

1. BSL Accessibility

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.

BSL users can face barriers and exclusion through language, which can impact their access to employment, education and learning, support and advice, culture and healthcare.

Action areas

- **Improve awareness and access to BSL/English interpretation.**
- **Improve the availability and quality of information about services**, especially through BSL videos, alternative options for contacting the Council, and increase awareness through promotion.
- **Improve the accessibility of information and support needed to vote.**
- **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.
- 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.