

The City of Edinburgh Council



British Sign Language Plan


2024-30

APPENDIX 2 DRAFT IMPLEMENTATION PLAN

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1. BSL Accessibility

	<p>BSL users will have access to the right information at the right time so that they can take full advantage of opportunities for learning, work and leisure, and get any help or advice that they need.</p>		
Action	Milestones with dates Phase 1: 2024-2026	Resource implications	Lead Service Area; Lead Officer
<p>1. Improve awareness and access to BSL/English interpretation via the Welcome application, through consideration of SignPort which is being developed by the Scottish Government and through updated information on the Council's Interpretation and Translation Service.</p>	<p>Pending Scottish Government launch and SignPort being established as social enterprise and implementation to enable commercial agreements to be set up.</p>	<p>To be determined when operational requirements are known. Will include oversight/management of Council use and potential budget implications.</p>	<p>Customer Contact Team Manager Customer Services</p>
	<p>Updated information on ITS – particularly on website and link with development of BSL information section on website. Phase one by 31 March 2025</p>	<p>Within in existing resources.</p>	<p>Customer Contact Team Manager Customer Services</p>
<p>2. Explore the Council's approach to signposting how to request information in BSL, as well as other languages and formats e.g. placement in documents</p>	<p>Action under the Council's Equalities Framework to improve inclusive communications with a focus on tools, support and guidance for service areas to ensure accessible communication with external customers.</p>	<p>Within existing staffing resources. Operational budgets will be required for production of BSL content to support this.</p>	<p>Lead Officer – Equalities, Policy and Insight</p>


Action	Milestones with dates Phase 1: 2024-2026	Resource implications	Lead Service Area; Lead Officer
	Target for framework to committee: Autumn 2024		
	By March 2025: Explore and cost production of BSL video to explain use consultation hub	Potential cost of video production	Senior Policy & Insight Officer, Policy and Insight
3. Improve the availability and quality of information about services , especially through BSL videos, alternative options for contacting the Council, and increase awareness through promotion.	Available on website by 31 March 2025: BSL videos produced and available on website covering most frequently used online services/information: <ul style="list-style-type: none"> • Blue Badge Parking • Council Tax Explained • Housing Benefits • School Grants • EMA • Parking Permits • Crisis Grants 		Customer Contact Team Manager, Customer Services
	By March 2025 (NB dependent on top task BSI videos): Explore best practice of BSL on website; consideration of a BSL section on the Council's website including top task BSI videos; set out action plan	Within existing resources	Web ICT Lead (Development), ICT/Digital Services

Action	Milestones with dates Phase 1: 2024-2026	Resource implications	Lead Service Area; Lead Officer
	<p>Ongoing to 2030: continue to identify opportunities to improve online content for BSL users across all Council managed websites including the main website, venue websites, visitor destination, and where possible on partnership websites such as employment/apprenticeship.</p>	To be determined	Services areas
<p>4. Improve the accessibility of information and support needed to vote by investigating the use of appropriate technology in contacting the Returning Officer and Electoral Registration Officer, and developing our Elections website pages to explain what support is available and what assistance including service animals, is allowed in polling places.</p>	<p>UK General Election 4 July 2024: inclusion of Electoral Commission BSL videos and links to information in BSL and other formats on website. Promotion of assistance and support available in polling places – information on website and in social media.</p> <p>This activity will continue for future elections through life of of this BSL plan.</p>		Elections & Members Services Manager
<p>5. Explore the extension into further frontline services of the WelcoMe application which allows service users to request support, including BSL interpreters, in advance of attending offices. Currently in use in seven city-wide offices.</p>	<p>Ongoing Currently available in Council locality offices and registrar’s office.</p>	<p>Withing existing resources</p> <p>Budget implications for services that adopt application.</p>	Customer Contact Team Manager, Customer Services

Action	Milestones with dates Phase 1: 2024-2026	Resource implications	Lead Service Area; Lead Officer
6. Continue to provide and promote BSL and deaf awareness sessions available to staff through the online learning hub and other internal channels, and to members of the public via the Adult Learning Programme.	<p>By December 2024, create a playlist on the Council’s online learning hub (myLearning) to include new and existing resources. Regularly update the playlist when relevant resources have been identified – ongoing.</p>		<p>HR Consultant - Organisational Development, HR Services</p> <p>Wider Achievement Manager, Lifelong Learning</p>
7. Improve support and access to information for deaf colleagues who use BSL .	<p>By 31 March 2025, revised reasonable adjustments toolkit to incorporate support for colleagues with hearing impairments</p> <p>During 2024-2025, work with SPARC, the Council’s internal network for colleagues with disabilities and long-term health conditions, and with deaf colleagues to understand how we can best support them. Agree and implement actions as appropriate</p>	Within existing resources	HR Consultant - Organisational Development, HR Services
8. Identify opportunities to signpost appropriate BSL and deaf awareness to colleagues and to our wider external audiences including service users. Use opportunities such as Deaf Awareness Week as notable dates to promote deaf awareness both internally and externally.	<p>Internal promotion of events including (examples):</p> <ul style="list-style-type: none"> • Deaf Awareness week (May 2024) • Sign language starter course (April 2024) • BSL plan consultation (March 2024) 	Within existing resources	All services supported by HR and Communications

Action	Milestones with dates Phase 1: 2024-2026	Resource implications	Lead Service Area; Lead Officer
9. The Lifelong Learning service will investigate ways to create BSL translations for all the information published by Lifelong Learning.	<p>By 31 March 2025</p> <p>Scope out improvements to website and other support information to incorporate BSL information and signposting to support resources</p> <p>Implementation of phase 1 improvements – April-Dec 2025</p>	<p>Within existing staffing resources.</p> <p>Budget required for production of BSL content and support information.</p>	<p>Wider Achievement Manager, Children, Education and Justice Services</p>
10. Continue to review social media and other guidance on good practice communications, incorporating BSL guidance.	<p>Ongoing</p> <p>Multimedia accessibility guidance on Council's intranet; continue development alongside the inclusive communications activity under Diversity Framework development.</p> <p>Ongoing</p>		<p>Web ICT Lead (Dev), ICT/Digital Services</p> <p>Communications Manager, Communications Services</p>
11. In the next development of the online committee reporting application, take cognisance of accessibility, including the needs of BSL users, where possible.	<p>Scoping and monitoring potential software solutions (some of which are still in testing/development); procurement – by 2026/2027.</p> <p>In interim explore opportunities to augment existing system wherever feasible – ongoing 2024-2-26</p>	<p>Within existing staffing resources.</p> <p>Budget requirement TBC.</p>	<p>Head of Democracy, Governance & Resilience, Corporate Services</p>

2. Children, Young People and their Families

	<p>Our aim is for every child who uses BSL to reach their full potential.</p>
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In this section, our aims and actions extend to include all children with a hearing impairment and those who are deafblind as well as BSL using children and young people. The actions include mainstream and special education.

We are committed to creating an inclusive and supportive environment for all learners, and we will continue to work towards this goal.

Action	Milestones with dates Phase 1: 2024-2026	Resource implications	Lead Service Area; Lead Officer
<p>1. Strengthen partnerships with NHS colleagues in audiology and speech and language therapy to ensure that deaf and deafblind children are identified early and the GIRFEC framework is used to assess and access the information and support they require.</p>	<p>By March 2025: a multi-agency pathway will be in place with NHS colleagues for the early identification of deaf and deafblind children and for their education support needs to be assessed using GIRFEC framework</p>	<p>Within existing resources</p>	<p>Head of Education (Inclusion)</p>
	<p>By March 2025: partnerships will be in place with national organisations such as the National Deaf Children’s Society and Deaf Action to strengthen pathways and support for deaf and deafblind children and their families</p>	<p>Within existing resources</p>	<p>Head of Education (Inclusion)</p>


Action	Milestones with dates Phase 1: 2024-2026	Resource implications	Lead Service Area; Lead Officer
<p>2. Develop the support and resources available to parents of deaf and deafblind children including those who use BSL.</p>	<p>a) By December 2024: Completed audit of needs and existing resources and support available to parents deaf and deafblind children to identify gaps in provision</p> <p>b) By March 2025: Extend options to support the parents of BSL using children and young people so that they can develop sufficient BSL to support their child.</p> <p>c) By December 2025: Completed review of provision of support for parents who are BSL users to ensure they have the same opportunities as other parents to be fully involved in their child’s education.</p>	<p>Working Group to determine</p>	<p>Head of Education (Inclusion)</p>
	<p>d) By March 2025: A multi-agency pathway will be in place to provide post diagnosis follow up for deaf and deafblind children and their families which will include ongoing support and resources to develop their BSL skills.</p>	<p>Working Group to determine</p>	<p>Head of Education (Inclusion)</p>
	<p>e) By March 2025: All deaf and deafblind children and young people will have a Child’s Plan and annual review that details their hearing and communication needs and</p>	<p>Deaf Support Team – within existing resources</p>	<p>Service Manager Deaf Support Team</p>

Action	Milestones with dates Phase 1: 2024-2026	Resource implications	Lead Service Area; Lead Officer
	ensure all adults working with them understand their communication needs.		
	<p>f) By March 2026: We will have increased promotion and awareness of other signed communication systems as well as BSL (i.e. SSE and Signalong) to ensure all children have access to language and communication systems which best meet their needs and preferences.</p>	Deaf Support Team – within existing resources	Service Manager Deaf Support Team
3. Ensure that staff are appropriately qualified, skilled and knowledgeable to support BSL users effectively	<p>a) By March 2025: Staff across the workforce will have access to appropriate professional learning opportunities so that they understand the needs of deaf and deafblind children and young people including BSL users.</p> <p>b) By March 2025: We will have developed and extended professional learning opportunities for staff across all sectors to increase awareness and knowledge of the strategies required to support deaf and deafblind children and their families.</p> <p>c) By March 2026: We will regularly promote the benefits of learning BSL to</p>	Deaf Support Team and Quality Improvement Team – within existing resources	<p>a) Head of Education (Inclusion)</p> <p>Service Manager Deaf Support Team</p> <p>Quality Improvement Officer 2+1</p>

Action	Milestones with dates Phase 1: 2024-2026	Resource implications	Lead Service Area; Lead Officer
	<p>schools and offer training for staff and pupils to learn and become more confident in using sign language.</p> <p>d) By Dec 2024: We will have supported opportunities for education staff including early years staff to learn BSL up to the level of Scottish Credit and Qualifications Framework (SCQF) Level 3.</p> <p>e) By March 2026: We will have increased deaf awareness, knowledge and skill in BSL in all schools among learners and staff, and promote awareness of the rich aspect of cultural heritage that BSL offers.</p> <p>f) By Dec 2024: We will have increased capacity, of the Deaf Support Team to meet the needs of deaf and deafblind children including those with additional complex needs.</p>		


Action	Milestones with dates Phase 1: 2024-2026	Resource implications	Lead Service Area; Lead Officer
4. Strengthen post school destinations for young people who are deaf, deafblind and users of BSL.	<p>a) By March 2025: We will have worked with Skills Development Scotland to strengthen and support the transition from school for BSL learners.</p> <p>b) By December 2025: We will have established systems to gather data about deaf, deafblind and BSL users in post school destinations.</p>		<p>Head of Education (Inclusion)</p> <p>Skills Development Scotland</p>

3. Access to Employment

	<p>BSL users will fulfil their potential by having the support they need to progress in their chosen career.</p>		
Action	Milestones with dates Phase 1: 2024-2026	Resource implications	Lead Service Area Lead Officer
<p>1. Signpost BSL job seekers to the wide range of employability information, advice, and guidance available to advance their careers and learning choices through the Edinburgh Guarantee.</p>	<p>By December 2024: information about the support available across the employability network will be presented in BSL format on the Edinburgh Guarantee website. Continued funding of the All in Edinburgh consortium which provides specialist support for disabled people or those with a long term health condition</p> <p>By December 2024: interpretation services will be promoted on the website for accessing services.</p>	<p>Financial implication of video creation.</p> <p>Commitment of ongoing council core funding for this service.</p> <p>Financial implication and availability of interpreters. Financial implication of video creation – tbc.</p>	<p>Head of Business Growth & Inclusion, Business Growth & Inclusion</p>
<p>2. Ensure Edinburgh Guarantee employability support and information is promoted across the city and provided in BSL format where appropriate.</p>	<p>By December 2024: As part of the wider Edinburgh Guarantee rebranding and marketing campaign, information of support available across the employability network will be</p>	<p>Financial implication of video creation.</p>	<p>Head of Business Growth & Inclusion, Business Growth & Inclusion</p>


	<p>presented in BSL format on the Edinburgh Guarantee website.</p> <p>By December 2024: Interpretation services will be promoted on the website for accessing services.</p>		
<p>3. Ensure Edinburgh Guarantee providers and employers are supported and upskilled, so they can provide meaningful employability support (including work experience, and training) to BSL users who wish to enter employment, education, or volunteering.</p>	<p>By March 2025: Officers conducting employer engagement will be knowledgeable of how to support employers, including signposting to specialist services and employability providers, to advise employers how to support BSL users.</p>	None	Head of Business Growth & Inclusion, Business Growth & Inclusion
<p>4. Raise awareness of the UK Government’s “Access to Work” Scheme with employers, employability providers, and BSL users to utilise the funding for BSL/English interpretation and adjustments.</p>	<p>By December 2024: Information regarding Access to Work will be published in written and BSL format on the Edinburgh Guarantee and City of Edinburgh Council websites.</p> <p>By March 2025: Officers conducting employer engagement will be knowledgeable of the Access to Work scheme and will provide printed materials to employers and service users, and signpost to Edinburgh Guarantee and City of Edinburgh Council websites for BSL interpretations.</p>	Financial implication of video creation.	Head of Business Growth & Inclusion, Business Growth & Inclusion

4. Health and Wellbeing

	BSL users will have the relevant information and services they need to live active, healthy lives and to make informed choices.		
Action	Milestones with dates Phase 1: 2024-2026	Resource implications	Lead Service Area Lead Officer
<ol style="list-style-type: none"> 1. Promote and support the learning of BSL as a second language for the hard of hearing, deafened people and people at risk of a sensory loss. 2. Continue work to address social isolation and loneliness. 	<p>By March 2025</p> <ol style="list-style-type: none"> a) Improved information about our services on Council's webpage. b) BSL with additional support needs monthly group in place c) Planning underway for a new mainstream summer learning programme 2025, ensuring that BSL users can take part <p>By 2030</p> <ol style="list-style-type: none"> d) Opportunities to employ a Deaf Youth leader explored and business case developed as appropriate 	All within existing resources	<p>Wider Achievement Manager, Children, Education and Justice Services</p> <p>Wider Achievement Officer, Deaf and Hard of Hearing Programmes</p>
<ol style="list-style-type: none"> 3. Provide information on the support available to people to take part in community events like gardening, including how to get an interpreter. 	<p>By March 2025</p> <p>Information on our website has been improved so that people know what support is available and how to arrange it</p>	Within existing resources	Wider Achievement Manager, Children, Education and Justice Services

<p>4. Promote and support active travel.</p>	<p>By March 2025: Travel Plan Launch – explore funding for signage at this event; promote to Council staff and to public.</p> <p>Spring 2025: Promote the Step Count Challenge for colleagues – twice yearly event for all colleagues with funding for 30 teams of 5 people. Offer additional bespoke led walks for colleagues with disabilities.</p>	<p>Some actions will be delivered through existing resources; further funding is currently through the Scottish Government and specifically for a few selected projects. Funding next year is not yet known. Signage and interpretation would be an extra cost.</p>	<p>Travel Plan & Research / Monitoring Officer, Place</p>
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5. Celebrating BSL Culture


	<p>BSL will be recognised and celebrated as a language and a rich culture, and BSL users will have full access to the cultural life of Edinburgh with equal opportunities to enjoy and contribute to culture and the arts.</p>		
Action	Milestones with dates Phase 1: 2024-2026	Resource implications	Lead Service Area Lead Officer
<p>1. Continue to support professional pathways for BSL users to consider careers in culture, through volunteering opportunities, career talks or internships.</p>	<p>By March 2026: Run a careers session for BSL users</p> <p>By January 2026: Explore opportunities for developing a volunteer role for BSL users by Jan 2026</p>	<p>Cost of BSL interpretation/guidance</p> <p>Training / participant expenses/ promotion</p>	<p>Outreach & Access Manager, Museums & Galleries, Place</p> <p>Outreach & Access Manager, Museums & Galleries, Place</p>
<p>2. Continue to run deaf awareness staff training sessions.</p>	<p>By December 2025: Museums staff will take part in deaf awareness training</p>	<p>TBC</p>	<p>Learning & Public Programmes Manager, Museums & Galleries, Place</p>
<p>3. Look for opportunities to highlight BSL and Deaf culture in our collections, and to actively seek to collect material that reflects BSL and Deaf culture in Edinburgh to add to our collections.</p>	<p>Ongoing core curatorial activity delivered through exhibition programming and collecting activity</p>		<p>Curatorial Team, Museums & Galleries, Place</p>
<p>4. Explore options and costs for hand-held tablets which can be used in the</p>	<p>By January 2026: install QR codes on ground floor of the Council's Royal</p>		<p>Learning & Public Programmes Manager, Museums & Galleries, Place</p>

<p>Council's museums to access a BSL tour.</p>	<p>Mile¹ venues so visitors can access BSL tours on their own devices</p> <p>By December 2026: explore possibility of screening BSL films on ground floor of RM venues.</p>		
<p>5. Explore options and costs for making Council museum events available to BSL users (e.g. films with BSL added).</p>	<p>a) April 2025: produce BSL x 10 short films for Nature Nurture exhibition at Museum of Edinburgh interpreting 10 key objects in BSL with QR codes in exhibition</p> <p>b) Autumn 2024: provide a digital BSL tour of the City Art Centre collection show 'Inked Up'</p> <p>c) February 2025: provide an in-venue BSL tour of 'Inked Up'</p> <p>d) March 2025: provide an in-venue BSL tour of Museum of Edinburgh with Nico Tyack, Collections Information Officer for Edinburgh 900</p> <p>e) Autumn 2024: Digital BSL Tour highlighting 20 key objects for Edinburgh 900</p>	<p>b) £1,000 (See Hear funding)</p> <p>c) £200 (See Hear funding)</p> <p>d) £200 (See Hear funding)</p> <p>e) £1,000 (See Hear funding)</p>	<p>Learning & Public Programmes Manager, Museums & Galleries, Place</p>

¹ Museum of Edinburgh, Museum of Childhood, Peoples's Story Museum and Writers' Museum


	<p>f) March 2025: BSL in venue signed Tour at Lauriston Castle</p> <p>g) Continue to explore funding opportunities for BSL films and in-venue tours</p>	f) £200 (See Hear funding)	
6. Engage with BSL users to consider the most appropriate fire alerts in Council venues.	By December 2025: Development of new access audits and venue specific guidance as part of planned departmental Access Plan refresh	TBC	Outreach & Access Manager, Museums & Galleries, Place

6. Transport


	BSL users will have safe, fair and inclusive access to public transport, and the systems that support transport across the city.		
Action	Milestones with dates Phase 1: 2024-2026	Resource implications	Lead Service Area Lead Officer
<p>1. Draft action (to be finalised and agreed by the Accessibility Commission):</p> <p><i>Meaningful engagement will be undertaken to support the design of public streets and spaces, taking account of the communication needs of BSL users.</i></p> <p><i>In communicating about the city's public streets and spaces, we will make sure the Council selects the appropriate accessible formats and channels to communicate with disabled people (e.g. Easy Read, BSL) informed by Integrated Impact Assessments.</i></p>	<p>By end 2025: A scoping exercise on the Council's current guidance and support for Inclusive Communications will be undertaken Sept 24 to May 25. Actions informed by the findings will be established and, where appropriate, incorporated into the Equality and Diversity Framework March 2026.</p> <p>An implementation plan will be delivered, based on the above.</p>	<p>Funding and staffing requirements - tbc</p>	<p>Lead Officer – Equalities, Policy and Insight</p>
<p>2. Engage with BSL users to extend BSL communication about public transport, for example, by using digital screens on buses and in bus shelters to welcome people to</p>	<p>By March 2025: restart pilot of signage re departures on digital screens</p> <p>To date, we've engaged with Signapse AI (a company promoted by bus tracker contractors) to develop and test signage</p>	<p>Staffing - within existing resources</p> <p>Costs of BSL signage and pilot tbc</p>	<p>Transport Officer, Place</p>

Action	Milestones with dates Phase 1: 2024-2026	Resource implications	Lead Service Area Lead Officer
<p>Edinburgh in BSL and point them to where they can get help.</p> <p>Context:</p> <p>There are currently 322 locations in the city with bus trackers (digital screens) and this will increase to 430, covering 20% of shelters in Edinburgh</p>	<p>re departures on screen; plans to trial on Princes Street and in the bus station have been put on hold while wider issues with the development of the tracker are resolved.</p>		
<p>3. Explore options for including screens which give instructions in BSL at payment points for trams.</p>	<p>Explore possibilities by March 2025</p>	<p>Staffing - within existing resources</p> <p>Costs of BSL signage – to be identified</p>	<p>Transport Officer, Place</p>

7. Access to Justice


	<p>BSL users will have fair and equal access to the civil, criminal and juvenile justice systems in Scotland. We would clarify that this would include BSL users as perpetrator, witness or victim.</p>		
Action	Milestones with dates Phase 1: 2024-2026	Resource implications	Lead Service Area Lead Officer
<p>1. Explore what additional information and support interpreters might need around Edinburgh Justice Social Work Services.</p>	<p>By March 2025:</p> <ol style="list-style-type: none"> Initial meeting held with Interpretation Services to discuss what information and support interpreters might need Develop support plan for interpreters <p>By March 2026:</p> <ol style="list-style-type: none"> Delivery in place 	<p>Within existing resources</p>	<p>Sector Manager, Justice Services</p>
<p>2. Review information about Edinburgh Justice Social Work Services to ensure that it is accessible to BSL users.</p>	<p>By March 2025:</p> <p>we will have established the formats need to ensure that our information is accessible to BSL users and how we can timeously respond to requests for information about Edinburgh Justice Social Work Services, in the required format</p>	<p>Resource requirements tbc – depending on formats agreed</p>	<p>Sector Manager, Justice Services</p>
<p>3. Ensure that Justice Social Work Services colleagues know how to book interpreters when people using our services require an interpreter.</p>	<p>By December 2024: regular communications will be sent to colleagues in the service so that they are aware of what they are required to do to book interpreters.</p>	<p>Within existing resources</p>	<p>Sector Manager, Justice Services</p>

8. Democratic Participation

	<p>BSL users will be fully involved in democratic and public life in Edinburgh, as active and informed citizens, as voters, as elected politicians and as board members of our public bodies.</p>		
Action	Milestones with dates Phase 1: 2024-2026	Resource implications	Lead Service Area Lead Officer
<p>1. Develop a page on elections on the Council’s website which will provide a comprehensive overview of the support available for people to vote including providing links to information or video material about ‘what will happen at the polling station’ on your website, as printed material provided to relevant groups or at the polling station for reference (including the requirement to show photo ID when it applies) including in British Sign Language (YouTube)</p>	<p>By June 2025: Review current pages and develop further content (Accessibility at polling stations); Commission a video re BSL</p>		<p>Elections & Members Services Manager</p>
<p>2. Ensuring people can vote: improve the information and support that BSL users might need to vote from the point of registering to vote, receiving and completing a postal vote right through to attending a polling station to vote.</p>	<p>During mid 2025: Engage with disability groups mid 2025 to prepare for 2026 Scottish Parliament elections</p>	<p>The Electoral Commission provide information for our websites covering registration to vote and how to vote using BSL videos provided by the</p>	<p>Elections & Members Services Manager</p>

<p>3. Support BSL users as candidates, agents and other stakeholders and ensure that nomination packs signpost candidates towards the financial support available via Inclusion Scotland's Access to Elected Office Fund.</p>	<p>By end November 2025 Ahead of 2026 elections</p>		<p>Elections & Members Services Manager</p>
<p>4. Support Elected Members who are BSL users through our normal HR support processes and through the Access to Work initiative from the DWP.</p>	<p>Ongoing: as detailed in the Elected Members Handbook, processes are in place re support available (reasonable adjustments, additional support and access to work scheme funded by DWP)</p>		<p>Democratic Services Manager</p>
<p>5. Ensure that all staff involved in elections are trained and familiar with the support measures available and can advise or signpost the voter, supporting organisation, or carer, as appropriate to need.</p>	<p>Ongoing: staff training is provided for staff involved in the election available via video (LD, sight loss)</p> <p>By June 2025: Commission a video re BSL</p>		<p>Elections & Members Services Manager</p>
<p>6. Explore opportunities for politicians to speak to members of the BSL community e.g. through "open table" meetings hosted by the Council Leader.</p>	<p>By April 2025: arrange the first meeting with Elected Members, and agree approach to future meeting re frequency etc</p>		<p>Lead Officer – Equalities, Policy and Insight</p>

9. Delivering our plan

	We will collaborate with BSL users and partner organisations to deliver our plan effectively and make real improvements for BSL users in the city.		
Action	Milestones with dates Phase 1: 2024-2026	Resource implications	Lead Service Area Lead Officer
1. We will work with the BSL community, colleagues through the Council’s staff networks, and partner organisations to take a learning approach, identifying and adopting best practice: <ul style="list-style-type: none"> - With BSL users, including children, young people and their families to respond to their needs and aspirations, and to find out what is working. - With NHS Lothian, East Lothian, Midlothian and West Lothian Councils, to share approaches, learning and resources, improving experiences and outcomes for BSL users across the Lothian area. 	By March 2025 <ul style="list-style-type: none"> - Identify any existing groups (e.g. parent engagement group, colleagues groups) and scope options for engagement and collaboration, aligned with the development of the Council’s Equality and Diversity Framework - Meet with colleagues across Lothian to agree how to work collaboratively, including opportunities for joint collaboration with BSL users 	Within existing resources	Lead Officers –Policy and Insight
2. Identify key data needed across the Council to support the monitoring and delivery of the plan.	By March 2025		Lead Officers – Lead Change and Delivery Officer, Corporate Services