

Gloucestershire County Council Guidance for Staff in using Translation and Interpretation Services

Version:	1
Originator/author:	Victoria Williams
Responsible committee/individual:	GCSB and Children's Services Operational Board
Executive lead:	Sally Hebbs
Date issued: (New policy)	01/12/2016
Review date:	30/11/17

THIS IS A CONTROLLED DOCUMENT

Whilst this document may be printed, the electronic version maintained on the GCC intranet is the controlled copy.

Any printed copies of this document are not controlled.

It is the responsibility of every individual to ensure that they are working to the most current version of this document.

Gloucestershire County Council Guidance for Staff in using Translation and Interpretation Services

Contents	Page
Guidance statement and purpose	
Scope	
Minimum Standards	
FAQ:	
What's the difference between interpreting, translating and transcribing?	
Where do I record the communication needs of a service user?	
Who can I ask to Interpret, Translate or transcribe?	
How do I book an interpreter or translation/transcription services?	
How do I ensure I book an interpreter with appropriate experience?	
What do I do if an interpreter is required for an investigation under PACE or as part of a child protection investigation?	
How much is it going to cost and who will pay?	
Can I access the service during evenings and weekends?	
What do I do if a service user has additional communication issues in addition to language needs?	
Can I use an interpreter that is not from our preferred providers?	
Can I ask a family member or friend to interpret?	
Can I ask a colleague to interpret?	
Why can't I ask colleagues, friends or family to interpret?	
What if the service user brings along a family member as an interpreter? Shall I agree to this?	
How do I give feedback about the service received from AA Global?	
How do I cancel an interpreter?	
What do I do if the Interpreter doesn't arrive on time, or at all?	
Appendix 1	
Minimum standard requirements	
Appendix 2 (Top Tips and practical guidance)	
Part A – face to face interpreters	
Part B – Specific guidance meeting with people who are Deaf/deaf	
Part C – Guidance on Translations	
Appendix 3	
Terminology	

Guidance for Commissioning Translation and Interpretation Services

This guidance for staff is to ensure consistent use of translation and interpretation services (TIS) and to provide staff and service users with TIS that are safe, consistent and of a good quality.

Guidance statement and purpose

Gloucestershire County Council is committed to ensuring that all services users of any age, background, community or with any disability are enabled to have equal access to information and be enabled to participate in all aspects of their assessment and care planning.

There is a legal duty under [the Equalities Act 2010](#) which requires organisations to provide information in the most appropriate ways, so that people from black and minority ethnic communities and disabled people have access to the same quality of information and receive fair and appropriate services.

This is further enforced by [the Care Act 2014](#) which states that all local authorities 'must ensure that their information and advice service has due regard to the needs of local people who have particular requirements', these include:

- People who don't have English as a first language
- People who have disabilities including sensory impairments

[The NHS Accessible Information Standard](#) requires NHS organisations and providers of publicly funded adult social care to ensure 'that people get information in an accessible way and communication support if they need it'.

Interpretation and translation should be provided free at the point of delivery, be of a high quality, accessible and responsive to the individual's linguistic and cultural identity.

Scope

This guidance applies to all situations where a service user, of any age, requires verbal or non-verbal interpretation, translation or transcription support. It should be read in conjunction with the NHS Accessible Information Standard Policy which can be found on the Accessible Information Standard webpage,

<http://www.gloucestershire.gov.uk/ais>

Minimum standards

All communication professionals commissioned through the two providers meet recommended minimum standards required in relation to qualifications, insurance, disclosure and barring checks, membership/accreditation with an appropriate

professional body and where appropriate, supervision and continual professional development.

If there is an exceptional circumstance where staff request to commission a service from a different provider, it is their responsibility to ensure that the essential minimum requirements are met by their chosen provider. Any decision to use an alternative provider will have to be agreed by the Locality Manager in adult Social Care and Team Manager in Children and Family teams. See [appendix 1](#) for details of minimum requirements.

What's the difference between interpreting, translating and transcribing?

Interpreting facilitates verbal or Sign Language communication between 2 or more people and conveys the meaning, intention and feeling of what each party wants to convey. An interpreter is not just someone who is bi-lingual, or can speak more than one language. An interpreter is fluent in more than one language or British Sign Language (BSL) and has received approved training which provides formal interpreting skills and additional knowledge in other specialist areas, eg social care. An interpreter can interpret face to face or via telephone/video link.

Translating is the written translation of text and produces an accurate equivalent in the required language. Translation takes into account local colloquialisms and intent (eg sarcasm).

Transcribing is the process of converting something into written form, eg listening to an audio file and writing what has been said down verbatim and in the same language that the original speaker used.

Note that not all interpreters are translators, as not all interpreters can read or write the language they are interpreting.

Where do I record the communication needs of a service user?

Adult social care staff should flag and record the communication needs, including interpreting needs, of adult service users on ERIC using the Accessible Information process, <http://www.gloucestershire.gov.uk/ais> CYP staff should record communication needs, including the need for an interpreter and the language spoken, within the 'personal tab' of a child's record in Liquid Logic.

Who can I ask to Interpret, Translate or transcribe?

AA Global is providing GCC with all verbal interpretation except British sign language and lip speaking, and all transcription and translation services.

Gloucestershire Deaf Association (GDA) will provide us with British sign language BSL and Lip speaking interpretation

How do I book an interpreter or translation/transcription services?

- 1. Verbal Translation and Interpretation Services and Transcriptions provided by AA Global** – Register your details and follow the online booking process <https://www.aaglobal.co.uk/make-a-booking/> All bookings will require your team cost centre code. Bookings will not be accepted without this.

2. **Non-verbal Interpretation Services provided by the Gloucestershire Deaf Association (GDA) - Follow** the online booking system <http://www.gda.org.uk/find-a-service/communications-support-unit/book-a-bsl-interpreter.aspx>. Enter the GCC translation and interpretation generic email address, interpretation@gloucestershire.gov.uk and your team cost centre code. Bookings will not be accepted without this.

Any emails containing personal and/or sensitive information must be emailed securely via Egress Switch.

All invoices will be centrally managed.

How do I ensure I book an interpreter with appropriate experience?

Use the online booking process and ensure you add sufficient information in the 'context/assignment details box' to enable AA Global and GDA to match the most appropriate interpreter to the assignment. Eg. explaining an assignment involves a service user with autism would ensure an interpreter with experience in this area is allocated.

What do I do if an interpreter is required for an investigation under PACE or as part of a child protection investigation?

Where translation and interpretation services are required to facilitate an investigation, under PACE (Police and Criminal Evidence Act) or as part of a child protection investigation, inform AA Global when booking your interpreter. AA Global will then ensure that they assign a level 1 interpreter/translator who is a fully registered member with the National Register of Public Service Interpreters (NRPSI) or equivalent.

Can I ask for the Interpreter's opinion regarding any part of the meeting or the responses of the service user?

Interpreters are advised within their training not to offer their opinion or to comment on a service user's responses unless they believe there is a safeguarding issue. You may ask an interpreter questions about cultural references that may help your understanding of the service user and the interpreter should be able to answer these to the best of their knowledge.

How much is it going to cost and who will pay?

Pricing schedules are sent to each team manager. **This information is commercially sensitive and must not be shared with other organisations or individuals.** There is no central budget, so all costs will be met from individual team budgets. Invoices will be centrally managed and monthly information regarding team spend on TIS will be sent to relevant teams.

Can I use an interpreter that is not from the two named providers?

The interpreters from the two providers are all qualified, experienced, DBS checked, fully insured and provide good value for money, as determined through our commissioning/procurement processes. If you have an exceptional need to use an interpreter not employed by either provider discuss this with your Line Manager and request permission to employ the services of the alternative provider before making the booking. It is your responsibility to ensure the interpreter is appropriately qualified and DBS checked.

What do I do if a service user has additional communication issues in addition to language needs?

There may be rare occasions when service users have limited communication skills in their own language and two interpreters may be required. One to interpret using the services user's own method of communication in their own language, and one to then interpret this into English. Ensure the provider is aware of this when booking an interpreter.

Can I access the service during evenings and weekends?

AA Global offer a 7 day a week/24 hour services. Out of hours services for face to face interpreting are charged at a higher rate.

GDA also offers a 7 day a week/24 hour service. Out of hours services for BSL interpreting are charged at a higher rate.

Can I ask a family member or friend to interpret?

No. The use of informal interpreters such as family members or friends is not good practice. The use of children as interpreters for their parents is, in most circumstances, inappropriate and should be actively discouraged. This also applies to adult children where their involvement as an interpreter may cause a conflict of interest. Friends and family should only be asked to interpret either in an emergency or on a very basic level, eg helping to make an appointment, where a professional interpreter will be present.

Can I ask a colleague to interpret?

Colleagues who are bi-lingual may use their language and communication skills to assist service users in making appointments or identifying communication requirements, (language brokering) but should not, other than in emergencies, take on the role of an interpreter unless this is part of their defined job role and they are qualified to do so. Staff used as interpreters this way must be covered by indemnity insurance.

Why can't I ask colleagues, friends or family to interpret?

On rare occasions there may be service users with personal communication methods that are unique to them and their family. In these cases family may be the only possible interpreter and will have to be used as such.

For the majority of circumstances, there are lots of reasons why you shouldn't ask colleagues, family or friends to interpret:

- The person may not have any formal training in interpretation and translation
- The person won't have insurance indemnity protection
- The person may find certain technical concepts and jargon difficult to translate and may mistranslate as a result, eg at a recent meeting regarding dementia, the interpreter translated 'dementia' as 'memory loss'
- It may not be clear whether the responses given are those of the informal interpreter or the service user (using family or friends can create awkwardness and a biased response)
- There are issues of confidentiality and possible conflict of interest
- Asking colleagues to interpret will detract them from their core responsibilities
- If a child is asked to interpret, this could mean that questions and answers may not reflect the true nature or seriousness of the situation in an attempt to shield the child or, alternatively, asking a child to interpret for a serious situation may create unnecessary fear and anxiety

What if the service user insists on using a family member as an interpreter? Shall I agree to this?

This could depend on the nature of the conversation/meeting. The service user could be vulnerable to abuse, manipulation and exploitation and you may not know their background. If it is expressly desired by the service user that a family member or friend acts as 'interpreter' and provides language brokering services, the service user's informed consent to this must be in their own language and be sought from them independently of the family member/ friend. Record in the service user's case notes the reason why a professional interpreter was not used. Discuss and promote the use of a professional interpreter for all subsequent meetings. This preference must be reviewed and results recorded in the service user's record, whenever a new episode of care is started or proposed, or a significant decision or choice is to be made.

If there is any potential safeguarding or conflict of interest issues, a professional interpreter must be present at the meeting.

How do I give feedback about the services received?

AA Global have provided a brief feedback form <https://www.aaglobal.co.uk/uploads/DOC521B33A429707.pdf> and would appreciate your feedback on their service.

Further comments and complaints can be made following the AA Global process <https://www.aaglobal.co.uk/uploads/DOC51F4033A858A3.pdf>

GCC commissioners may also request feedback from teams regarding the processes involved and the services received.

GDA provides a feedback form at every appointment, which is for completion by the Deaf client, the hearing professional and also the BSL interpreter. These may be completed immediately after the assignment through the BSL interpreter, or posted/emailed at a later time.

How do I cancel an interpreter?

As soon as you know you no longer require an interpreter for a meeting you must cancel the booking with the provider.

For AA Global you can use the online booking process to cancel your booking, <https://www.aaglobal.co.uk/make-a-booking/>, or, if you do not have access to a computer, call them on 01482 308777.

Failure to cancel bookings with less than 24 hours notice may result in a charge:

- Face to face interpreting - if less than 24 hours cancellation notice is given to the provider then you may be charged up to 100% of the quoted fee, if the interpreter is on their way to the assignment or is already on site. If the interpreter is not on site or on the way, the provider reserves the right to charge 50% of the quoted fee.
- Telephone and Video interpreting - if less than 24 hours cancellation notice is given to the provider for pre-booked assignments then you may be charged up to 50% of the quoted fee,
- Translations - the service provider will not charge for any cancellations whereby work has not started on an assignment. However, where the service provider has already undertaken and started work on an assignment, they will reserve the right to charge a proportion of the assignment already completed. In this event the provider will provide evidence of the work already undertaken.

For GDA you can cancel bookings by email admin@gda.org.uk or telephone, 01452 372999.

Failure to cancel a booking with less than 7 days' notice will result in a charge:

Less than 24 hours' notice – 100% charge

1 day-7 days' notice – 50% charge

What do I do if the Interpreter doesn't arrive on time or at all?

If your interpreter doesn't turn up at the appointment as expected, ring the provider to find out what is happening. All interpreters are told to inform the provider if they are delayed for any reason. The provider will be able to give you the most up to date information on the situation.

Who do I contact about with any queries about translation and interpretation?

Please email any queries to interpretation@gloucestershire.gov.uk

Appendix 1

Minimum Standard Requirements

Where a need for support from a communication professional is identified, services must ensure that such support is arranged / provided and that interpreters and other communication professionals are suitably skilled, experienced and qualified. This should include verification of accreditation, qualification and registration with a relevant professional body.

Services must ensure that all communication professionals (including British Sign Language interpreters and deafblind manual interpreters) used in health and adult social care settings have:

- appropriate qualifications, (see table below)
- Disclosure and Barring Service (DBS) clearance,
- Professional indemnity insurance
- Are signed up to a relevant professional code of conduct.

Minimum Qualifications, Experience & Training Requirements for Interpretation and Translation	
Face to Face and Telephone Interpretation Services (verbal)	
Level 1	Including but not limited to complex assignments involving statutory/legal procedures & higher level contexts e.g. court tribunals, safeguarding investigations and unaccompanied asylum seeking children
	<ul style="list-style-type: none"> • Hold a Diploma in Public Service Interpreting (DPSI) or equivalent deemed acceptable by the Chartered Institute of Linguists, Interpreters & Translators Institute and/or other professional body deemed appropriate • Registered with the National Register of Public Service Interpreters (NRPSI) • Have at least 400 hours proven public sector interpreting experience undertaken in the UK, or equivalent experience as appropriate • Have documented evidence of language specific training and/or CPD in preceding 12 months • Adherence to the National Code for Interpreters
Level 2	Assignments related to social care and health, where vulnerable services users may be concerned.
	<ul style="list-style-type: none"> • Hold a Diploma in Public Service Interpreting (DPSI) or equivalent deemed acceptable by the Chartered Institute of Linguists, Interpreters & Translators Institute and/or other professional body deemed appropriate • Have at least 400 hours proven public sector interpreting experience undertaken in the UK, or equivalent experience as appropriate • Have documented evidence of language specific training and/or

	<p>continued CPD within the preceding 12 months.</p> <ul style="list-style-type: none"> Adherence to the National Code for Interpreters
Level 3	Assignments related to day to day activities with no real sensitivities attached, eg. events, facilitating appointments,
	<ul style="list-style-type: none"> Hold the Cambridge Proficiency in English, or, an equivalent qualification deemed acceptable by the Chartered Institute of Linguists, Interpreters and Translators Institute and/or any other professional body as may be deemed appropriate Have more than 100 hours of proven public sector interpreting experience undertaken in the UK, or equivalent experience as may be appropriate; Have documented evidence of language specific training and/or continued professional development within the last 12 months.
Translation and Transcription Services	
Level 1	Assignments involving statutory/legal procedures & higher level contexts e.g. court tribunals, safeguarding investigations and unaccompanied asylum seeking children
	<p>At least one of the following:</p> <ul style="list-style-type: none"> Qualifications and Credit Framework Level 7 in translation such as the Institute of Linguists Educational Trust (IoLET) Diploma in Translation A Masters level qualification in translation Post Graduate qualification in Translation (for transcribers, this should be the Diploma in Public Services Interpreting (health)) Qualified Membership of Chartered Institute of Linguists of the Institute of Translating and Interpreting <p>And</p> <ul style="list-style-type: none"> Have verifiable experience as a professional translator Be mother tongue speakers in the language they are translating/transcribing Have documented evidence of language specific training and/or continued CPD within the preceding 12 months.
Level 2	Assignments related to lower level / impact activity such as accessing social events and form completion with no real sensitivities
	<ul style="list-style-type: none"> Hold the Cambridge Proficiency in English or an equivalent qualification deemed acceptable by the Chartered Institute of Linguists, Interpreters & Translators Institute and/or other professional body deemed appropriate Have proven public sector interpreting experience undertaken in the UK or equivalent experience as may be appropriate Be mother tongue speakers in the language they are translating/transcribing

	<ul style="list-style-type: none"> • Have documented evidence of language specific training and/or continued CPD within the preceding 12 months.
Face to Face Interpretation (non-verbal)	
	All assignments
	<ul style="list-style-type: none"> • Registered with National Register of Communication Professionals working with Deaf and DeafBlind People (NRCPD) and comply with its code of conduct, or • The Scottish Association of Sign Language Interpreters (SASLI),¹ • Have documented evidence of language specific training and/or continued CPD within the preceding 12 months.

If it is impossible to engage an NRCPD Registrant, organisations must ensure that the communication and language professional holds relevant interpreting qualifications and, in the case of British Sign Language (BSL), has achieved BSL level 6 or an honours degree in their second language, in line with NRCPD registration requirements. They must also have appropriate insurance and an enhanced disclosure form from the Disclosure and Barring Service.

¹ Registration confirms they hold suitable qualification(s), are subject to a Code of Conduct and complaints process, have appropriate insurance, hold an enhanced disclosure from the Disclosure and Barring Service, and engage in continuing professional development. The NRCPD includes the following professional categories:

- Registered Interpreter for Deafblind People
- Registered Lipspeaker
- Registered Notetaker
- Registered Sign Language Interpreter
- Registered Sign Language Translator
- Registered Speech to Text Reporter

Top tips and practical guidance

Part A Face to Face interpreters (most of the following applies equally to telephone interpreting)

Before the meeting

- When planning a meeting/interview with an interpreter present remember the length of time you will need will be approximately 50% longer than usual, eg a 1 hour meeting will take 1.5 hours with an interpreter
- Book interpreters as soon as you can, giving providers time to arrange for the most appropriate interpreter to attend your meeting
- As far as possible, arrange for the interpreter to be of the same gender as the individual, particularly where there is a cultural need to do so
- Allow time to brief the interpreter before the meeting starts on the subject matter of the meeting and any relevant case history, especially if the subject matter is complex.
- The interpreter will only interpret communications and not act as an advocate.
- The interpreter should not be asked to take on duties other than interpreting.
- The interpreter is not responsible for the individual's behaviour or complaints, nor for the decisions of the professionals
- The interpreter's cultural knowledge is very important. As part of his/her duty, the interpreter can advise professionals on cultural matters, which will enable them to give a better service to the individual
- Remember that differences in language may mean that exact meaning may be difficult to convey, if there is an essential point to be made then this should be made clear and clarified and confirmed with the individual by the interpreter
- Where possible, use a room without too many audible or visible distractions
- The seating arrangement should allow for direct eye contact between the session participants, if possible sit next to the interpreter facing the service user

During the meeting

- Welcome the service user. Address them by name and establish how they would prefer to be addressed
- Check that the interpreter and the individual speak the same language or dialect
- Establish the understanding that all parties will seek clarification if they do not understand something that has been said
- Explain that all information shared will be confidential to everyone in the room
- Speak directly to and maintain eye contact with the individual, not the interpreter, eg 'Would you like a glass of water?' rather than to the interpreter 'Can you ask her if she'd like a glass of water?'
- Use plain English, avoiding using unnecessarily complex language or jargon. If complex terms need to be used also provide plain English explanation
- Do not stop halfway through a sentence as in some languages the interpreter needs to know the end of the sentence in order to use the correct grammar at the beginning.
- Speak in short phrases so the interpreter will be able to interpret more accurately and easily.
- Give sufficient time for the interpreter to note dates, numbers and names to ensure they are interpreted correctly
- Be aware of your own verbal and non-verbal messages both towards the individual and the interpreter
- Observe non-verbal messages between the parties
- Do not tell the interpreter anything you do not want translated in front of the individual. Be aware that the interpreter will interpret any conversation you have with colleagues, if carried out in the presence of the service user
- Trust the interpreter's judgment and allow him/her to stop the individual when he/she feels it is appropriate
- Please make sure the interpreter's time is not wasted. They are paid for all the time they spend, including waiting time

At the end of the meeting

- Summarise what has been agreed
- Check that the individual has understood everything and is aware of what has been agreed
- Invite feedback from the interpreter, to check for learning points for future interpreted sessions, remembering that any discussion should be about the communication dynamics and not the individual
- Sign any required paperwork for the interpreter
- Try to book the same interpreter, through the provider, for future meetings. Do not try to book the interpreter directly.

Part B Specific points relevant to individuals who are Deaf and use BSL

- Different D/deaf people will have quite different communication support needs. Make sure you book the right sort of interpreter as a lip speaker is unlikely to be qualified in BSL and vice versa.
- When using BSL interpreters, be aware of the need for visual privacy in maintaining confidentiality
- Be aware that there is a recommended window of time that a BSL interpreter can work before they should hand over to a different interpreter. This should be checked when booking the interpreter and before starting the session
- Be aware that if you are not visible to the patient/individual they may not know that you are there
- The level of skill in reading and writing English will vary greatly within the group of people who have BSL as their first language. If you need to provide written information please check with the end user/users, as it may be necessary to provide a BSL transcription of the written information
- Some young Deaf people who are in education may have a communication support worker (CSW). Their role is to provide support to a Deaf person at college, and whilst they will have BSL skills, it is not appropriate to use them as an interpreter for a medical appointment
- Additional information on communicating with people who are Deaf, or hard of hearing/deaf can be found at www.actiononhearingloss.org.uk: Information and resources: Communicating better

Part C Guidance on translating a document

Please consider your target readership and always use plain English.

- Translated material may be needed for a range of reasons:
 - Providing information on events, meetings or appointments
 - Providing information to people through leaflets etc
 - Providing copies of support plans and assessments
 - Providing documents for court
- When considering whether to translate material it is useful to consider the audience and how the information will be used, for example in some circumstances people may only use oral communication and have a poor understanding of written versions, in other cases levels of literacy may be something to consider.
- Producing leaflets in a range of languages may not always be the best approach and other methods or approaches should be considered. For example:
 - Is the information already available from another organisation?
 - How often might the document need to be changed
 - Could a version be produced in easy read with translated captions?
 - What are the Service Users literacy skills
- Consider how best to convey a copy of a document, a translated version may be useful but other methods may be more appropriate for example:
 - A recording
 - Booking an additional appointment with an interpreter.
 - An easy read version
 - Pictorial English
- Avoid using long and complicated sentences.
- Don't use jargon or phrases specific to English, as these may not always translate well and there may not be an equivalent phrase in the target language. Eg using a phrase like "how to teach a granny to suck eggs" may fit in nicely with your topic but it will probably end up being "lost in translation".
- Make sure to finalise your document before sending it for translation. Changes made to a document after the translation processes have started may affect consistency and accuracy.
- Specify what format you'd like the translation in, eg
 - Audio
 - Braille
 - Large Print
 - Pictorial English

Appendix 3 Terminology

Aids to Communication: including speech generating devices and human aids to communications such as signers and use of sign languages like BSL, Makaton & SSE (Sign Supported English)

Braille: A tactile reading format used by people who are blind, deafblind or have visual loss.

British Sign Language (BSL): a signed language in its own right – it is not ‘a signed version of English’. The structure of the language is very different and this is why a Deaf person may struggle making sense of English.

Deaf: The capitalised word Deaf indicates a cultural reference and refers to people who primarily use British Sign Language (BSL) to communicate. BSL was formally recognised as a language in 2003.

deaf/hard of hearing (deafened) person: Refers to people who have a hearing loss but do not use British Sign Language. There will be a wide range of impairment across this group. Some people who are hard of hearing /deaf may require formal communication support, but are most likely to gain the greatest benefit from the use of good communication skills, possibly supplemented by the use of hearing aids, and an environmental aid (for example an inductive loop system).

Deaf blind: The Department of Health defines people as deaf blind "if their combined sight and hearing impairment cause difficulties with communication, access to information and mobility". Deaf blindness is also sometimes known as dual sensory impairment, dual sensory loss or multi-sensory impairment. Deaf blind people may not be totally deaf and totally blind.

Deaf blind alphabet: A tactile form of signed communication.

Human Aids to Communication: This term is used to describe interpreters and others who aid communication between deaf and hearing people. Other human aids include Lip Speakers.

Induction / Hearing Loop: Induction loops aid communication for hard of hearing people wearing hearing aids. They can be portable or permanently fitted in public buildings. The loop enables amplification of hearing when the hearing aid wearer switches their hearing aid to the T position.

Lip Speakers: Lip speakers aid communication when deaf people predominantly use lip reading. The most accomplished of deaf people who lip read will only be able to read **3 out of 10 words** on average (these will not be whole words), so lip reading requires quite a bit of guess work on the deaf person’s part. A lip speaker will aid communication ‘mouthing the words’ clearly and giving extra clues using letters from the finger spell alphabet e.g. the word green and red look the same on the lips to someone who is lip reading.

Pictorial English: uses images alongside text to promote understanding

Sign Supported English: is signing to support deaf people who speak English.