking place across Scotland for BSL users through social media, emails etc.	Partner organisations.	As and when available.
		13c. Hold a cultural awareness event for the BSL community.		2026 and 2029.

Strategic Aim	Action	Lead	Due By
14	Promote and support implementation of the nationally identified solutions to specific barriers for BSL users to support an easy transition from school to positive destinations.	Once the nationally identified solutions to specific barriers for BSL users are available we will promote and support BSL users.	Partner organisations. As and when available.
15	Through No One Left Behind, deliver place-based employability services that support individuals to overcome structural barriers to entering and sustaining employment. We will work with the Implementation Advisory Group for this plan to identify solutions to specific barriers for BSL users accessing devolved employability support.	15a. Employability and Skills Team will work with individuals who use BSL to ensure that a tailored support plan is in place. 15b. Increase staff knowledge by offering access to specific BSL courses	Local Authorities and Ayrshire College. Local Authorities/ sensory impairment teams. Annually over the life of the plan. April 2026.
16	Promote opportunities for engagement and embed actions related to BSL users, based on the work set out within the social isolation and loneliness strategy.	Work with public sector partners to support the Scottish Government Social Isolation and Loneliness Strategy 2023 - 2026.	Partner Organisations Implementation Advisory Group. April 2026.

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17	Promote access to support services during the cancer journey.	<p>17a. Engage with cancer services to understand what support services are available.</p> <p>17b. Promote, using appropriate BSL communication, what support is available to the BSL community.</p>	<p>NHS Ayrshire and Arran.</p> <p>May 2027.</p>
18	Support BSL users to understand the use of the remote video BSL interpreting service.	Work with the deaf community in Ayrshire to deliver engagement sessions to showcase the use of the remote video BSL interpreting service	<p>Partner Organisations Implementation Advisory Group.</p> <p>December 2025.</p>
19	Work to help embed BSL further within culture and the arts including increasing availability of signed events and performances.	<p>Work with respective teams leading on the culture and arts in each LA area to offer BSL events and performances annually.</p> <p>Promote local and national BSL events.</p>	<p>Partner Organisations Implementation Advisory Group.</p> <p>January 2026.</p>
20	Utilise the data from the Census and any other sources to better understand our local BSL population, as well as explore issues such as accessibility and access to services.	<p>Undertake an analysis of census data and local data zones.</p> <p>Engage with the BSL community and the two local deaf clubs to better understand local need.</p>	<p>Partner Organisations Implementation Advisory Group.</p> <p>May 2025 and thereafter annually.</p>

Strategic Aim	Action	Lead	Due By
21	Publicise resources from the Electoral Commission, once available, to provide ongoing support for BSL users' participation in democratic life.	Make available on council websites and promoted during election periods.	South, North and East Ayrshire councils. May 2025.
22	Ensure relevant electoral staff are aware of the need to provide appropriate information on voting processes to BSL users.	Provide awareness of voting processes for BSL users.	North, South and East Ayrshire councils. During Election periods.