

## Nottinghamshire Sign Language Interpreting Service (NSLIS)

is a well established, professional service that provides BSL/English Interpreters throughout Nottingham, Nottinghamshire and the East Midlands.

NSLIS comprises of a team of experienced Interpreters, supported by a dedicated co-ordination team who provide Interpreters in a wide variety of settings such as:

- > Health appointments (GP, hospital etc)
- > Employment meetings and training
- > Conferences
- > Social Services meetings
- > Legal work
- > Education
- > Access to Work

All our Interpreters are registered with the National Register of Communication Professionals working with Deaf and DeafBlind People (NRCPD) and follow their code of ethics.

The service is fully confidential and impartial. NSLIS prides itself on the quality of service provided through highly trained Staff.

The service operates during normal office hours Monday to Friday and is supported by an out-of-hours emergency service. We also take bookings for evenings and weekends.



# interpreting service

"An excellent service – thank you."

**Hearing Client**

"... very satisfied with the service we receive ... people are always helpful ..."

**Staff Member, Primary School**

"Always helpful staff when booking the service and all interpreters have been professional."

**Deaf Sign Language User**



### For further information please contact:

#### **Nottinghamshire Deaf Society**

22 Forest Road West, Nottingham NG7 4EQ

Telephone: 0115 978 6984 (Voice/Minicom)

SMS: 07792 226250 Fax: 0115 942 3729

Email: [nslis@nottsdeaf.org.uk](mailto:nslis@nottsdeaf.org.uk)

Web: [www.nottsdeaf.org.uk](http://www.nottsdeaf.org.uk)

## Nottinghamshire Deaf Society

SIGN LANGUAGE INTERPRETING SERVICE

CHARITY NO. 1040801

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# Booking a British Sign Language/English Interpreter

Listed below are some basic guidelines to help you when booking an Interpreter. By following this procedure you will help us to provide the best possible service for yourself and your Deaf and hearing client(s).

**1. Due to the high demand for the service it is advisable to book an interpreter at least two weeks in advance wherever possible. However, if an interpreter is required at short notice please still contact us as we may have someone available.**

**2. You will be asked to provide the following information when booking:**

- > Date, time and venue of the assignment
- > Type of assignment, e.g. meeting, conference, training event etc
- > Purpose/goal of the assignment
- > How many people will be involved
- > Requirements of the Deaf and hearing participants

NB - The interpreting process requires intense concentration and mental processing and as a result is very tiring. For meetings and events lasting longer than one and a half hours it is usually necessary to book more than one Interpreter.

**3. The Interpreters need to have full details of the assignment well in advance therefore you will also be asked to provide preparation materials such as:**

- > Handouts
- > Agendas
- > Notes/minutes of previous meetings
- > OHPs/Powerpoint slides
- > DVDs
- > Explanations of technical jargon/terms/abbreviations



## Qualifications and Training

For BSL/English Interpreters registered with the National Register of Communication Professionals working with Deaf and Deafblind People (NRCPD), there are two different categories:

- > Member of the Register (MRSLI)
- > Trainee Interpreter (TSLI)

**For more information see the Signature website at [www.signature.org.uk](http://www.signature.org.uk)**

We will endeavour to book fully qualified (MRSLI) BSL/English Interpreters for the following assignments:

- > Mental Health
- > Child Protection
- > Police and Courts
- > Social Service reviews

## Comments/Complaints/Feedback

In the event that you have any comments/complaints/feedback about the Interpreter you should, in the first instance fill in a feedback form. If this is not appropriate you should contact the Team Manager, NSLIS, who will deal with your comment/complaint.

NRCPD have their own complaints procedures.

# Working with British Sign Language/English Interpreters

British Sign Language (BSL) is the first or preferred language of approximately 70,000 Deaf people in the UK. BSL has its own grammatical structure and syntax. It is not a visual representation of English.

BSL/English Interpreters work in a different way to spoken language interpreters. They mostly work simultaneously; that is, they will sign at the same time as you are speaking, or they will speak at the same time as the Deaf person is signing.

The Interpreter's role is to work with everyone, Deaf and hearing, to ensure that you understand each other.

A few points to bear in mind:

BSL/English Interpreters registered with the National Register of Communication Professionals working with Deaf and Deafblind People (NRCPD) follow a Code of Ethics.

The principles are that Interpreters will:

- > Do no harm
- > Be honest
- > Keep her/his word
- > Act justly and fairly
- > Respect the personal choices another person makes
- > Strive to do good