

Appendix 3 Draft Aberdeenshire BSL Plan 2024-2030

Feedback from engagement with BSL users

The engagement questions were developed to reflect the priorities within the National Plan directly to allow us to see how Aberdeenshire may be able to develop actions that will support the National Plan while addressing local needs.

Council Officers with expertise within the priority areas fed into the development of the questions. The following Services provided support in developing questions -

- Education and Children's Services - Sensory Support Team and the DYW (Developing the Young Workforce) (Developing the Young Workforce) team
- Health and Social Care Partnership
- Live Life Aberdeenshire
- Environment & Infrastructure Services - Transport team
- Legal & People - HR
- Legal & People - Elections Team

Engagement was carried out online through the Engage Aberdeenshire platform and targeted through social media designed specifically for BSL users. In person engagement was carried out at Aberdeen Deaf Club which includes BSL users in Aberdeenshire. There were 12 BSL users participated in the online engagement and 30 BSL users at the meeting of the Deaf Club.

The questions and responses are set out below:

Question	Responses
<p><u>BSL Accessibility</u></p> <p>What information would you like to see readily available in BSL on Aberdeenshire Council's website?</p>	<p>There were 12 responses online, alongside feedback that was noted at the in-person meetings. The areas that BSL users would like more accessible information were are:</p> <ul style="list-style-type: none">• Education• Housing• Waste and Recycling• Health and Social Care <p>1 response also stated "Emergency Arrangements for Flooding"</p>
<p>Are you aware of ContactScotland-BSL, Scottish Government's BSL video interpreting relay service?</p>	<p>5 online users are aware of this service, 7 online users are not. Everyone in attendance at meetings of the Deaf Club is aware of this service.</p>
<p><u>Children, Young People and Families</u></p> <p>Are there any areas within Children, Young People and Families that are a priority for you that you would like to see continue or put in place?</p> <p>Are there provisions in place already within Family Support that you would like to continue?</p>	<p>There were no responses to these questions.</p>

Question	Responses
<p><u>Health and Social Care</u></p> <p>Are there any aspects within the provisions of Health, Social Care and Wellbeing you would like to see continued, improved, or added within Aberdeenshire?</p>	<p>3 responses were received online, with feedback noted at the in-person meetings.</p> <p>The responses to this priority area were:</p> <ul style="list-style-type: none"> • Clear information on the website in BSL for how to contact various departments. • While equipment is supplied to the deaf community, there is a lack of social care services available in Aberdeenshire
<p><u>Celebrating BSL Culture</u></p> <p>Are there any specific areas in culture and the arts you would like to see Aberdeenshire Council support in terms of BSL accessibility?</p>	<p>There was 1 response to this priority area, which was:</p> <ul style="list-style-type: none"> • More interpreters to classes through the council - Art groups and art projects. Any meditation/mindfulness sessions, things to help with mental health
<p><u>Transport</u></p> <p>Do you feel you have safe, fair, and inclusive access to public transport?</p>	<p>There were 3 responses online and none noted from the in-person meetings. The feedback was:</p> <ul style="list-style-type: none"> • Lack of transport in rural areas • Communication challenges, for example, if transport is delayed or cancelled
<p>There is a Bus Forum that takes place on a regular basis? Have you taken part before?</p>	<p>No participants take part in the bus forum</p>
<p><u>Access to Employment</u></p> <p>Aberdeenshire Council uses the myjobscotland website for recruitment. If applicable, please provide feedback on the accessibility of the site.</p> <p>If applicable, for deaf and deafblind young people, what support or information do you feel you need to help you develop your skills and to learn about transitioning into work?</p> <p>For those transitioning into work through schemes such as Developing Young Workforce, are there additional information or resources you would like to see in place?</p>	<p>No responses were received to these questions.</p>