

SCRA BRITISH SIGN LANGUAGE PLAN 2024-2029



SCOTTISH
CHILDREN'S REPORTER
ADMINISTRATION

www.scra.gov.uk

Introduction

Welcome to SCRA's 2024 - 2029 British Sign Language Plan. This plan supports commitments in the [British Sign Language National Plan 2023-2029](#) and sets out the actions we intend to take to promote BSL and support BSL users over the period covering 2024 to 2029. It follows on from our [2020 to 2023 British Sign Language Action Plan](#).

We welcome any feedback and are happy for further discussion or suggested collaboration that will support our plan.

About SCRA

The Scottish Children's Reporter Administration (SCRA) is a national body focused on children and young people most at risk. The Children's Hearings System provides the operational setting in which SCRA works. SCRA's role and purpose is to:

- Make effective decisions about a need to refer a child/young person to a Children's Hearing
- Prepare for and participate in court proceedings where statement of grounds or Hearings findings are appealed and ensure the wellbeing of children and young people - particularly vulnerable witnesses - are protected throughout the court process
- Enable children, young people and families to participate in Hearings and ensure fair process in Hearings
- Disseminate information and data to influence, inform and reassure
- Provide premises for Hearings to take place; and to
- Work collaboratively with partners to support and facilitate the Getting it Right For Every Child (GIRFEC) agenda.

SCRA has nine localities, supported by a Head Office. The nine localities are: Ayrshire, Central, Highlands, Moray & Western Isles, Glasgow, Grampian, Lanarkshire/Dumfries & Galloway, North Strathclyde, South East, and Tayside & Fife.

SCRA contribution to the BSL National Plan

SCRA is working closely with other justice partners in order to deliver the long-term goal for the justice sector set out in the British Sign Language National Plan, which is:

“BSL users will have fair and equal access to the civil, criminal and juvenile justice systems in Scotland.”

We are actively involved with other justice partners in the BSL justice advisory group and will support Scottish Ministers’ commitments to:

- Improve access to our information and services for BSL users, including making our website more accessible to BSL users;
- Promote the use of the Scottish Government’s nationally funded BSL online interpreting video relay services called ‘contactSCOTLAND-BSL’, which allows BSL users to contact public sector services and for these services to contact them;
- Signpost staff who work with BSL users to appropriate BSL awareness training, and enable them to take up such training.

Our Actions

We will further improve the accessibility of our website, guidance and information through:

- Ensuring that all new information videos include BSL/English interpretation and/or subtitles

- Ensuring all our important guidance is also available in BSL
- Ensuring that our bespoke page on our website is kept up to date
- Develop a walk through video of one of our Hearing Centres
- Exploring an accessible helpline for Deaf BSL users

Continue to promote the use of the Scottish Government's nationally funded BSL online interpreting video relay service, 'contactSCOTLAND-BSL' where users are able to contact us by way of telephone links for routine enquiries and arranging meetings etc. We will do this through:

- Ensuring all staff include information about this service in their email signatures

Developing awareness of BSL amongst our staff by:

- Engaging with the BSL community to improve our understanding of BSL use and using this to inform implementation of our plan
- Continue to offer Deaf/BSL Awareness sessions for members of our staff
- Make our Deaf Awareness e-learning mandatory for all staff
- Promote opportunities for learning BSL to our staff including offering all staff the opportunity to attend a BSL taster session
- Support opportunities for our staff who wish to learn BSL up to the level of Scottish Credit and Qualifications Framework (SCQF) Level 6 to do so
- Improving the understanding of reasonable adjustments for BSL users throughout the organisation to enable BSL users to access the supports and opportunities available to all employees

Work with BSL interpreters and translators to raise awareness of the Children's Hearings System to increase confidence of BSL interpreters in working within the Children's Hearings System

- Provide training to BSL interpreters on Children's Hearings and the work of SCRA

- Develop a BSL glossary of terms for the Children’s Hearings System
- We will introduce a feedback loop with BSL interpreters to get their observations of what we are doing well and what we could be doing better

We will also explore improving access to the recruitment section of our website by providing BSL/English interpretation and subtitles to the induction video and other materials available for the recruitment/promotional processes

Giving us your feedback

We welcome your ongoing feedback on our work and we aim to ensure that your views are reflected in the actions we take to implement the plan.



You can email us at equalities@scra.gov.uk.



www.scra.gov.uk

