



InterpretersLive!™

Improved interpretation service for Deaf residents

Residents who use sign language can now benefit from an improved interpretation service enabling them to come into the Council and use British Sign Language (BSL) via video relay.



THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA

www.rbkc.gov.uk

We have teamed up with leading BSL interpreting agency, **Sign Solutions** to update our technology and offer an improved service.

Residents are able to visit Kensington Town Hall and meet with the service they require, and have access to an online BSL interpreter.

How it works

Staff can offer the BSL service via live video technology. It connects to a Sign Solutions' interpreter who will relay the call and enable direct and immediate communication.

The service is available:

- 8.30am to 5pm
- Monday to Friday

In the Customer Service Centre, Kensington Town Hall

For more information, please visit the main reception and ask a member of staff.

Deaf drop in service

We run a drop in service for Royal Borough Deaf BSL residents:

- Every Wednesday
- 10am to 1pm
- Customer Service Centre, Kensington Town Hall

This service is designed to assist with initial queries or problems and is a way of ensuring that there will be someone here who can communicate in BSL.

A support worker from the Royal Association for the Deaf also assists with these sessions.

Further help

If you need further help, we will make an appointment for you at a separate time. If you cannot come to Kensington Town Hall on a Wednesday morning, please contact the Social Worker for Deaf People using the details below.

- **Phone (voice):** 020 7361 2483
- **Minicom:** 020 7937 7232
- **SMS:** 07980 211335
- **Email:** sensoryteam@rbkc.gov.uk