

Progress since 2018

Our BSL plan 2025-2030 builds on the progress made since 2018, when Edinburgh's first plan was published, including:

Awareness raising

- Deaf Awareness sessions are provided around three times a year, targeting managers and front facing staff.
- A BSL e-Learning course is mandatory for staff in the Council's Customer Division.
- A playlist has been created on the Council's online learning hub to include new and existing resources, which will be updated when relevant resources have been identified.

Education

- We have developed deaf awareness training specifically for early years and childcare workers, giving information and resources to families as early as possible in their child's life. We offer drop-in sessions for parents of pre-school children to meet Teachers of the Deaf and third sector partners, as well as other families with deaf children in order to share information and support available to them.
- We have developed access to and celebration of BSL in early years, schools and lifelong learning since 2018.
- There has been good uptake of professional learning via the Highland Programme (a tool for teachers to use to learn and teach BSL as part of the curriculum).
- We are improving how our teachers and support staff can engage more effectively with parents who use BSL to encourage them to become more involved in their child's learning and we are exploring the use of new technology to communicate and share resources effectively.
- We consult regularly with parents of deaf BSL using children and young people in schools to identify any areas for improvement we can make.
- We offer British Sign Language (BSL) support and other communication needs within our Adult Education programme. We have provided specialised courses for BSL users, supported deaf individuals who want to partake in a mainstream course through our Deaf and Hard of Hearing (Adult) service and had discussions with our youth service team to include deaf children in our youth programmes.

Health and wellbeing

- We have improved information and access to support including promotion of Contact Scotland BSL and Contact 999.
- We have worked with NHS Lothian to share video clips e.g. on Covid vaccinations.

- A See Hear Fest was held in September 2023 which was attended by over 300 people, with over 40 groups and organisations who offer help, information and advice to people with sensory loss participating.
- We provided funding for Deaf and BSL Awareness raising to staff and BSL courses.

Accessibility

- We introduced the Welcome application onto the Council website which allows service users to request support, including BSL interpreters, in advance of attending our offices.
- We installed five MS Microsoft computers with large screens for use in quiet rooms in four localities and one city centre location, with the potential to support video call interpretation whilst using the appropriate software.
- We have improved accessibility of the Council website and the Consultation Hub, including commissioning BSL videos for the top seven transactions with the Council.
- We have worked with placement students to create detailed access guides for all our cultural venues, as part of a project called Museums 4 All, which link up from the venues' landing pages onto our website to www.accessibilityguides.org

Culture – Museums and Galleries

- We introduced BSL provision to the Council's culture strategy service events and conferences.
- We have worked with BSL providers to make sure that provision is timely.
- We worked with See Hear to run in-person BSL and Visual Impairment tours from 2018-2020.
- We created BSL signed video tours for City Art Centre exhibitions between 2021-2023, working to make sure these can be used in the future.
- We produced BSL video tours for each of the Council's venues, including the Scott Monument and Nelson Monument, which are available on the venues' website.