



Clarion UK

Communicate | Work | Live

The good practice guide: For solicitors communicating with Deaf people

Ensuring every Deaf person gets the best communication services in the right place, at the right time, throughout life.

www.clarion-uk.com





Communicating with Deaf people

Are you worried about working with Sign Language Users?

These guidelines for solicitors will help you achieve the best practice at your firm.

There are over 10 million people who are deaf or hard of hearing in the UK and 70,000 of them use British Sign Language (BSL). What changes should your firm make in order to become 'deaf-friendly'? Here some simple questions you might ask yourself.

Do I have to book communication support?

The short answer is 'yes'!

The Equality Act 2010 says service providers must not discriminate against people with disabilities and that they have to make reasonable adjustments so that people who are disabled, including people who are Deaf, do not have serious difficulties using their services.

By understanding your client and their communication needs this will allow you to book the right form of support for them to ensure that all communications are effective and efficient. There are many different types of communication professionals which can all be found on the website [here](#) it is very important that you choose the right type of support.

What do I need to ask?

When you book an interpreter with Clarion UK, there are a few things we need to know to make sure everyone gets the level and quality of service that they deserve. These are explained on [pages 4 and 5](#).

What else should I worry about?

Nothing! Put your trust in the experts.

Clarion UK is available 24/7 365 days a year and, we are happy to talk to you and discuss your needs.

Contact us here: <http://www.clarion-uk.com/contact-us>

Clarion UK can also provide Deaf Awareness Training that would help your firm better understand the needs of your Deaf clients.

See here for more information: <http://www.clarion-uk.com>



Making a booking

When you book with us there are a few things we need to know to ensure the right people are in the right place at the right time. To make sure everyone involved receives a quality and seamless communication service, please let us know:

- **The service required:** What is the client's preferred method of communication out of the types of communication professionals listed on the [website](#).
- **The name of the Deaf person:** To enable us to ensure there is no conflict of interest for the communication professional who is attending your booking.
- **Any specialist requirements:** Some clients may need signing within a visual frame or be gender specific about the communication professional required.
- **Date and time:** We need to be informed of the date and time of the booking and how long it is expected to last, depending on the length and nature of the booking more than one communication professional may be required.



- **The Venue:** Ideally a meeting point or a room number would also be provided, if you can do this - it is really helpful.
- **A contact for the day:** A mobile number is preferable, for someone who will be at the venue and can be contacted in case of any changes to the booking (bad traffic, sickness etc.) and can let the Deaf person know should this happen.
- **The topic:** To enable us to match the appropriate communication professional to the booking. This will mean we can meet the Deaf person's needs as well as we possibly can.
- **Any preparation materials:** This is essential as it allows the communication professionals to feel confident and prepared on the day. Preparation materials can include presentation slides or meeting minutes.



Clarion UK

Clarion UK has been providing quality interpreting services for over 17 years, across the public and private sector at a local and national level.

Deaf people are at the heart of everything that we do, and we deliver an innovative, award-winning and highly successful service for the public, commercial and third sectors.

At Clarion, Our Vision is that Deaf and disabled people get the best interpreting & Specialist Support Services, in the right place, at the right time, throughout life.

Over the years we have established ourselves as a specialist provider across education, health, safeguarding and the legal sector and more recently with the welfare-to-work sector.

At Clarion UK we love what we do and we love doing it well.

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