



Programme Report
Deaf Sector Partnership (DSP)
July 2016 – September 2016.

Completed By: Mandy Reid

Project Information	
Name and Organisation of Main Contact Person	Neil Bird – Voluntary Action Fund Mandy Reid – Scottish Council on Deafness
Total Grant received by DSP	£445,000 (for the year)

1	About the Deaf Sector Partnership
	<p>The Scottish Government Equality Unit currently funds five deaf organisations to support the implementation of the British Sign Language (Scotland) Act 2015.</p> <p>The work will focus on these primary outcomes:</p> <ol style="list-style-type: none"> 1. To support the development of the BSL National Advisory Group (the NAG); 2. To support people whose first or preferred language is BSL (including Deaf BSL users, Deafblind BSL users, Deaf/Deafblind people from equality and diversity groups whose first or preferred language is BSL, and people with additional language/support needs whose first or preferred language is BSL) to be as involved as they want to be in the development of the first BSL National Plan; and 3. To support public bodies to be more inclusive of people whose first or preferred language is BSL and to support them to meet their duties under the BSL (Scotland) Act. <p>Each organisation, while being funded separately, will collaborate and work in partnership with the other four organisations as well as the Scottish Government and the Voluntary Action Fund. The organisations are the BDA Scotland, Deaf Action, Deafblind Scotland, National Deaf Children’s Society (Scotland) and the Scottish</p>

	Council on Deafness.
2	How much progress has been made towards your project outcomes?
	Project outcome 1: To support the development of the BSL National Advisory Group (the NAG);
	<p>What you actually did:</p> <p>July – September 2016:</p> <p>Derek's role as DSP Co-ordinator has been recognised and he is now based up to two days per week in Victoria Quay (Scottish Government Equalities Team) so that he can support the work of the NAG and the NAG Secretariat (Hilary Third). Will be the first point of contact on all matters related to the DSP, including queries about the NAG and BSL (Scotland) Act 2015.</p> <p>Acting in a supporting role to Hilary Third, attending meetings with the Equality Unit Intern to discuss with various colleagues from different departments the long-term aims and ambitions for the draft BSL National Plan. He is providing and sharing information, advice and guidance on British Sign Language (BSL) matters across Government. This has freed up time to enable Hilary Third to focus on other Equality Unit work. He is also supporting Heather Mole, the Equality Unit Intern with her work on the draft BSL National Plan. Provided training and ongoing support for BSL Representatives on the NAG with support from DSP partners. Corresponding to enquiry emails, NAG matters, DSP matters with members of the public, public sector colleagues and third sector colleagues.</p> <p>Deafblind Scotland continues to support the Deafblind NAG (DBNAG) and the Deafblind BSL NAG Representatives with the delivery of information in appropriate formats and in a timely manner. This involves much planning and co-ordination. Deaf Action continues to support the Youth NAG (YNAG) and the Youth BSL NAG Representatives.</p>

NDCS is supporting the Parent NAG (PNAG) and both the Hearing and Deaf parent representatives. **BDA Scotland** is supporting the Deaf NAG (DNAG) and the Deaf BSL representatives.

What difference you made as a result:

July – September 2016

Deaf Action: Feedback was sought from the YNAG representatives following the pre-NAG training on 24th April, and NAG1 and NAG2 on Monday 25th April and Tuesday 31st May respectively. The feedback included comments on the training provided, the timings between each session in both the training and NAG meetings and accommodation provided. This feedback was raised at the DSP meetings following the NAG training and meetings, and taken on board. Subsequently, changes were implemented with the YNAG representatives reporting back that they were happier and felt listened to. For example, the three young people felt that the food during the pre-NAG training was too formal and would have preferred 'age-appropriate' food. As a result, there was a wider variety of food choices and changed to buffet-style to better suit their needs.

Project outcome 2: To support people whose first or preferred language is BSL (including Deaf BSL users, Deafblind BSL users, Deaf/Deafblind people from equality and diversity groups whose first or preferred language is BSL, and people with additional language/support needs whose first or preferred language is BSL) to be as involved as they want to be in the development of the first BSL National Plan

What you actually did:**July – September 2016**

The **DSP Co-ordinator** has been in a supporting role to Hilary Third, attending meetings with the Equality Unit Intern to discuss with various colleagues from different departments the long-term aims and ambitions for the draft BSL National Plan. He is providing and sharing information, advice and guidance on British Sign Language (BSL) matters across Government. He is also supporting Heather Mole, the Equality Unit Intern, with her work on the draft BSL National Plan. With the support of other DSP partners, he has provided training and ongoing support for BSL Representatives on the NAG with support from DSP partners.

Consultation with Deafblind people requires much more organisation than it does with others whose first or preferred language is BSL. **Deafblind Scotland** provide the information in the most appropriate format and then translate the feedback so that it is accessible for the DB BSL Representatives.

BDA Scotland consulted with 168 Deaf BSL users on the long term Aims and Ambitions for the National Plan.

The **Deaf Sector Partners** are meeting on a regular basis to share information on how to reach people who are not in regular contact with deaf organisations. This is an ongoing piece of work that should help the DSP reach more of the 12,533 BSL users in Scotland.

The **Deaf Action Youth Participation Officer** has a Scotland-wide remit and is visiting schools and youth services that have deaf children and young people aged between 10 to 18 years old. Workshops are being delivered covering topics such as identity, citizenship, accessibility; as well as educating them about the BSL (Scotland) Act 2015 and what their rights are as deaf young people. This work is supporting young people to be involved in the BSL National Plan.

	<p>The BDA Scotland BSL Health Fest event promoted access to BSL as part of the BSL (Scotland) Act. This shows partnership and engagement among different projects within the BDA Scotland structure.</p> <p>What difference you made as a result:</p> <p>July – September 2016</p> <p>Deafblind Scotland produced a BSL video on DVD with subtitles. This was a first for DbS and was well received, allowing BSL users, family members and others find out more about the key issues for deafblind people who use BSL.</p> <p>BDA Scotland has been successful in engaging with two (2) new groups of participants, firstly Deaf parents of Deaf children and secondly with two (2) new church groups - St Mary's Roman Catholic Church and John Ross Memorial Church. Both groups had almost no knowledge about the BSL (Scotland) Act and pointed out how their communication needs impact on access to everyday life. For instance, one group focussed on Ambition no. 7 (transport) since it has some considerable impact on their daily routines which is now more significant in their later years as retired members of society.</p>
	<p>Project outcome 3: To support public bodies to be more inclusive of people whose first or preferred language is BSL and to support them to meet their duties under the BSL (Scotland) Act</p>
	<p>What you actually did:</p> <p>July – September 2016</p> <p>BSL Awareness sessions were delivered by Deaf Action to three Scottish Government Ministers in private; Mark McDonald, Lead Minister for BSL, Maureen Watt Minister for Mental Health, and Aileen Campbell, Minister for Public</p>

	<p>Health and Sport.</p> <p>Deaf Action and Deafblind Scotland have met to discuss the BSL awareness training so that it includes information on the needs of Deafblind people.</p> <p>SCoD will collate a list of those who will be responsible for writing the local BSL plans as well as those involved in the National Plan, once the National Plan has been drafted. The Equality Leads in national public bodies are involved in the National Plan through the BSL NAG reps.</p> <p>What difference you made as a result:</p> <p>July – September 2016</p> <p>Mark McDonald MSP, Minister for Early Years & Childcare and the Lead Minister responsible for BSL, introduced himself to the NAG representatives at NAG3. In his presentation, he stated that he had received BSL awareness training from Deaf Action the previous week and highlighted that he found this extremely beneficial as the lead minister for BSL. A link to his speech can be found on the Deaf Sector Partnership YouTube channel: https://www.youtube.com/watch?v=BDi2t_CNEwo</p>
2a	<p>What are the potential risks associated with your outcomes?</p> <p>If the DSP do not appreciate the role of the DSP Co-ordinator and do not use the Co-ordinator as the “hub” for all information for the DSP/NAG, it could lead to an increased miscommunication risk.</p>

	<p>Without clear communication pathways and consistent branding, DSP messages may get lost or be misunderstood. The revised communications protocol should reduce this risk.</p> <p>Without clear communication pathways re the NAG and its members whose first or preferred language is BSL, there may be a risk of confusion and misunderstanding which in turn could put membership of the NAG at risk. The best possible levels of planning and preparation before meetings, analysis and monitoring of process after meetings, and use of the communications protocol should minimise any risk.</p> <p>The YNAG Facebook group received a 'join' request from an adult. The Facebook group administrator declined this request, explaining that the group was aimed at sharing the view and experiences of deaf young people aged between 10 and 18 years. As a consequence, Deaf Action updated the description of the Facebook group, reinforced its purpose and reiterated it is aimed at deaf young people aged 10 to 18 years old living in Scotland.</p>
	<p>Success stories from the Partnership are:</p>
	<p>National Deaf Children's Society (Scotland): One family of BSL users attended our Parents NAG (PNAG) event at the end of July. Mum and Dad as well as both children are Deaf BSL users. Their involvement in the PNAG has not only allowed them to have their views and experiences shared with Government, but have also led to wider benefits for the family.</p> <p>The family found out about the PNAG event via NDCS promotion to members and also via specific promotion of the event among the Black Minority Ethnic networks. They attended on 30 July and the event created an opportunity for them to share their views and experiences. The family contributed positively to this discussion.</p> <p>They described what they felt was the importance of early years: "In nursery, when my daughter first started it was a</p>

struggle. No-one had experience of deafness and they kept things simple and wrote things down. Now they have been learning sign language and doing Level 1 courses and that is fantastic. My daughter will be going to a new school now. We went to a meeting with an interpreter to prepare different scenarios. Let's see what happens in August. We have said we need more support from NDCS for my daughter too.”

They also talked about the importance of informed choice and education: “For example, mainstream or deaf schools the important thing for me is education. Who provides the best education? I want that informed choice. I don't want to think the education has gone backwards. We are concerned for our kids' futures. It is putting them in the right place for education.”

It was clear from the family's experiences that NDCS could offer additional services and provide further opportunities that would meet their specific needs and empower the family. As such we referred the family to our local Child and Family Support Officer for the area in which they live, George. George is also a BSL user himself and the family have found it very valuable to have support, information and advice from him on topics like education, welfare and additional funds, such as the Family Fund, they are entitled to access. George is providing ongoing support around access to benefits.

In addition, from the PNAG event it was also clear the family were looking for opportunities for their deaf children to be around other deaf children. They felt this was important for their confidence and wellbeing. The family were encouraged to attend a fund day run by NDCS on 17 September. This was a great opportunity for the family to be around deaf peers. The family have expressed ongoing interest in being involved in the PNAG and so we will continue to build on this relationship and support the family to remain involved in the PNAG which is extremely valuable.

Deafblind Scotland - The success activity of this quarter was the planning, co-ordinating and delivering of the DBNAG on August 2nd followed by the needs arising from this important meeting. It is becoming better known now, that because of their dual sensory impairment additional support issues are necessary for deafblind people in meetings. Deafblind Scotland managed to deliver a successful meeting and deliver on the issues arising from this

meeting. We have engaged with all DBNAG members and delivered the relevant information support in all their preferred formats. The DBNAG Day was very productive - the Long Term Aims and Ambitions (LTAA) document discussed. 5 deafblind people in attendance, 2 required Hands-on BSL, 3 used BSL Interpreters using BSL within restricted frame. Part of this meeting was filmed in order to illustrate the detail of support required by deafblind people who use BSL. This can be accessed by DSP and Government. The very fact that deafblind people who use BSL were successfully involved in this process was a success in itself! It is hoped that deafblind people's needs will gradually become better known as a result of these examples.

Sourcing a suitable deafblind person to do video of DBNAG meeting's views was a challenge, but ultimately a more effective thing to achieve for the deaf and deafblind community, as this allows sighted and hearing people to understand what the issues are for deafblind individuals who use BSL. It is also a great example of what deafblind people can do for themselves. For the first time Deafblind Scotland was able to send most BSL-using deafblind people a DVD with deafblind people's views on the LTAA document, the basis for the BSL National Plan. It was also an excellent indicator of effective joint working between deafblind people, partners in the DSP, Interpreting service and Guide/Communicator service. Useful lessons were also learnt along the way in doing the video for the future.

BDA Scotland: Sixteen (16) reports were created - one for each of the participating groups, with one final report being collated from those, which emphasised the views of the participants involved. This was a complicated task as there was such a lot of vital information included in the individual reports; however, this has proved successful. One outreach worker preferred to deliver his report in BSL, as he felt strongly that he could create a well-rounded report in his first language and valued the opportunity to do that. His decision was supported and the report in BSL was accepted, and then translated into written English. This is a perfect example of overcoming barriers to ensure all participants are able to contribute in their preferred language.

A summary report was then created from the final report and this was then translated into BSL to ensure information and feedback was delivered to the Deaf community and participants in the discussion groups, to reinforce the fact that their views and opinions are being taken on-board and acted upon.

4	Developing new connections and participate in new networks, including reaching new people
	<p>Partnership working is strengthening across the Deaf Sector Partnership with more conversations taking place out with the formal DSP meeting structure. The individual organisations have been accessing existing networks in new ways in order to increase the reach of our project.</p> <p>The Partnership members are beginning to involve other equality organisations in their work in order to reach people they do not have contact with, for example, Deaf Action and Aspire Scotland and working with the Children and Young People’s Commissioner Scotland. The Commissioner suggested creating a BSL video for deaf young people, which would explain more about the BSL Act; Deaf Action is looking at how this could be progressed in partnership with the Commissioner.</p>
5	Ensuring the flow of information across the partnership and with communities and key stakeholders
	<p>Work has been done on the reporting mechanisms for the Deaf Sector Partnership (DSP) – this reporting form and guidance, the EQIA, the Learning Log and Risk Register as well as the Work Plan and Equality Monitoring / Recording. The communication protocol has been updated and is now fit for purpose across the partnership, public sector and communities and should ensure an effective flow of information between NAG, DSP and the communities the partnership is working and supporting. The Annual Report for the first 15 months of funding is complete and available on the website as are the Communications Protocol and the Work Plan for this year.</p> <p>The DSP Website is being updated, including the design to ensure that it is fully accessible and inclusive of all who will use it, including public bodies. SCoD’s Modern Apprentice has checked the mapping information for accuracy (a</p>

	<p>number of mistakes and omissions were identified) and this information will be uploaded shortly. The DSP social media continues to be monitored and used in the most appropriate ways to promote the work of the DSP and its wider partners.</p> <p>DSP partners have met to share knowledge, training and to increase awareness of deaf and deafblind issues.</p> <p>Deaf Action has produced information to share with young people at their information days – to be made public on the DSP website to showcase good practice.</p>
6	Unanticipated outcomes or achievements
	<p>NDCS Scotland: Engagement with families on the BSL Act has often led to improved understanding of their needs and their ability to access services locally. This has given them a richer picture of provision in Scotland which is beneficial for them to understand organisationally. In one authority for example where the hearing impairment service is being restructured, it has given them greater insight into the barriers experienced by families in that area, and they have been able to feed this into NDCS' discussions with the authority.</p> <p>NDCS' youth outreach work, coupled with their supportive role in delivering the Youth National Advisory Group, has meant that a number of schools and community settings have approached them with requests for specific work around the BSL Act. This is extremely positive and NDCS will liaise closely with Deaf Action around this to ensure efforts aren't duplicated and that this produces added value.</p>
7	Significant challenges

	<p>NDCS Scotland: Trying to involve people in the consultation on the “Aims and Ambitions” paper was a challenge due to the timing of this – the Scottish schools summer break – but all the projects succeeded in meeting with their designated groups of people and getting feedback. Recording and transcribing all phone calls and conversations posed logistical and capacity challenges.</p>
8	<p>Learning for the DSP over the first quarter</p>
	<p>A more localised approach may work better than trying to bring people together to form a large group.</p> <p>A whole team approach across the organisations as well as the Deaf Sector Partnership and the Deaf Sector in Scotland is required to make the feeder NAGs as much as the BSL NAG a success.</p> <p>Simplifying the reporting and monitoring processes so that they can (now) be translated into BSL so that all members of the DSP and NAG understand what is and can take place throughout the lifetime of the partnership.</p>
9	<p>What happens next?</p>
	<p>The DSP will look at other models to delivering the themed NAGs, particularly tagging consultation onto ongoing localised events that Deaf/Deafblind people and hearing parents are attending</p> <p>A wider distribution of information to Deaf/Deafblind people and hearing parents through DSP outreach work and online resources</p>

	Strengthening networks by working in closer partnership with other key organisations taking a whole team approach. Continue to work in partnership to share information and learning on all matters Deaf, BSL and Deafblind.
10	Additional Comments
	It is appreciated that Neil Bird/VAF as monitoring support is available and approachable for support with any issues as they may arise.