



British Sign Language (BSL) Plan 2018-2024

Contents

| | |
|--|-------|
| Section 1: Introduction and context | Pg. 3 |
| 1.1 Introduction | Pg. 3 |
| 1.2 Our work and what we do | Pg. 4 |
| Section 2: Our BSL Plan | Pg. 5 |
| 2.1 Scottish Public Services | Pg. 5 |
| 2.2 Democracy | Pg. 7 |
| Section 3: Contact us | Pg. 8 |

1. Introduction

1.1 Introduction and context

Welcome to the Scottish Charity Regulator's (OSCR) British Sign Language (BSL) Plan.

A copy of our plan is available in BSL on OSCR's YouTube channel.

Our plan supports the Scottish Government's national goal to make information and services across the public sector available to BSL users*.

It is important to us that all of our stakeholders are aware of who we are, what we do and how they can contact us. BSL users should be able to easily access information about all of our functions and be confident about being able to communicate with us.

This plan closely follows the **Scottish Government's BSL National Plan** by setting out the actions we intend to take to promote and support BSL users (including tactile BSL) over the period covering 2018 to 2024.

Our plan was developed with the help of a BSL Reference Group, made up of representatives from the BSL community.

We will continue to engage with users throughout the lifetime of this plan, and will report back on our progress against identified actions. We will also contribute to the Scottish Government's national progress report in 2020.

** Wherever we refer to 'BSL users' we mean D/deaf and /or Deafblind people (those who receive the language in a tactile form due to sight loss) whose first or preferred language is British Sign Language*

1.2 Our work and what we do

We are the independent regulator and registrar for over 24,400 Scottish charities.

We are a Non-Ministerial Department and part of the Scottish Administration. Our work as Regulator ultimately supports public confidence in charities and their work.

Our vision is of charities you can trust and that provide public benefit.

Our strategic objectives for 2017-20 are to:

- Help the public to have more confidence in charities.
- Help charity trustees to understand and comply with their legal duties.
- Keep registration and reporting straightforward and proportionate.
- Continually improve the way we operate and deliver services to all of our stakeholders.

Section 2: Our BSL Plan

We believe our work closely aligns with the Scottish Public Services and Democracy goals as set out in the **Scottish Government's BSL National Plan 2017-20**.

2.1 Scottish Public Services

We support the Scottish Government in their long-term goal:

Across the Scottish public sector, information and services will be accessible to BSL users.

To achieve this goal, we will:

- Improve access to our information and services for BSL users, by:
 - Improving our website accessibility (by June 2019).
 - Actively promoting our services through social media channels (ongoing).
 - Developing internal guidance to support staff when making decisions about BSL translation (December 2018).
 - Promoting and providing BSL interpreting services for our Meet the Charity Regulator events and Open Board meetings (where requested).
 - Providing a BSL translation for one of our Meet the Charity Regulator events (annually and available through our website).
 - Actively promoting our BSL interpreting services (by December 2018).

our correspondence and when developing our guidance documents and website (ongoing).

- Providing a BSL translation of how to 'Raise a concern about a charity' and how to complain about OSCR (by May 2019).
 - Highlighting the availability of face-to-face BSL translators to support those raising a concern (if required).
 - Identifying a key piece of guidance to be translated into BSL and measuring uptake (by April 2019).
 - Translating other pieces of guidance where demand has been identified (ongoing).
- Continue to promote the use of the Scottish Government's nationally funded BSL online interpreting video relay service (VRS) called 'contactSCOTLAND-BSL'. The service allows BSL users to communicate with public bodies, and vice versa.

We will do this by:

- Adding a link to the service into our email signatures (October 2018).
 - Adding links to the service into key pieces of our online guidance (ongoing).
 - Promoting and encouraging use of the service to the charity sector (for example, at our Meet the Charity Regulator events). (Ongoing)
- Support staff who work with BSL users to identify and attend appropriate BSL training. We will:
 - Provide BSL general awareness training to all staff and make sure appropriate material and links are available to further their understanding (October 2018).
 - Raise general awareness of our BSL Plan and associated activities among staff (by November 2018).

- Collaborate with other public bodies to identify appropriate BSL training (ongoing).
- Train staff in the use of the contactSCOTLAND-BSL service (by January 2019).
- Analyse existing evidence and gather further data about BSL use to establish baselines and measure progress against our actions.

This includes:

- Monitoring uptake of our BSL services, including requests for translations and interpretation services, and downloads of BSL materials from our website (ongoing).
- Analysing existing evidence of BSL use to inform further development of our plan (by May 2019).
- Consulting with Third Sector Interfaces (TSIs) to identify demand for BSL as part of their support for charity law (by September 2019).

2.2 Democracy

We support the Scottish Government in their long-term goal:

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.

To achieve this, we will:

- Work with the Scottish Government's Public Appointment Team to ensure that opportunities to join the OSCR Board are promoted as widely as possible, including throughout the BSL community.

Section 3: Contact us

If you have any queries about the plan or if you wish to speak to a member of staff, you can contact us in the following ways:

BSL users can contact us via [contactSCOTLAND-BSL](#)



Contact us through an online
sign language interpreter
[contactSCOTLAND-BSL](#)

Email: info@oscr.org.uk – please put BSL Plan in the subject line

Post: OSCR, 2nd Floor, Quadrant House, 9 Riverside Drive, Dundee
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