

CAPITA

ON-SITE INTERPRETING



PUBLIC ACCESS INTERPRETING

For a long time, D/deaf British Sign Language (BSL) users have been unable to access the various services provided by many public sector organisations, unless an interpreter has been booked in advance. At Capita TI, we use the latest video technology to bring people together and enable quality, cost effective communication at the click of a button.

Public access interpreting

This form of BSL video interpreting service is provided when the D/deaf person (service user) is not on the public sector organisation's premises. The service user can click a defined link on the organisation's website, via a computer, laptop, tablet or smartphone. A good example would be as follows:

- The service user receives a hospital appointment they are unable to attend
- The service user can access the organisation's website via a computer, laptop, tablet or smartphone
- The service user clicks on a clearly defined link which will connect with a BSL interpreter. The BSL interpreter will know where the call is to be directed, and connect with the hospital. The BSL interpreter will then interpret a real time conversation, between the service user and hospital

On-site interpreting

This form of BSL video interpreting service is most likely to take place during an appointment or consultation. The public sector organisation will be advised that the service user is D/deaf and will access the interpreting service via a video link on a laptop, tablet or smartphone. The interpreter will interpret the information in exactly the same way as a face-to-face interpreter between the service user and the organisation's representative.

The **benefits** of both forms of video BSL include:

- Value for money
- Instant access to high quality BSL interpreters who are all fully qualified with at least three years' community experience
- Eradicates the three hour minimum call out fee
- No cancellation charges
- Offers a flexible service
- NRCPD qualified or equivalent
- On demand service - no need to pre-book



Find out more about how partnering with Capita gives you the assurance of quality and trusted delivery on time, every time, by visiting:

www.capitatranslationinterpreting.com



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