

## University of Glasgow (UofG) British Sign Language (BSL) Plan

<b>1. All Services and functions – UofG shares Scottish Government’s long term goal:  <i>Across the Scottish public sector, information and services will be accessible to BSL users.</i></b>						
<b>By 2024, UofG will:          Have robust data on students and staff in relation to BSL use, have analysed the data and identified and gaps and addressed these.</b>						
Ref.	Action: Description	Action already taken	Actions Planned	Timescale	Responsibility	Success Measure
1.1	Improve data collection on BSL users across campus.	BSL added as a language on the HR Core system.	Add BSL as a language to the student records system, My Campus.  Encourage BSL disclosure by staff and students.	2018/19	Student Lifecycle Support Development (SLSD) Director, Disability Champion, Equality and Diversity Unit (EDU).	Inclusion of BSL in My Campus. Improved disclosure rate from staff and students (currently 0%).
1.2	Ensure BSL users are considered during Equality Impact Assessment (EIA) process.		Include BSL in EIA Policy and Guidance note.	2018/19	EDU	BSL use embedded in EIA Policy and Guidance note.
1.3	Include information on BSL users in annual Staff Equality Monitoring Report.		Include report in annual reporting cycle under the section on Disability.	From 2017/18 report	EDU	Included in annual reporting cycle.

**By 2024, UofG will:  
Improve information on our website for BSL users, aimed at potential students and students.**

Ref.	Action: Description	Action already taken	Actions Planned	Timescale	Responsibility	Success Measure
1.4	Identified key marketing and recruitment material to transcribe into BSL.		Identify key information for potential students, and have the most relevant content translated into BSL.	2019	Director External Relations	Key marketing materials identified and translated into BSL.
1.5	Promote use of the Scottish Government BSL online interpreting video service contact SCOTLAND-BSL		Promote the service to front line services who may receive public enquiries.  Include the service in the University's Accessibility webpage.	2018/19	Director IT Services – Telephone Director External Relations, Director Student and Academic Services, EDU	Briefing note on the service distributed. Included in the Accessibility webpages.

**By 2024, UofG will:  
Raise awareness of BSL use across campus.**

Ref.	Action: Description	Action already taken	Actions Planned	Timescale	Responsibility	Success Measure
1.6	Promote the BSL Plan		Plan a launch event for the BSL Plan, with an honorary graduate.	2018	Disability Champion, Director Communications and Public Affairs, EDU	
1.7	Raise awareness of BSL use.		Provide BSL taster sessions for staff.  Assess the financial viability of offering a BSL course in the future.	2019/20	Director Short Courses, Employee and Organisational Development (EOD), EDU	Two BSL taster sessions delivered.  If considered financially viable, and a tutor can be recruited, deliver a BSL course in A/Y 2019/20.

<b>2. Long term goal:</b> <b>The Getting it Right for Every Child (GIRFEC) approach will be fully embedded, with a D/deaf or Deafblind child and their family offered the right information and support at the right time to engage with BSL.</b>						
<b>By 2024, UofG will:</b> <b>Reflect this long term goal in the procurement process for the University Nursery.</b>						
Ref.	Action: Description	Action already taken	Actions Planned	Timescale	Responsibility	Success Measure
2.1	Embedded the requirement to support BSL in early year's provision at the University.		Embed requirement to have the potential to support BSL provision in the Nursery procurement process.	At next review.	Director of Commercial Services	Embedded in Procurement process.
<b>3. Long term goal:</b> <b>BSL users will be able to maximize their potential at school, will be supported to transition to post-school education if they wish to do so and will receive the support they need to do well in their chosen subject(s).</b>						
<b>By 2024, UofG will:</b> <b>Support the transition of BSL users from school to University.</b>						
Ref.	Action: Description	Action already taken	Actions Planned	Timescale	Responsibility	Success Measure
3.1	Targeted recruitment activity at BSL community.	BSL provision available at all undergraduate Open Days & Offer Holders' Day.	Update video materials to include captions, all new materials to include captions	On-going, all current content to be updated or replaced by the end of 2019.	Director External Relations, Head of Disability Service	No video content to be without captions
3.2	Widening Participation (WP) activity – Summer School.	Summer School & other WP programme participants at on-campus events directed to Disability Services for appropriate support to be put in place.	Online Academic Skills Moodle videos, Reach, Summer School and student support videos to be captioned.	On-going, all current content to be updated or replaced by the end of 2019.	Director External Relations, Head of Disability Service	No video content to be without captions

3.3	Pre-entry site visits for BSL users.	Bespoke visits arranged at pre-entry stage.	Discuss with BSL users that these visits cover all requirements.	2018	Head of Disability Service, Director External Relations, Disability Co-ordinator in relevant Schools	Tailored site visits for BSL users.
3.4	Prioritised Disability Service Needs Assessments.	BSL users are prioritised, however timescale for this are limited due to GDPR.	Promote this through External Relations and Disability Service.	2019	Head of Disability Service, Director External Relations	
3.5	Fresher's week – identify key events to provide BSL Interpreters for.	Fresher's Address has been identified.	Identify key events in the Fresher's schedule, and see if there are any BSL users in attendance.	From Fresher's week 2019/20.	Student Representative Council (SRC), Student Unions	Key Fresher's events identified. BSL is considered the norm for these events.
3.6	Embed BSL user awareness in School of Education programmes.		Raise awareness of support requirements for BSL users with future Teachers, and related professionals.	From 2021	School of Education	Embed BSL user awareness in School of Education programmes.
3.7	Investigate providing a buddy scheme for BSL using student to assist with social support.		Scope out capacity of a buddy programme.	2019/2020	SRC, Student Sign Language Society	Understanding of capacity for delivering a buddy scheme.

**By 2024, UofG will:  
Ensure all BSL user students are appropriately assessed and their learning and teaching support is in place, and is reviewed when appropriate.**

Ref.	Action: Description	Action already taken	Actions Planned	Timescale	Responsibility	Success Measure
3.8	An information resource in BSL format to be created that explains the what/ who/ when /why /how of the Needs Assessment process.	BSL users L&T requirements are in place as part of the Needs Assessment, funded through DSA.	A short information film for BSL users explaining the Needs Assessment process.	2019/20	Head of Disability Services	A short film available as pre-entry information to BSL users.
3.9	Staff access to Deaf Awareness and basic BSL learning resources (e.g. online BSL dictionary).		Promote use of <a href="https://www.signbsl.com/">https://www.signbsl.com/</a> to staff supporting BSL users.	2019	Head of Disability Service, Disability Coordinators, Relevant staff.	Embed the BSL Dictionary web resource in relevant webpages.
3.10	Ensure BSL users have equal access to wider student provision.		Ensure that BSL users are afforded the same support and development opportunities which are available to other students, to include assistance with the development of academic skills, access to study abroad, internships and careers advice.	2019	Director Student and Academic Services.	Equal and timely access to all student services for BSL users.

<b>4. Long term goal</b> <b>BSL users will be supported to develop the skills they need to become valued members of the Scottish workforce, so that they can fulfil their potential, and improve Scotland's economic performance. They will be provided with support to enable them to progress in their chosen career.</b>						
<b>By 2024, UofG will:</b> <b>Provide a supportive structure for BSL users to develop the appropriate Graduate Attributes to transition into the workforce and their chosen career.</b>						
Ref.	Action: Description	Action already taken	Actions Planned	Timescale	Responsibility	Success Measure
4.1	Student BSL users would be able to access the full suite of support facilities provided by the University's Careers Service.	Careers Service arrange BSL Interpreters for any BSL using student attending a Careers event.	Ensure BSL using students have access to the range of Career Services events, including face to face meetings.	2018/19	Director of Careers Service	Ensure BSL users have equal access to Career Service activities.
4.2	Staff BSL users will be supported to access relevant employment related training to ensure they develop and enhance their skills.		Ensure BSL Interpreters are available for staff development opportunities.	2018/19	Local line managers/EOD	
4.3	Investigate how other employers support BSL using modern apprenticeships.		Contact employers who offer modern apprenticeships to BSL users, to understand the assessment process.	2019	EOD/Gillian Shaw	Gain understanding in best practice for supporting and assessing BSL for modern apprenticeships.
4.4	Promote the University as a positive employer of BSL users.	Reasonable adjustments would be made for application and interview procedures. Disability Confident Level Two employer.	Promotion of the BSL Plan to the relevant community. Case studies of current BSL using employees.	2019	Recruitment/EDU	Promotion of the BSL Plan to the community through social media.  Profile BSL staff on website.

4.5	Promotion of the support provided to Disabled employees through Staff Disability Review process and Access to Work guidance.	Review of Staff Disability process currently ongoing. Access to Work group establish.	Roll out and promotion of Staff Disability process; embedding in the recruitment process. Access to Work guidance written for line managers and HR.	2019	EDU, Human Resources (HR), Occupational Health Manager, Head of Disability Service	
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**5. Long term goal:  
BSL users will have access to the information and services they need to live active, healthy lives, and to make informed choices at every stage of their lives.**

**By 2024, UofG will:  
Support BSL users to access the University services to support healthy, active lives.**

Ref.	Action: Description	Action already taken	Actions Planned	Timescale	Responsibility	Success Measure
5.1	Ensure BSL user staff and students have appropriate access to the University Sport facility.		Identify key introductory materials such as the Self-Guided Tour available in BSL. Training provided to some FOH colleagues.	August 2019	Director of Sport	Self-guided tour available in BSL.  BSL Awareness training for Front of Health staff.
5.2	Ensure BSL user student can access the Counseling and Psychological Service (CaPS), with appropriate support.		Offer Student BSL users may want external interpreter.		Head of CaPS	BSL user student can access counselling services.
5.3	Ensure BSL user staff can access the Employee Assistance Programme, with appropriate support.	HSW has approached PAM Assist who have suggested a number of potential solutions.	Ensure current provider has BSL user support measures.		Director Health, Safety and Wellbeing	BSL interpreter would be available if required.

5.4	Embed BSL user awareness in School of Medicine programmes.	SRC VPSS has initiated discussion with Medical School.	Raise awareness of support requirements for BSL users with future Doctors, Nurses and Dentists.		School of Medicine	
5.5	Review and upgrade our current pager system to a system that will work via SMS and send text messages to mobile devices.		Roll out of an 'opt-in' system at refreshed/newly designed buildings.		Estates and Commercial Services (ECS).	

**6. Long term goal**  
**BSL users will have full access to the cultural life of Scotland, and an equal opportunity to enjoy and contribute to culture and the arts, and are encouraged to share BSL and Deaf culture with the people of Scotland.**

**By 2024, UofG will:**  
**Support BSL users to access cultural life within the University.**

Ref.	Action: Description	Action already taken	Actions Planned	Timescale	Responsibility	Success Measure
6.1	Review The Hunterian Museum and Art Gallery programme and identify opportunities for BSL interpreted events.		Offering signing for Insight Talks on Tuesday, on request	From 2019	Director Hunterian Museum and Art Gallery.	This will be offered from 2019, booking will be required.
6.2	Review The Hunterian Museum and Art Gallery website and identify key information for BSL captioning.		Begin with two key Hunterian website pages: About Us and Education	2020/21	Director Hunterian Museum and Art Gallery.	Key webpages BSL captioned.
6.3	Review The Hunterian Museum and Art Gallery exhibits and plan for future BSL captioning.		Offer one BSL interpreted tour per major exhibition	From 2019	Director Hunterian Museum and Art Gallery.	Identified tour with BSL captioning promoted to general public.



6.4	The University will identify one of the prestigious lecture series and ensure at least one public lecture has BSL interpretation.	The Carnegie lecture series has been identified.	Identify which lecture will have BSL interpretation, and promote this to the Deaf community.	2019	Director External Relations	One annual public lecture has BSL interpretation.
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**7. 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.**

**By 2024, UofG will:  
Support BSL users to participate in democratic processes within the University.**

Ref.	Action: Description	Action already taken	Actions Planned	Timescale	Responsibility	Success Measure
7.1	Ensure BSL users are targeted and supported in Court member's recruitment process.		Promote the BSL Plan at the point of recruitment for Court members.	At the next stage of recruitment.	Chief Operating Officer and University Secretary.	BSL provision explicitly mentioned in recruitment materials.
7.2	Review provision for BSL users to access support from Trade Unions.	All recognised campus Trade Unions have agreed to support this action.		From 2018	HR/Trade Unions	BSL users can access trade union representation.
7.3	Ensure BSL users are able to access democratic process for student representation.		BSL interpreters available at hustings. BSL users are supported for elected positions.  BSL Interpreters are available for class representation.	2019	SRC/Schools/Research Institutes	