



Our promises



Our promises are made to BSL users, although with our responsibility to promote and protect the human rights of children and young people, our focus is on children and young people.

- 1.** We will develop links with children and young people who communicate in BSL (Deaf and Deaf/ Blind) so we can learn about their concerns and feed these into our work. They have told us that they particularly like face-to-face contact, so this will be taken into account.
- 2.** We will make sure that BSL users are able to find the information they need about their rights in ways that suit them. We will make best use of available technologies to ensure our resources and website are accessible to BSL users. We will work with BSL users to check that we are producing accessible resources and we will ask for feedback on how we can do things better.
- 3.** We will communicate with BSL users in various ways including face-to-face with BSL/English interpreters, through the BSL online interpreting video relay services contact SCOTLAND-BSL and over email, social media and text where appropriate.
- 4.** We will increase our efforts to involve BSL users so that they become aware of the work of our office, including our advice function, and know how to contact us. We will involve young BSL users directly so that we can improve our service.
- 5.** We will make sure that the views of BSL users feed into our strategic approach to developing policy and we will continue to campaign for Deaf/Deafblind children's human rights, particularly around the level of BSL of teachers and support staff in schools and support for families of D/deaf and Deafblind children by ensuring that they have access to BSL resources as early as possible in their child's life. We will particularly focus on the right to education as this is fundamental to children and young people who has BSL as their first language. Without the foundation of a decent standard of education, other rights are compromised.
- 6.** We will continue to make sure that BSL users can be involved in our external events, and in our Advisory Groups by arranging provision based on individual needs and requirements.
- 7.** We will commit to regular BSL training in the office and will aim to have at least one person in the office with BSL level 1 skills as a minimum.
- 8.** When arranging BSL/English interpreting, we will ensure that interpreters are registered with a professional regulatory body, such as SASLI and have appropriate experience and skills to practice in that particular setting.
- 9.** We will seek to make our office a safe and relaxed space for young people who use, or may potentially use, BSL.
- 10.** We will regularly engage with and listen to BSL users to review our progress within the plan and develop key actions.