

and invoicing systems. You can find sign language interpreters in your area via the national register of communication professionals working with Deaf and Deafblind people (NRCPD) directory.

Written information

Use plain English at all times. Ask the Deaf client what their preferred format for receiving letters and reports is, e.g. Plain English or BSL. Try at all times to make your written information as clear as possible.

Resources:

www.nhs.uk
www.rnid.org.uk
www.bda.org.uk
www.nrcpd.org.uk
www.asli.org.uk
www.vlp.org.uk
www.direct.gov.uk for information about the DDA and Equalities Act 2010
www.equalityhumanrights.com
www.dh.gov.uk for copies of the reports; Doubly Disabled and Code of Practice; Mental Health Act 1983.
www.plainenglish.co.uk

Contact:

North Hub/Yorkshire and Humberside Outreach
National Deaf CAMHS
Deaf Children, Young People and Family Service

Limetrees
31 Shipton Road
YORK, YO30 5RE
Email: NDCCAMHSNorth.ljyft.nhsnet
Fax: 01904 632893
Skype: limetrees1
SMS: 07800 867911
Voice: 01904 294231

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NHS Foundation Trust



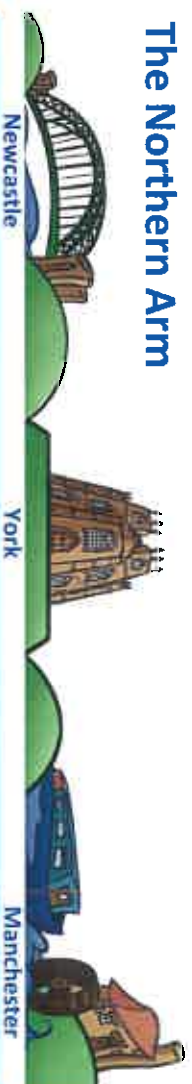
Working with BSL/English Interpreters

Information Leaflet



British Sign Language VIDEO
<http://vimeo.com/133133473>

The Northern Arm



Newcastle

York

Manchester



Deaf Children, Young People and Family Service
(Deaf CAMHS Northern Arm)

What is a BSL/English Interpreter?

A British Sign Language / English interpreter is a professional who has been trained to interpret between BSL and English. They are not called signers. They follow a code of conduct (that includes practice and ethics), and they are competent in understanding confidentiality and child/adult safeguarding. The interpreter will work with you and the Deaf client to ensure that both of you get what you need from the appointment in terms of communication and information.

Why is it so important to book interpreters who are registered with the NRCPD?

The National Registers of Communications Professionals working with Deaf and Deafblind People (NRCPD) is responsible for regulating the communication professionals that work with Deaf people. They check that they are properly trained to do their job safely and consistently, and set standards of professional practice. All interpreters who are registered with the NRCPD are bound by their Code of Conduct, which ensures that your confidentiality is respected.

There are the following categories of interpreters, Trainee Sign Language Interpreters (TSL) and Registered Sign Language interpreters, (previously called qualified), (RSL). In certain specialist settings such as; mental health and legal, only a RSL should be booked.

What are the benefits of working with an interpreter?

As a clinician or practitioner who does not have signing skills an interpreter will help you to communicate with your clients. You may have sign language skills, however working with an interpreter will enable you to concentrate on your job, without having to think about how you sign what you are saying. Working with an interpreter will enable you to make the same decisions you would if you both used the same language. Some of the questions you ask may be difficult to put across to someone who uses a different language therefore, the interpreter may ask you what something looks like, how it fits with the client, where something is placed geographically, and may clarify names and places etc. They will not make changes without asking you first.

Where can you get an interpreter?

We feel that given the sensitive nature of the work we do, it is important that anyone who works with Deaf people should be properly trained and qualified for what they do. It is for this reason that we would not recommend having a family member or friend work as an interpreter in any

appointment. Whilst we understand the important information they can give to us, no one could be impartial when it comes to their own family or friend, and it is not fair to expect members of the public to try. The Deaf person does not pay for or try to find an interpreter themselves; it is the duty of the service provider to ensure that their service is accessible. It would usually be an administrator's role to find an interpreter. We understand that it can be difficult finding an interpreter at short notice. Ringing interpreters directly is the best approach.

Why do I need an interpreter?

The Equality Act passed 2010, combines and replaces previous discrimination legislation, including the Disability Discrimination Act (DDA) of 1995. It protects people against unfair treatment (discrimination) on the grounds covered by the previous laws; it includes disability as one of the 'protected characteristics'.

The Equality Act protects people from various forms of discrimination relating to disability:

- **Direct discrimination is when you are treated less favourably than another person because of your disability. This also extends to people who are discriminated against because of their association with someone who has a disability or because they are thought to be disabled.**
- **Failure to make reasonable adjustments is when you need a reasonable adjustment so that a person is not at a 'substantial disadvantage', but the adjustment has not been made. The duty to make reasonable adjustments covers the way things are done, (a physical feature), or the absence of an auxiliary aid or service (such as an interpreter).**

Guidelines on access to services for deaf patients and/or family members are clearly laid out in the standards from NHS England, July 2016, 'Accessible Information Standard. Making health and social care information accessible'; further information and advice can be found on: www.england.nhs.uk/ourwork/accessibleinfo/

Sometimes organisations have an interpreting booking system in place, for example with their PALs department, an approved list of appropriate interpreters and their contact details or through an agency. Within your organisation there will be procedures for booking interpreters