



Council Offices, Almada Street  
Hamilton, ML3 0AA

Tuesday, 04 December 2018

Dear Councillor

## **Equal Opportunities Forum**

The Members listed below are requested to attend a meeting of the above Forum to be held as follows:-

**Date: Wednesday, 12 December 2018**

**Time: 14:00**

**Venue: Committee Room 2, Council Offices, Almada Street, Hamilton, ML3 0AA**

The business to be considered at the meeting is listed overleaf.

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| <b>Members are reminded to bring their fully charged tablets to the meeting</b> |
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Yours sincerely

**Lindsay Freeland**  
**Chief Executive**

### **Members**

Bert Thomson (Chair), Janine Calikes, Maureen Devlin, Mary Donnelly, Eric Holford, Ann Le Blond, Martin Lennon, Katy Loudon, Joe Lowe, Jim McGuigan,

### **Substitutes**

Maureen Chalmers, Peter Craig, Lynne Nailon, Mo Razzaq, Margaret B Walker, Jared Wark

## BUSINESS

### 1 Declaration of Interests

### 2 Minutes of Previous Meeting

3 - 6

Minutes of the meeting of the Equal Opportunities Forum held on 3 October 2018 submitted for approval as a correct record. (Copy attached)

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### Item(s) for Consideration

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### 3 Annual Report on Mainstreaming Equalities and Diversity - Social Work Resources 2018 7 - 14

Report dated 15 November 2018 by the Director, Health and Social Care. (Copy attached)

### 4 Presentation on "Positive about Autism"

Presentation by Ramon Hutchingson, Co-ordinator, Autism Resource Co-ordination Hub (ARCH), Health and Social Care Partnership.

### 5 Shared Lanarkshire British Sign Language Plan

15 - 40

Report dated 16 November 2018 by the Executive Director (Finance and Corporate Resources). (Copy attached)

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### Urgent Business

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### 6 Urgent Business

Any other items of business which the Chair decides are urgent.

### ***For further information, please contact:-***

Clerk Name: Gordon Bow

Clerk Telephone: 01698 454719

Clerk Email: [gordon.bow@southlanarkshire.gov.uk](mailto:gordon.bow@southlanarkshire.gov.uk)

# EQUAL OPPORTUNITIES FORUM

# 2

Minutes of meeting held in Committee Room 5, Council Offices, Almada Street, Hamilton on 3 October 2018

**Chair:**

Councillor Bert Thomson

**Councillors Present:**

Councillor Janine Calikes, Councillor Maureen Devlin, Councillor Katy Loudon, Councillor Joe Lowe, Councillor Jim McGuigan, Councillor Lynne Nailon (substitute for Councillor Holford)

**Councillors' Apologies:**

Councillor Mary Donnelly, Councillor Eric Holford, Councillor Ann Le Blond, Councillor Martin Lennon

**Attending:**

**Finance and Corporate Resources**

A Bell, Personnel Officer; G Bhatti, Employee Development and Diversity Manager; G Bow, Administration Manager; K McVeigh, Head of Personnel Services

**Housing and Technical Resources**

E Dobbie and M McNulty, Strategy and Policy Officers

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## 1 Declaration of Interests

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No interests were declared.

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## 2 Minutes of Previous Meeting

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The minutes of the meeting of the Equal Opportunities Forum held on 9 May 2018 were submitted for approval as a correct record.

**The Forum decided:** that the minutes be approved as a correct record.

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## 3 Annual Report on Mainstreaming Equalities and Diversity – Housing and Technical Resources

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A report dated 14 September 2018 by the Executive Director (Housing and Technical Resources) was submitted on work being undertaken by Housing and Technical Resources to meet the commitments of the “South Lanarkshire Working for You” Mainstreaming Equalities Report 2017 to 2021.

Details were provided on the strategic and operational work being undertaken or planned by the Resource under the following headings:-

- ◆ equality impact assessments
- ◆ employment
- ◆ employee training and development
- ◆ accessibility, including physical access and access to information
- ◆ consultation, engagement and customer feedback
- ◆ customer complaints
- ◆ key actions to be achieved in the period 2017 to 2021 in terms of the Housing and Technical Resources’ Equality and Diversity Action Plan

Priorities for the Resource for 2018/2019 included the development of a pan Lanarkshire British Sign Language Plan in response to:-

- ◆ the British Sign Language (BSL) National Plan 2017 to 2023
- ◆ implementing a number actions in response to the Scottish Governments' Race Equality Action Plan 2017 to 2021
- ◆ progressing a range of actions to ensure the mainstreaming of equality across the Resource

**The Forum decided:** that the report be noted.

*[Reference: Minutes of 28 February 2017 (Paragraph 3)]*

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#### **4 Scottish Government Homelessness and Rough Sleeping Action Group (HARSAG) – Rapid Rehousing Transition Plans**

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Matthew McNulty, Strategy and Policy Officer (Housing and Technical Resources) gave a presentation on the work of the Scottish Government's Homelessness and Rough Sleeping Action Group (HARSAG) on the Rapid Rehousing Transition Plans.

Following questions from members, the Strategy and Policy Officer was thanked for his informative presentation.

**The Forum decided:** that the presentation be noted.

*Councillor Lowe left the meeting during this item of business*

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#### **5 Fairer Scotland Interim Guidance for Public Bodies**

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A report dated 14 September 2018 by the Executive Director (Finance and Corporate Resources) was submitted on the Fairer Scotland Duty which had been implemented in April 2018.

The Fairer Scotland Duty placed responsibility on all public bodies to actively consider how inequalities of outcome arising from socio-economic disadvantage could be reduced.

The key implications for local government were detailed in the report.

Interim guidance received on the implementation of the Act included information on:-

- ◆ socio-economic disadvantage
- ◆ the impact of the Fairer Scotland Duty on strategic level decision making
- ◆ meeting the Duty
- ◆ links to the Equality Act 2010

The Scottish Government had stated that the guidance was only interim as it would be further developed with public bodies during a 3 year implementation phase, when experience of working with the Duty could be reflected.

**The Forum decided:** that the report be noted.

*[Reference: Minutes of the Executive Committee of 15 March 2018 (Paragraph 4)]*

*Councillor McGuigan left the meeting during this item of business*

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## **6 International Day Against Homophobia and Transphobia (IDAHOT) 2018 Update**

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A report dated 3 September 2018 by the Executive Director (Finance and Corporate Resources) was submitted on the International Day Against Homophobia and Transphobia (IDAHOT) event which had taken place on 17 May 2018 in Hamilton Town House.

The aim of the event, which had been held annually since 2010, was to raise awareness by hosting sessions that challenged the myths surrounding the Lesbian, Gay, Bisexual and Transgender (LGBT) communities.

To date, the events, through workshops and presentations, had provided over 400 employees and various partners with practical skills, knowledge and understanding of LGBT issues.

The topics covered at this year's event together with an evaluation of feedback from attendees were provided in the report.

**The Forum decided:** that the report be noted.

*[Reference: Minutes of 9 May 2018 (Paragraph 4)]*

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## **7 Urgent Business**

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There were no items of urgent business.



# Report

**3**

|                  |   |
|------------------|---|
| Report to:       | <b>Equal Opportunities Forum</b>        |
| Date of Meeting: | <b>12 December 2018</b>                 |
| Report by:       | <b>Director, Health and Social Care</b> |

|          |  |
|----------|--|
| Subject: | <b>Annual Report on Mainstreaming Equalities and Diversity - Social Work Resources 2017/2018</b> |
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## **1. Purpose of Report**

1.1. The purpose of the report is to:-

- ◆ advise the Forum of the strategic and operational work being undertaken by Social Work Resources to meet the commitments within “South Lanarkshire Working for You” Mainstreaming Equalities report 2017-2021

## **2. Recommendation(s)**

2.1. The Forum is asked to approve the following recommendation(s):-

- (1) that the work being undertaken by Social Work Resources in terms of the Council’s Equal Opportunities Policy and related statutory duties be noted.

## **3. Background**

3.1. The statutory framework for Social Work Services is contained in a raft of different pieces of legislation. Principal among these is the Social Work (Scotland) Act 1968 which places a duty on all local authorities to ‘promote social welfare’. Social Workers have a distinctive set of knowledge, skills and values when supporting our most vulnerable people.

3.2. In giving some additional background, many of the services that are delivered to the public are set out in statute and therefore, the majority of direct service delivery has to comply with the respective legislative framework. This legislative framework is both complex and ever changing and requires Social Work Resources to manage and change service delivery in line with new requirements. However, it is this framework that provides the basis of Social Work services, in that the key focus is to promote social welfare and provide effective care to meet the needs of vulnerable people in South Lanarkshire. Therefore, as a targeted service, much of the work centres on the following areas:-

- ◆ Child Protection
- ◆ children with additional support needs
- ◆ looked after children
- ◆ Adult Support and Protection
- ◆ mental health
- ◆ alcohol and substance misuse
- ◆ physical and learning disability

- ◆ frail older people
- ◆ people who become involved in the justice system
- ◆ unpaid carers

3.3. The nature of social work means that much of our core business supports people whom are specifically mentioned under legislation and defined within the Equality Act 2010 as nine named protected characteristics groups. The protected characteristic groups of age, disability and gender are the focus of Social Work activity. The Resource continues to build on previous achievements and remains committed to supporting the Council's Equal Opportunities Policy and related policies, procedures and equality schemes.

3.4. Social Work Resources has worked with other Resources to develop equality outcomes to meet the general duty as set out in the Equality Act 2010:-

- ◆ to eliminate discrimination, harassment and victimisation
- ◆ advance equality of opportunity
- ◆ foster good relations in all the work we do

3.5. This has been published in the Mainstreaming Equalities Report 2013-2017, and updated with a progress report and outcomes report 2017/2021:-

[Mainstreaming Equalities progress report 2013-2017 and Outcomes report 2017-2021](#)

3.6. This Annual Report on Mainstreaming Equalities and Diversity 2017/2018 does not detail all activities carried out by Social Work Resources that relate to the equalities agenda. Rather we have selected some highlights from our core business that illustrates the way in which the equalities agenda is embedded into our work and our approach to continuous improvement.

3.7. This report has been aligned to the mainstreaming equality outcomes. There are a total of nine equality outcomes. This report relates to the outcomes appropriate to Social Work of:-

- ◆ improving services for older people
- ◆ protecting vulnerable children, young people and adults
- ◆ tackling disadvantage and deprivation
- ◆ strengthening partnership working, community leadership and engagement
- ◆ providing vision and strategic direction

A range of activity is listed in Appendix 1. The outcomes above will be aligned to the new outcomes within the Council Plan Connect 2017-2022.

3.8. Within the Resource, the Equalities Officer Group has refocused and now links with the Service Performance and Continuous Improvement Group (PCIGs) and the Social Work Resources Governance Group, to ensure equality issues are tabled and discussed when appropriate. PCIGs and the Social Work Governance Group have a role in overseeing the implementation of the Council's statutory duties within the Resource.

3.9. Social Work Resources participates in the Council's Equality and Diversity Working Group to facilitate full participation in the Council's wider equality initiatives.



- 3.10. Social Work Resources plays a leading role in a number of partnership agendas including Integration of Health and Social Care, Public Protection Arrangements (Child Protection, Adult Support and Protection, Multi-Agency Public Protection Arrangements (MAPPA), Getting it Right For Every Child, Carers Strategy, Lanarkshire Advocacy Plan and Community Justice Partnership. Tackling inequality is a central theme within all these partnership agendas.

#### **4. Equality Impact Assessments**

- 4.1. Social Work Resources continues to build upon previous work undertaken in relation to equality and diversity impact assessments resulting in the completion of impact assessments and the identification of new policies, functions and procedures for inclusion in the Relevance Schedule.
- 4.2. Over the course of 2017-2018 the Resource carried out equality impact assessments which included four related to the Council's proposed efficiencies, three assessments in relation to national policy and one in relation to service review as follows:-
- ◆ Efficiency Savings Agenda
  - ◆ Health and Social Care Commissioning Plan
  - ◆ Community Justice Outcome Improvement Plan
  - ◆ See Hear – Sensory Impairment Strategy
  - ◆ supported carers – review of fee structure
- 4.3. The Resource follows corporate guidance for carrying out equality impact assessments. A summary sheet is prepared for each assessment and this allows staff involved in the assessment to note other risks that have been identified as part of the equality impact assessment process. This helps to inform the Resource's approach to risk assessment.

#### **5. Employee Implications**

- 5.1. Mainstreaming equalities are met from within existing resources and that of our partner agencies.

#### **6. Financial Implications**

- 6.1. There are no additional financial implications associated with this report.

#### **7. Other Implications**

- 7.1. The risk to the Council is that if the Resource does not have due regard to the Public Sector Equality Duty it may lead to non-compliance with equalities legislation. The consequence of this could be an unlimited financial penalty
- 7.2. There are no sustainable development issues associated with this report.
- 7.3. There are no other issues associated with this report.

#### **8. Equality Impact Assessment and Consultation Arrangements**

- 8.1. This report does not introduce a new policy, function or strategy or recommend a change to an existing policy, function or strategy, therefore, no impact assessment is required.

- 8.2. There was no requirement to undertake any consultation in terms of the information contained within this report.

**Val de Souza**  
**Director, Health and Social Care**

15 November 2018

**Link(s) to Council Values/Ambitions/Objectives**

- ◆ Improve later life
- ◆ Protecting vulnerable children, young people and adults
- ◆ Deliver better Health and Social Care outcomes for all
- ◆ Support our communities by tackling disadvantage and deprivation and supporting aspiration
- ◆ Get it right for children and young people

**Previous References**

- ◆ Equal Opportunities Forum 20 September 2017

**List of Background Papers**

- ◆ None

**Contact for Further Information**

If you would like to inspect the background papers or want further information, please contact:-

Bernie J Perrie, Planning and Performance Manager

Ext: 3749 (Phone: 01698 453749)

Email: [bernie.perrie@southlanarkshire.gov.uk](mailto:bernie.perrie@southlanarkshire.gov.uk)

## Appendix 1 – Mainstreaming Equality Outcomes

| <b>Social Work Resources Mainstreaming Equality 2017/18</b> |  |  |
|---|--|--|
| <b>1</b>  | <b>Outcome 1 – Improve services for older people</b>   |  |
|   | <b>What we have done so far</b>  | <b>What difference it has made</b>   |
| 1   | Provided home care support to 1898 older people as part of the Supporting Your Independence approach.  | Older people are able to remain in their own homes, and supported to continue to be as independent as part of the Supporting Your Independence approach.   |
| 2   | Provided 1396 day care places across 14 centres South Lanarkshire wide.  | Older people are able to engage in small group settings, participate in a range of stimulating activities, make new friends, and feel less lonely.   |
| 3   | Provided 213 of our own care home placements and a further 1,569 within the private/voluntary sector care homes.   | Older people in need of 24 hour personal care and support are cared for in purpose built homely environments.  |
| 4   | Undertook 1100 Inquiries for the 65+ age group in Adult Support and Protection resulting in 67 investigations.   | Older people are protected from harm defined to include any conduct which harms or exploits an individual including behaviour towards an adult which causes fear, alarm or distress and may include neglect or self neglect, or physical, psychological, sexual, financial or other abuse. |
| 5   | Co ordinate support to a range of lunch clubs South Lanarkshire wide.  | Older people are supported to run these clubs themselves, maintaining their independence, and social contacts.   |
| 6.  | Health and Social Care Integration is now established and the Integrated Joint Board (IJB) has representation from carers, service users, and voluntary sector and trade unions. Locality Planning Groups are also in place. | The IJB has developed its commissioning plan ensuring resources are targeted effectively to those most in need. Locality profiles have been developed for each area to ensure resources are targeted effectively.  |
| <b>2</b>  | <b>Outcome 2 – Protect vulnerable children, young people, and adults</b>   |  |
|   | <b>What we have done so far</b>  | <b>What difference it has made</b>   |
| 1   | We undertook 871 enquiries for adults under 65 which lead to 41 Adult Support and Protection investigations.   | Vulnerable adults are protected from harm.   |
| 2   | Continue to support 1051 people with a learning disability to live on their own communities.   | Supported living arrangements are available to people with learning disabilities, they continue to participate in their communities.   |
| 3   | Continue to review our models of day opportunities for adults with a learning disability.  | People with learning disabilities access more flexible services that reflect their choices around engaging in their community in a meaningful and enjoyable way.   |

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| 4        | We undertook 712 Child Protection Investigations.  | Children and young people are protected from harm.  |
| 5        | We placed 140 children on the Child Protection Register.   | Children and young people are protected from harm.  |
| 6        | We undertook 529 reports for the children through the Children's Hearing System.   | Children and young people's wellbeing is addressed as we work to ensure they are safe, healthy, achieving, nurtured, active, respected, responsible and included.   |
| 7        | We supported 227 children and young people in full time foster care placements.  | Children are cared for in homely environments, and their wellbeing supported by foster parents.   |
| 8        | The Resource looked after 563 children:-<br>47.3% were looked after at home<br>40.3% were looked after by foster/carers/prospective adopters.<br>12.4% were looked after in a residential/ or specialist residential school accommodation. | Vulnerable children and young people are supported in a range of settings as their needs are addressed.   |
| 9        | Self Directed Support (SDS) continues to be implemented, allowing service users choice and control over their care and support arrangements.   | Service users are exercising choose with SDS options:<br>Direct Payments– 380<br>Individual Service Fund – 64   |
| 10       | We have provided 13,768 items of equipment.  | Vulnerable adults with physical disabilities are able to remain in their own homes, and supported to continue to be as independent as possible  |
| <b>5</b> | <b>Outcome 5 – Tackle disadvantage and deprivation</b>   |   |
|          | <b>What we have done so far</b>  | <b>What difference it has made</b>  |
| 1        | Continue to support unpaid carers by providing financial support to Lanarkshire Carers Centre, South Lanarkshire Carers Network and other partner organisations to assist us deliver on the duties of the Carers (Scotland) Act 2016.      | Supports and services to unpaid carers continue to develop and evolve with our third sector organisations. Unpaid carers are being made aware of their new rights within the Act and more are being identified.       |
| 2        | Continue to provide funding to Lanarkshire Links with other partner organisations in support of service users and carers with mental health concerns.  | Service users and carers with mental health concerns are supported in locality based mental health issues groups. These groups assist promote mental health, wellbeing and social inclusion within their communities. |
| 3        | Continue to implement Dementia Strategy.   | Staff can understand and support service users with behaviours associated with dementia. A dementia friendly garden is developing in Calderglen Country Park.   |
| 4        | Continue to implement the Keys to Life (Learning Disability Strategy)  | Services are developing individual action plans to be fully compliant with the Keys to Life.  |
| 5        | Continue to implement the Mental Health Strategy.  | The resource continues to monitor and increase the number of Mental Health Officers in support of this specific protected characteristic.   |

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| 6        | Continue to Implement the Advocacy Plan in relation to the Mental Health Care and Treatment Act (2003).   | Under the Act anyone with a mental disorder has the right to access an independent advocate. An independent advocate is able to give support and help to enable a person to express their own views about their care and treatment. |
| 7        | Worked with 7052 people with a physical or sensory impairment.  | The Resource continues to support individuals with the protected characteristic of disability remain safe in their own home or homely environment.  |
| 8        | Continue to support individuals understand and maximise their Department of Work and Pensions benefit entitlement.  | Money Matters Advice Service has helped residents of South Lanarkshire to claim over £12.5 million in benefits and over £3.8 million in backdated payments.   |
| 9        | Our criminal justice activity seeks to avoid unnecessary short prison sentences of three months or less and continue to support individuals through community payback orders by way of an alternative to custody. | We have supported 630 people complete a community payback order including the opportunity for personal development and learning opportunities. Community projects are improved by those undertaking CPO's.                          |
| 10       | We have prepared 1653 reports for the Courts.   | Reports assist courts in determining the most appropriate disposal to impose on the offender.   |
| 11       | We support and direct service users with substance misuse problems to our alcohol and drug partnership working arrangements.  | We have supported 1134 individuals improve their substance misuse behaviours with the support of specialist services.   |
| <b>8</b> | <b>Outcome 8 - Strengthen partnership working, community leadership and engagement.</b>   |   |
|          | <b>What we have done so far</b>   | <b>What difference it has made</b>  |
| 1        | We continue in partnership with NHS Lanarkshire to support the development and implementation of integration arrangements for adult Health and Social Care Services.  | South Lanarkshire Health and Care Partnership have established integrated Joint Board, Performance and Audit Sub Committee and Locality Planning Groups.  |
| 2        | Getting it Right for South Lanarkshire Children's Governance Structure has been refreshed to reflect support to our most vulnerable groups of children and young people.  | Supports to children and young people are targeted more efficiently with specific focus on children who are looked after at home, and those with mental health issues.  |
| 3        | Establish a programme Board for the implementation of the Carers (Scotland) Act 2016 with representation from relevant carer organisations.   | The programme board is established and leading on some work streams in support of information and advice aspects of the Carers Act.   |

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|---|---|---|
| 4 | In partnership with People First host an annual learning disability conference in May of each year. The conference includes a drama by service users giving their interpretation of the Keys to Life, and how in reality it impacts on the lives of people with a disability. | The Conference now links to four locality events held across South Lanarkshire to facilitate wider participation and a locality focus. Feedback from participants highlights that this approach has been well received, allowing more people to access the local events. 200 people with a learning disability participated across all four localities. |
| 5 | A range of engagement activity has been undertaken to further develop the Autism Strategy for South Lanarkshire.  | A base is established in Hamilton Locality where partners work to support parents/carers, and those on the autistic spectrum.   |
| 9 | <b>Outcome 9 – Provide vision and strategic direction</b>   |   |
|   | <b>What we have done so far</b>   | <b>What difference it has made</b>  |
| 1 | The last Social Work equality profile validation exercise records: 2.49% staff declaring they have a disability, 83.35% no disability, 13.12% not declared, 1.03% not entered.  | The Resource offers employment opportunity and continues to monitor the workforce.  |
| 2 | The last Social Work equality profile validation exercise records a gender split of 84.81% female and 15.19% male.  | The balance of gender profile across Council Resources differs. Social Work Resources and the care services it provides predominately attract a larger number of female staff.  |
| 3 | The Corporate Parenting Strategy and Action Plan are in place and updated annually.   | The core commitments identified within the Corporate Parenting Strategy target our most vulnerable children and young people.   |
| 4 | A Youth Justice Strategy has been developed to ensure we address the needs of young people involved in the Justice system.  | South Lanarkshire has been working in partnership with the Court Service to reduce reoffending and the use of custody for young people aged 16-21 years.  |

N.B: Social Work Resources relates to 5 of the 9 Equality outcomes themes. Across these 5 Equality Outcomes 36 example areas of practice are recorded.

# Report

5

Report to: **Equal Opportunities Forum**  
 Date of Meeting: **12 December 2018**  
 Report by: **Executive Director (Finance and Corporate Resources)**

Subject: **Shared Lanarkshire British Sign Language Plan**

## 1. Purpose of Report

1.1. The purpose of the report is to:-

- ◆ advise the Forum of the shared Lanarkshire British Sign Language (BSL) Plan required by the British Sign Language (Scotland) Act 2015

## 2. Recommendation(s)

2.1. The Forum is asked to approve the following recommendation(s):-

- (1) that the contents of the report be noted.

## 3. Background

- 3.1. Scotland's first [British Sign Language \(BSL\) National Plan](#), as required by the BSL (Scotland) Act 2015, was published on 24 October 2017. It sets out Scotland's ambition to be the best place in the world for BSL users to live, work and visit.
- 3.2. The Plan covers all public bodies with a national focus who are directly answerable to Scottish Ministers. It is framed around ten long-term goals covering early years and education; training and work; health; culture and the arts; transport; justice and democracy. 70 actions that the Government will take over the next three years to help make progress towards the long-term goals are included in the Plan. In 2020, a national progress report will be published, with a further set of actions to be delivered by 2023.
- 3.3. Public bodies, including local authorities, regional NHS boards, colleges and universities are required to publish their own BSL plans, by October 2018.

## 4. Long Term Goals of the National Plan

- 4.1. The BSL National Plan sets out ten long-term goals for BSL in Scotland, covering early years and education; training and work; health, mental health and wellbeing; transport; culture and the arts; justice and democracy. It describes 70 actions Scottish Ministers will take by 2020 to make progress towards these goals, including:-
- ◆ improving access to a wide range of information and public services in BSL
  - ◆ removing the barriers that prevent BSL users from becoming teachers

- ◆ investigating the level of BSL of teachers and support staff in schools
- ◆ developing Scottish Qualifications Authority (SQA) awards in BSL
- ◆ enabling parents who use BSL to be fully involved in their child's education
- ◆ expanding the teaching of BSL as a language to hearing pupils in schools
- ◆ improving the experience of students who use BSL, when they move from school to college, university, training and the world of work
- ◆ improving access to health care and mental health services in BSL
- ◆ ensuring that every Scottish Government funded employment and training opportunity is accessible to BSL users, and that they are properly supported
- ◆ building the skills of qualified BSL/English interpreters to work in specialist settings like health, mental health and justice
- ◆ removing obstacles to BSL users participating in politics and public life, for example by promoting our Access to Elected Office Fund which can meet the costs of BSL interpreters for people wishing to stand for election in the 2021 Scottish Parliament elections

4.2. The Shared BSL Plan for Lanarkshire (Appendix 1) has been developed in partnership with North and South Lanarkshire Councils and NHS Lanarkshire and reflects the long-term goals of Scotland's National Plan. It sets out the actions we will take from 2018 to 2024 and how we will:-

- ◆ offer D/deaf and Deafblind children and their families the right information and support at the right time to engage with BSL
- ◆ support children and young people to:-
  - ◆ reach their full potential at every stage of their learning
  - ◆ offer parents who use BSL the same opportunities as other parents to be fully involved in their children's education
  - ◆ enable more pupils to learn BSL at school
- ◆ support BSL users to develop skills for work and progress in their chosen career
- ◆ make our information and services accessible to BSL users so as they can lead informed, healthy and active lives
- ◆ contribute to making our transport safe, fair and inclusive
- ◆ enable BSL users to take part in culture and the arts as participants, audience members and professionals
- ◆ actively encourage BSL users to participate in community and democratic life

## **5. Duty Under the BSL (Scotland) Act 2015**

5.1. As a specified public authority, South Lanarkshire Council has a duty under the Act to write and publish plans every six years, showing how we will promote and support BSL. The plan will set out measures to increase or improve the use of BSL in delivery of our services. At present through our equality outcomes and our interpretation and translation policy we already express our proactive approach to meet the needs of any member of the community that is using our services.

5.2. The measures in the plan are required to be specific, measurable, achievable, realistic and time bound and we will have to report on each in every subsequent plan



that is published to both the Corporate Management Team and Committee. The plans will also have to contain any information as requested by Scottish Ministers.

- 5.3. In preparing a plan, South Lanarkshire Council must have regard to the extent to which our functions are exercisable using BSL, what the potential for developing the use of BSL in connection with the exercise of our functions is, and any representations made to us in relation to using BSL when delivering services.
- 5.4. The duty requires South Lanarkshire Council to publish a plan within one year of the first National Plan created by ministers and then within 6 months of every subsequent National Plan.

## **6. Rationale for a Shared BSL Plan**

- 6.1. There is already a strong partnership working approach in Lanarkshire between both Councils and NHS Lanarkshire. As we are delivering services and supporting the same communities, it makes sense that closer working around the development of a shared BSL Plan should be undertaken. Importantly, a shared approach could improve:-

- ◆ the experiences of BSL users by providing consistency in relation to consultation arrangements
- ◆ the accessibility of the draft and final plan whilst also maintaining our individual organisations accountability to produce a Plan

- 6.2. To strengthen and ensure our plan is accessible and meaningful, we invited four local organisations who represent Deaf and Deafblind communities to work with us and form a Steering Group. They helped us produce our plan and advised and supported our wider consultation and engagement. Those organisations are:-

- ◆ Deafblind Scotland
- ◆ Deaf Services Lanarkshire
- ◆ Lanarkshire Deaf Club
- ◆ Deaf Equality Accessibility Forum (South Lanarkshire)

- 6.3. The representatives on the BSL Steering Group asserted that a shared approach was the best way forward and would:-

- ◆ provide a clear pathway across Lanarkshire regardless of which organisations services are being accessed
- ◆ reduce consultation fatigue as we would be consulting with the same people
- ◆ assist with maximising the availability of BSL Interpreters and Deafblind guide communicators

## **7. Engagement and Consultation**

- 7.1. Taking account of the views of Deaf and Deafblind BSL users on the draft plan was essential to ensuring the final plan meets their needs.

- 7.2. To ensure this, a variety of methods were used to engage and consult with members of the Deaf community including:-
- ◆ publishing a draft of the plan and questions both in BSL and English
  - ◆ facilitating BSL responses via YouTube
  - ◆ facilitating face to face community events across Lanarkshire with representative groups, including, Deaf groups and parents, carers and children who attend Deaf education schools in the area. These sessions were facilitated by Deaf members of the community
  - ◆ social media
  - ◆ NHS Lanarkshire's Public Reference Forum
- 7.3. Evidence and information gathered from previous initiatives and ongoing work have also been taken into account.
- 7.4. The on-line consultation opened on 1 June 2018 and closed on 13 July 2018.

## **8. Responses from the Consultation**

- 8.1. The responses from the consultation confirmed that the focus of the shared plan is correct. The main themes coming from the engagement and consultation events are:-
- ◆ staff across all organisations have limited knowledge of Deaf culture
  - ◆ staff across all organisations have limited knowledge of Access to Work
  - ◆ information that is difficult to access on-line should be readily available in BSL
  - ◆ limited access to sports and leisure activities
  - ◆ schools should teach BSL from an early age
  - ◆ limited training and job opportunities

## **9. Next Steps**

- 9.1. The findings from the engagement and consultation exercise will be used to form a South Lanarkshire Council Action Plan. This will include actions and measures required to meet the aims of the Shared Plan ensuring it makes a difference to the lives of BSL users in Lanarkshire.

## **10. Employee Implications**

- 10.1. Employees will need to be fully aware of the Plan and the range of interpretation and translation services available and how to best work with customers to ensure they receive a fair and equal level of access.

## **11. Financial Implications**

- 11.1. There are currently no financial implications arising from the Plan. The Scottish Government provided funding to local authorities to publish the first Plan.

## **12. Other Implications**

- 12.1. The risk to the Council is that if it does not publish a BSL Plan every 6 years, it will not comply with the British Sign Language (Scotland) Act 2015.

12.2. There are no sustainable development issues associated with this report.

### **13. Equality Impact Assessment and Consultation Arrangements**

13.1. An impact assessment in relation to the shared Plan has been undertaken. The assessment identifies positive impact for Deaf and Deafblind BSL users of all ages and genders.

13.2. The report and the Plan highlight issues that, if taken forward, could help the Council meet its commitments and continue to meet its Equality Duties.

**Paul Manning**

**Executive Director (Finance and Corporate Resources)**

16 November 2018

### **Link(s) to Council Values/Ambitions/Objectives**

- ◆ Focused on people and their needs
- ◆ Working with and respecting others
- ◆ Fair, open and sustainable
- ◆ Promote economic growth and tackle disadvantage

### **Previous References**

- ◆ Equal Opportunities Forum - 31 October 2017

### **List of Background Papers**

- ◆ None

### **Contact for Further Information**

If you would like to inspect the background papers or want further information, please contact:-

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# **A Shared British Sign Language Plan for Lanarkshire**



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## **Foreword**

As Chief Executives of North Lanarkshire Council, South Lanarkshire Council and NHS Lanarkshire we are delighted to introduce the first British Sign Language (BSL) Plan for Lanarkshire.

We welcome the opportunities provided by the BSL (Scotland) Act 2015 to:-

- show our collective commitment to protecting and supporting BSL including in its tactile form
- recognise and value BSL as a language in its own right; and
- ensure the needs of Deaf and Deafblind BSL users are brought into the mainstream in our organisations

The Plan aims to make Lanarkshire a place where people, who's first or preferred language is BSL, have the same opportunities to be active healthy citizens and are able to make informed choices about every aspect of their lives.

We want to thank the Deaf and Deafblind BSL representatives who worked with us for their valued support in the development of this Plan.

## Executive Summary

This BSL Action Plan builds on work already achieved through strong partnerships and outlines the actions we will take whilst maintaining the individual accountability of each organisation. We share the long-term goals for all Scottish public services set out in the BSL National Plan and aim to:-

- Offer D/deaf and Deafblind children and their families the right information and support at the right time to engage with BSL.
- Support children and young people to
  - a. reach their full potential at every stage of their learning;
  - b. Offer parents who use BSL the same opportunities as other parents to be fully involved in their children's education; and
  - c. enable more pupils to learn BSL at school
- Support BSL users to develop skills for work and progress in their chosen career.
- Make our information and services accessible to BSL users so as they can lead informed, healthy and active lives.
- Contribute to making our transport safe, fair and inclusive.
- Enable BSL users to take part in culture and the arts as participants, audience members and professionals and they too can share their culture.
- Actively encourage BSL users to participate in community and democratic life.



## **Introduction**

The BSL National Plan 2017 - 2023 was published on 24 October 2017. It is framed under ten long-term goals which were co-produced with BSL users across Scotland.

This Shared BSL Plan for Lanarkshire reflects those same long-term goals. It sets out the actions we will take from 2018 – 2024 and how we will:-

- improve communication and access to services for people who use BSL in Lanarkshire and
- promote the use of and understanding of BSL across our areas of authority

## **About Us**

### **Lanarkshire**

Situated in the heart of Scotland, Lanarkshire has the second largest populated region in Scotland with a working age population of 425,000 (and total population of 652,300) over 896 square miles. Scattered in a diverse mixture of urban, rural and isolated settlements it covers urban towns including Motherwell, Hamilton, Airdrie, Rutherglen, the new town of East Kilbride and the market town of Lanark, as well as smaller towns, villages and agricultural areas.

Ongoing social and economic changes in Lanarkshire have resulted in an ever-changing environment. Modern business ventures and increasing employment opportunities are replacing traditional heavy industries.

### **North Lanarkshire Council**

North Lanarkshire Council is the fourth largest local authority in Scotland serving a population of approximately 339,000.

According to the last census in 2011 there were 848 active British Sign Language users living in North Lanarkshire.

### **South Lanarkshire Council**

South Lanarkshire is the fifth largest of Scotland's Councils with a population of 303,470 (2011 census) living in an area of 700 square miles. It is a varied area, with heavily populated towns and extensive rural areas.

According to the last census in 2011 there were 722 people living in South Lanarkshire using BSL at home.

### **NHS Lanarkshire**

NHS Lanarkshire is responsible for improving the health of more than 654,490 people living within the North and South Lanarkshire local authority areas.

There are three university hospitals in the area – Hairmyres, Monklands and Wishaw. Primary health care is provided in the community and includes general practitioners (GPs), dentists, health visitors and a wide range of health

professionals. NHS Lanarkshire's primary care facilities include health centres and community and day hospitals.

### **British Sign Language support in Lanarkshire**

Across our organisations we provide BSL interpretation to anyone who requires support when accessing our services or attending meetings and appointments.

In addition we aim to raise awareness for all of our employees and provide access to a number of learning opportunities including:-

- BSL training
- Sensory Impairment training and
- Deaf Culture etc.

## **Rationale for a Shared BSL Plan**

In Lanarkshire there is already a strong partnership approach to working between both Councils and NHS Lanarkshire. In addition the BSL community across Lanarkshire although relatively small is closely linked through their shared language and culture.

To ensure developing a shared BSL Plan was the best approach we brought together four local organisations who represent Deaf and Deafblind people and invited them to work with us in partnership. Those organisations are:

- Deaf Services Lanarkshire
- Lanarkshire Deaf Club
- Deafblind Scotland
- Deaf Equality Accessibility Forum (South Lanarkshire)

This partnership became Lanarkshire BSL Steering Group and it determined that by working together to develop a Lanarkshire wide BSL Plan we would:

- have the expertise of BSL users when engaging with the wider BSL community
- reduce consultation fatigue as we would be consulting with the same people
- maximise the availability of BSL interpreters and Deafblind guide communicators as this is a finite resource
- share experiences across authorities to promote best practice; and most importantly
- put in place a BSL Plan, co-produced with Deaf and Deafblind BSL users, ensuring it is meaningful and accessible

The BSL Steering Group also agreed that the Shared BSL Plan would be a high level Plan and that each of the three public body partners would produce its own working action plan, pertinent to its own organisation, ensuring accountability and compliance with the requirements of the Act.

## **Developing the Plan - consultation and engagement**

A requirement of the BSL (Scotland) Act is that the local plan should mirror the National Plan. A first task of the BSL Steering Group was to consider the ambitions and long term goals of the National Plan within a local context. Helpfully the Scottish Government produced a template for Authorities to follow. Producing a high level draft Plan was therefore a desktop exercise.

The BSL Steering Group agreed the draft Plan and from May to September 2018 developed a programme of consultation and engagement with the BSL community and other stakeholders.

- Community events were organised where BSL users could discuss the main themes of the draft Plan – Early Years, Education, Health and Social Care, Family Life and Employment and Training. These discussions were led by Deaf facilitators and in all over 100 Deaf and Deafblind BSL users participated.
- Our draft Plan was uploaded onto our websites in BSL and in English along with a questionnaire and people were invited to comment. The questionnaire resulted in 20 individual comments.
- Within our own organisations we sought the views of employees who would have a part to play in ensuring the Plan is progressed.

As well as the information gathered from this programme of events we have also taken into account evidence and information gathered from work undertaken with the BSL community over the past few years including:

- Raising awareness about mental health
- Exploring BSL users experiences of accessing our services
- Raising awareness amongst our employees of the needs of BSL users
- Making our websites more accessible; and
- Working on the See Hear framework.

## **Next Steps**

Ensuring the BSL Plan is making a difference to the lives of BSL users in Lanarkshire requires ongoing engagement with the BSL community.

The BSL Steering group representatives have agreed that the Lanarkshire BSL Steering Group should continue, but with the purpose of monitoring and reviewing the impact the Plan is having on the lives of Deaf and Deafblind BSL users.

Furthermore the implementation of the Plan will be the subject of regular reports to our respective Council Elected and NHS Board Members.

## **Actions**

Our proposed actions are shown on the following pages.

## **Across all our services – links to the national plan goals 1 - 9**

We share the long-term goal for all Scottish public services set out in the BSL National Plan, which is:

*“Across the Scottish public sector, information and services will be accessible to BSL users”*

### **By 2024, we will:**

Analyse existing evidence we have about BSL users in our organisation; identify and fill key information gaps so that we can establish baselines and measure our progress.

Include a question in our equalities questionnaires/monitoring forms in relation to the use and understanding of BSL which the Scottish government is developing for the next census.

Improve access to our information and services for BSL users including making our website more accessible to BSL users by:-

- Including signed videos to provide information about available services
- Reviewing guidance on accessing interpretation and translation.
- Using the intranet and internet to promote the use of the Scottish Government’s nationally funded BSL online interpreting video relay services contact SCOTLAND-BSL to staff and to local BSL users.
- Increasing staff awareness, knowledge and understanding of Deaf culture, language and service provision issues
- Working with local Deaf organisations to develop programme of training and awareness raising for front-line staff

## **Family Support, Early Learning and Childcare - links to the national plan goals 10 - 15**

We share the long-term goal for all Scottish public services set out in the BSL National Plan, which is:

*“The Getting it Right for Every Child (GIRFEC) approach will be fully embedded, with a D/deaf or Deafblind child and their family offered the right information and support at the right time to engage with BSL”.*

### **By 2024, we will:**

- Provide Early Year’s staff with access to training and awareness raising on Deaf and Deafblind BSL for Early Years and Childcare workers.
- Ensure families of D/deaf and Deafblind children have access to nationally developed BSL resources as early as possible in their child’s life.
- Ensure our children’s services have access to nationally developed BSL resources and advice within key programmes such as Bookbug.
- Work with BSL stakeholders to ensure and develop resources and information that are appropriate and relevant



## **School Education - links to the national plan goals 16 - 24**

We share the long-term goal for school education set out in the BSL National Plan, which is:

*“Children and young people who use BSL will get the support they need at all stages of their learning, so that they can reach their full potential; parents who use BSL will have the same opportunities as other parents to be fully involved in their child’s education; and more pupils will be able to learn BSL at school”*

### **By 2024, we will:**

- Contribute to the Scottish Government’s investigation of the level of BSL held by teachers and support staff working with D/deaf and Deafblind pupils in schools, and take account of any new guidance for teachers or support staff working with pupils who use BSL.
- Take forward advice developed by Education Scotland to a) improve the way that teachers engage effectively with parents who use BSL and b) ensure that parents who use BSL know how they can get further involved in their child’s education
- Contribute to the SCILT programme of work to support the learning of BSL in schools for hearing pupils as part of the 1+2 programme, including sharing best practice and guidance
- Identify potential for Teachers to provide BSL Learning in Schools
- Ensure Deaf Parents have access to information in BSL. This includes Report Cards, Parents Evenings, routine information, IT apps, etc., being able to participate in Parent Councils
- Consider accessibility of School Trips, Parent Councils. Also consideration for work placements.

## **Training, Work and Social Security - links to the national plan goals 25 - 38**

We share the long-term goal for training, work and social security set out in the BSL National Plan, which is:

*“BSL users will be supported to develop the skills they need to become valued members of the Scottish workforce, so that they can fulfil their potential, and improve Scotland’s economic performance. They will be provided with support to enable them to progress in their chosen career”*

### **By 2024, we will:**

- Signpost pupils and students to a wide range of information, advice and guidance in BSL about their career and learning choices and the transition process
- Work with partners who deliver employment services, and with employer groups already supporting employability to help signpost them to specific advice on the needs of BSL users.
- Raise awareness locally of the UK Government’s ‘Access to Work’ (AtW) scheme with employers and with BSL users (including those on Modern Apprenticeships) so that they can benefit from the support it provides.
- Track young people in partnership with Skills Development Scotland
- We will have transition plans for BSL users in place
- Work with local employment services to help highlight specific advice and guidance required by BSL users

## **Health (including social care), Mental Health and Wellbeing - links to the national plan goals 39 - 49**

We share the long-term goal for health, mental health and wellbeing set out in the BSL National Plan, which is:

*“BSL users will have access to the information and services they need to live active, healthy lives, and to make informed choices at every stage of their lives”*

### **By 2024, we will:**

- Signpost BSL users to health and social care information available in BSL (to be produced by NHS Health Scotland and NHS24), and b) develop complementary information in BSL about local provision, as appropriate.
- Work with Health and Social Care North Lanarkshire, South Lanarkshire Health and Social Care Partnership, third sector partners and the Lanarkshire BSL community to develop appropriate information in appropriate formats, signed information on the internet, provision of easy read information, etc.
- Provide Public Protection information in BSL
- Review what Mental Health support is available.
- Ensure that psychological therapies can be offered on a fair and equal basis to BSL users.
- Take steps to improve access to information about sport, and to local sports facilities and sporting opportunities.
- Consider the needs of BSL users in any local work to tackle social isolation

## **Transport - links to the national plan goals 50 - 53**

We share the long-term goal for transport set out in the BSL National Plan, which is:

*“BSL users will have safe, fair and inclusive access to public transport and the systems that support all transport use in Scotland.”*

### **By 2024, we will:**

- Ensure BSL users can participate in the on-going feedback process of the ‘Going Further: Scotland’s Accessible Travel Framework’ as individuals and staff.
- Research technological solutions for providing accessible information in transport hubs (for example bus stations, train stations, airports etc.) for patients and staff.
- Create guidance for passengers and staff who use BSL on how to contact local/national transport providers when things go wrong on a journey.
- Develop and provide training for transport providers which includes strategies for communicating with BSL users (patients and staff)
- Encourage private transport providers to have access to technology to support communicate with BSL users and/or designated drivers have basic BSL awareness
- Ensure inclusion of BSL awareness within Partners regulated transport services driver training including School Transport.

## **Culture and the Arts - links to the national plan goals 54 - 60**

We share the long-term goal for culture and the arts set out in the BSL National Plan, which is:

*“BSL users will have full access to the cultural life of Scotland, an equal opportunity to enjoy and contribute to culture and the arts, and are encouraged to share BSL and Deaf Culture with the people of Scotland”*

### **By 2024, we will:**

- Enable BSL users to take part in culture and the arts as participants, audience members and professionals.
- Encourage and support BSL users to consider a career in culture and the arts.
- Increase information in BSL about culture and the arts on relevant websites and at venues.
- Improve access to the historical environment, cultural events and performing arts and film for BSL users.
- Work in partnership with providers of cultural events and activities across Lanarkshire to increase availability of signed performances and enhance individuals' access to engagement in cultural activities.
- Explore the use of technology to enhance the experience of BSL users when visiting exhibitions or accessing museum collections.

## **Justice - links to the national plan goals 61 - 64**

We share the long term goal for justice set out in the BSL national plan, which is:

*“Our long term goal BSL users have fair and equal access to the civil, criminal and juvenile justice systems in Scotland”*

### **By 2024, we will:**

- take account of advice developed by BSL-led Justice Advisory group, to support and meet the needs of BSL users

## **Democracy - links to the national plan goals 65 - 70**

We share the long-term goal for democracy set out in the BSL National Plan, which is:

*“BSL users will be fully involved in democratic and public life in Scotland, as active and informed citizens, as voters, as elected politicians and as board members of our public bodies”*

### **By 2024, we will:**

- Take opportunities to promote the Access to Elected Office Fund locally, which can meet the additional costs of BSL users wishing to stand for selection or election in local or Scottish Parliament elections
- Continue to support BSL Users to participate in community engagement events
- Provide links on websites to national information on the Access to Elected Office Fund (Scotland) to provide a signpost to BSL users who wish to stand for selection and election
- Raising awareness among elected members about ContactScotlandBSL
- Ensure that BSL users have access to information about Elected Members/Public Appointments in BSL.

## Contact Information

If you would like more information about this Plan please contact:

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