



## **Deaf Sector Partnership Review 15th June 2016 NDCS, West Nile Street, Glasgow**

### **Introduction**

The Deaf Sector Partnership held its first review day on 15<sup>th</sup> June. The event was organised to help us to look back on the first 15 months of the partnership. We discussed our successes and our learning and identified what we would like to get better at in our second year.

The event was facilitated by Deirdre Watt from the Scottish Government and the full attendance list and programme are included at pages 7 and 8.

### **1. SESSION 1 - Aims and Objectives for the Review**

- Identify what has worked well and identify the things we want to improve on or do differently
- Explore how we can learn from the first year of DSP and resolve issues together
- To identify and celebrate work we are proud of
- Break down barriers!
- Build strong relationships based on trust
- Build the team and work better together in this next year
- Improve understanding about our organisations and have better understanding of who is taking responsibility for what
- Focus on DSP – the focus on NAG has taken priority recently
- What next for the DSP?



- Explore how we can improve communication and the flow of information.
- Get more clarity about roles and responsibilities
- Review how we work and whether the format of reports and the need for meetings is working for the partnership we are now
- To understand the risks of going forward and how these are reported in LEAP.
- Working in “blissful isolation” up to now – how do we involve others including across the four pillars. How to expand our reach?
- Get information updates from other DSP partner organisations.

## **2. SESSION 2 Our Journey – the Timeline**

### **The Successes – the things we are most proud of**

- Proud of the people who worked for the benefit of the Deaf community including hearing people – this last year has seen such a lot of change and achievement for us.
- We celebrate how far we have come in 15 months since the DSP began, especially since September when the bill was passed.
- Effective and collaborative partnership working based on respect and trust. At the start of the DSP, we were unsure and suspicious. Now organisations are demonstrating commitment and unity.
- We are a partnership with a mix of funded posts – part-time, full-time and volunteers but we are a partnership that is working together.



- We started as a group of seven and had to manage losing a member and welcoming a new member. We continued to do our work and became stronger as a group.
- The involvement of the two Deafblind reps on the NAG and the Deafblind NAG interviews which were the best in terms of the interview process.
- The involvement of young people in the YNAG and NAG – this is a first, where 10 to 18 year olds are sitting at the same table as adults.
- We are trailblazers and we take this for granted! Others want to learn from what we are doing. The world is watching. We need to capture our experience and share it widely.
- We have brought a partnership together that is bilingual in BSL and in English – the DSP and the NAG. The information that we share that is translated back and forth.
- The opportunities for learning about other organisations and what they do beyond the DSP.
- How open the Scottish Government have been in this process - the co- production process has been flexible.
- Having Sarah Davidson as the co-chair of the NAG. Sarah has a position of influence in Scotland's public sector and will champion the work of the NAG in all the right ways



- The NAG reaches other people and impacts on public bodies.
- Working together and improving the relationship between organisations; before the Deaf Sector Partnership we worked in isolation and at times were bidding for the same pots of money. We have moved from having suspicion and trust issues because we didn't understand what each organisation did. We have a better relationship and understanding now - not only in the Deaf Sector Partnership but in other work as well.
- Coming together and learning about each other's strengths; this is part of recognising that we have different roles and are not competing for the same resources. We need to share resources and figure out how much information we can share. We are all in the same boat here with the same goal. We need to look at reality and how we can deliver things. At the end of the day, regardless of what we do as individuals, what we do will benefit the deaf community and without competition you will not improve it.

## **The Challenges**

- Communications across the DSP and to the outside world. The Deaf Sector Partnership website needs to improve.
- How we report and gather evidence and how we measure our impact. The LEAP method of reporting is not the easiest to use and a review is underway to find the best method of reporting and gathering evidence.



- There is a big commitment from all members of the partnership. Having mixed and varied roles is part of what makes us a strong partnership, but it is also a challenge when trying to juggle roles and responsibilities.
- Managing communications in a fast moving world – the volume of e-mails and meetings is hard to manage. We want to look at how we can make this more manageable in the year ahead.
- Sometimes we are not as clear as we need to be about who is doing what, who is taking responsibility – not as clear as the people building the plane!

### **3. SESSION 3: Key Features of Successful Partnerships**

- Shared goals, common interests and agreed objectives – a clear reason for being a partnership
- Transparency and trust whilst recognising and being comfortable with differences between partner organisations.
- Creating a safe environment for healthy debate and being able to raise concerns and have them addressed quickly.
- Successful partnerships recognise and celebrate success.
- Differences and issues have been put aside as we want this to work!



- Exchange knowledge and accessible information; using organisation's resources and people's skills and talents.
- Good partnerships are based on the clarity of roles and responsibilities and the ability to delegate.
- The need for clear information coming from top down. But sometimes information coming from the bottom up has not been as clear!
- Scottish Government have to be clear what they want, so we can ask clear questions of the deaf community.
- All people involved in the partnership need to have the same level and degree of motivation; are we a team yet? We are well on the way. We must keep the motivation going.

#### **4. SESSION 4: Priorities for Improvement – What we want to get better at**

- Culture and communication: there is a deaf and hearing way. How do we get from A - B? The deaf way is you ask a question and it is direct. Hearing people waffle and go around the houses in doing things. We need be aware of both cultures and approaches. The picture on the next page tries to show those differences!
- We have hearing and deaf people working together in the DSP and we are polite but we have to be aware of the different cultures in the room. This goes to the heart of how you work together.



- Want to improve our meetings – reduce number of meetings; have the right meeting, at the right time with the right people.
- Improve the connections within our structure and between meetings; share the right information between meetings and groups
- Want to achieve balanced communication and improve the flow of balanced information.
- Extend the reach of communication to those who aren't already involved.
- Including a deaf perspective in the decision making process as well as who has made the decision and why. We need ownership of the decision-making processes. We need to look at how these decisions impact on the deaf community.
- Capture our learning and share the impact on practice: as organisations and as a partnership.
- Roles and responsibilities – we need to keep working to have clarity
- Resolving issues and learning from resolution



## 5. SESSION 5: Priorities for Improvement – how we do it

Actions will be discussed at the next two meetings – Planning and Delivery – and decisions taken on how to prioritise and take the actions forward.

### **ACTION 1 - DSP Structure and Reporting**

- Consider the need for the current meeting structure and agree meetings happen and when

2016/17: With the DSP Co-ordinator identified, the meeting structure has been clarified and simplified.

- Review the reports (underway) and agree new reporting mechanism

2016/17: Reporting system has been changed to a simpler system. Equal opportunities monitoring is planned to show how wide our reach is.

### **ACTION 2 - Roles and Responsibilities**

- Identify the leads and agree who is responsible for what and when
- Improve clarity about the roles and responsibilities in relation to who is supporting the NAG and NAG members

2016/17: With Derek taking the DSP Co-ordinator role and messages coming through him, it should be clearer who is doing what and when. As is who is supporting the BSL NAG members and the feeder NAGS.





### **ACTION 3 - Website**

- Review and change content and structure
- Link to Facebook

2016/17: The DSP Website is in the process of being made more accessible and bilingual. It may not be possible to link it to the present Facebook page because of the way the Facebook page has been set up. This is still being looked at.

### **ACTION 4 - Sharing Information**

- Use the workplan to develop and agree how, when and what information is shared across the partnership
- Agree how it this is done – roles and responsibilities

2016/17: The Communications Protocol has been simplified and published. Training is being organised on how to brand the DSP. The protocol as well as the work plan, learning log and risk register are progressing to show roles and responsibilities. These are being reported on a quarterly basis.

### **ACTION 5 - Corporate Identity**

- Develop and promote co-ordinated branding to strengthen awareness and role of partnership

2016/17: The Co-ordinator is arranging training on this for the DSP members.



## **ACTION 6 – Our Success and Impact**

- Identify and agree mechanisms to capture the journey and assess our impact. Share with the world
- Celebrate our success

2016/17: Quarterly reports will be produced, translated and shared on the DSP website as will other papers that highlight and showcase our work.

## **Annex A: Attendance**

**Facilitator:** Deirdre Watt (Scottish Government)

### Table 1

- Alison Hendry (NDCS)
- Avril Hepner (BDA)
- Hilary Third (Scottish Government)
- Ken Hallsworth (Deafblind Scotland)

### Table 2

- Anne-Marie Sandison (NDCS) (for first part of the day)
- Mandy Reid (SCoD)
- Neil Bird (VAF)
- Pauline Boyce (NDCS)
- Shaurna Dickson (Deaf Action)

### Table 3



- Damian Barry (BDA)
- Derek Todd (SCoD)
- Frankie McLean (Deaf Action)
- Helen Morgans-Wenhold (BDA)
- Ruth Dorman (Deafblind Scotland) (until lunch-time)

Language/Communication Support:

- Andrew Dewey – BSL/English Interpreter
- Gill Wood – BSL/English Interpreter
- Gordon McLennan – ENT
- Janice Murdoch – BSL/English Interpreter
- Jaq Donati – ENT

**Apologies:** Suzanne Abbatte (Deafblind Scotland)



**Annex B: Review Day Programme**

**DEAF SECTOR PARTNERSHIPS (DSP) WORKING GROUP  
(EQUALITY FUNDING PROGRAMME – BSL)**

Notice of Review Day  
Wednesday 15<sup>th</sup> June 2016  
10.30am to 4.00pm

**NDCS**  
Empire House  
131 West Nile Street  
Glasgow  
G1 2RX

The day will be facilitated by Deirdre Watt, Scottish Government

Important Notice:

Tea / coffee will be provided from 10.00am  
before the meeting starts promptly at 10.30am.

PROGRAMME

TIME	WHAT WE ARE GOING TO DO TODAY	WHO and HOW
	INTRODUCTION AND SETTING THE SCENE	



10.30	<p>Welcome and introductions</p> <p>Setting the Scene</p> <p>Ground rules and boundaries</p>	<p>Deirdre Watt</p> <p>Hilary Third</p> <p>Neil Bird</p>
10.45	<p>Aims and Objective for the Review Day</p> <ul style="list-style-type: none"> <li>• What we want to achieve today?</li> </ul>	
11.00	<p>Our Journey – the Timeline</p> <ul style="list-style-type: none"> <li>• Reflection on first 15 months of the partnership</li> <li>• What have we achieved – what are we proud of</li> <li>• Early challenges and how we got through them</li> </ul>	<p>Small group work followed by plenary</p>
11.45	COMFORT BREAK – TEA/COFFEE	
	WHAT DOES IT MEAN TO WORK IN PARTNERSHIP	
12:00	<ul style="list-style-type: none"> <li>• What does partnership mean to you – what are the key features of partnership working?</li> <li>• What are the benefits of the DSP</li> <li>•</li> </ul>	<p>Small group work followed by plenary</p>
13.00	LUNCH BREAK	



	<b>BUILDING ON OUR STRENGTHS</b>	
13.45	<ul style="list-style-type: none"> <li>• What have we learned in this first year</li> <li>• What works well and where can we improve</li> </ul>	Small group work
14.30	<b>COMFORT BREAK</b>	
14.45	<ul style="list-style-type: none"> <li>• Agree the key improvements we want to make in the year ahead</li> <li>• How do we achieve those improvements</li> </ul>	Small group work
	<b>THE END OF THIS YEAR'S JOURNEY AND THE START OF THE NEXT</b>	
15.30	Next Steps for the DSP Recap of where we were and how far we have come	
15.45	Check out – did you achieve your aims for today?	
16.00	Close and safe home.	