



Royal Association for Deaf people

East Kent CCGs

**Access guide for communication
services for Deaf people**

Purpose

This document describes the services provided by RAD Interpreting to East Kent CCGs.

In it you will find information on:

- The services provided
- How to make a booking
- When to make a booking
- Details of our emergency service

Who we are

A division of the Royal Association for Deaf people, RAD Interpreting is based in the South East of England. We predominantly provide Communication Professionals in London and its surrounding areas.

A department within the Communications and Community Directorate, RAD Interpreting has been providing communication support to the d/Deaf community for over twenty years.

Services provided

We only work with professionals registered with the National Registers of Communication Professionals working with Deaf and Deafblind people (NRCPD).

This exclusivity enables us to assure that every Communication Professional provided by RAD Interpreting is:

- Subject to a professional Code of Conduct and formal complaints procedure
- Is in receipt of Public Indemnity Insurance (PII) and a current Disclosure and Barring System (DBS) check

We provide Communication Professionals across a wide variety of domains for all d/Deaf people:

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- British Sign Language/ English Interpreters
- Deaf (relay) Interpreters
- Lip speakers
- Speech to Text Reporters
- Note-Takers
- Deafblind Interpreters working with Deafblind Manual, visual frame, hands-on and Social Haptic Communication
- Translators

How to make a booking

So that we can provide the best service possible we ask that before making a booking you ensure that you have the following information:

- Date and time of the appointment
- Venue details: address, contact name and telephone number
- Nature of the assignment i.e. GP appointment, Mental Health assessment etc.
- Name of the Deaf person(s) – and their communication needs
- Contact details for the person making the booking (referrer)
- Purchase order number and cost centre

We require a booking form to be completed for every booking that can be sent to us via:

- Email – interpreting@royaldeaf.org.uk
- Fax – 0300 688 2627

As soon as your request has been received it will be processed by our professional and experienced Booking Co-ordinators who will keep you updated on their progress throughout.

When to make a booking

Demand for Communication Professionals is high and we advise that when making your booking you give as much notice as possible. We can, on occasion, provide

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professionals at very short notice but a longer lead time provides the greatest chance of securing support.

Where you require a Communication Professional for a series of dates, for example for an on-going health appointment or meeting, we suggest that you discuss this with our Booking Co-ordinators at the earliest opportunity.

Our office is open between 08:00 and 17:00, Monday to Friday, excluding public holidays.

Please note our cancellation terms as follows:

0-7 days 100% of the fee is chargeable

8-14 days 50% of the fee is chargeable

15+ days no fee

Emergency service

RAD provides an emergency service 365 days a year including Christmas and all public holidays. We aim to provide Communication Professionals for emergency appointments such as mental health crises and A&E admissions.

Within office hours the service can be accessed by contacting the co-ordinating office. Outside of core office hours we can be contacted by calling 07974 325 563 where you will be connected to our Emergency Co-ordinating team.

Contact details

Voice Phone: 0300 688 2626

Text Phone: 0300 688 2527

Fax: 0300 688 2526

Emergency Mobile/SMS: 07974 325 563

Email: interpreting@royaldeaf.org.uk

Website: www.royaldeaf.org.uk

Meet the team

Our team of friendly and experienced staff are always on hand to advise, guide and direct on the best outcomes for your service users. We also welcome your feedback on all aspects of our service.

Joint Chief Executive | Director of Communications and Community

Amanda Casson-Webb, FRSA



Amanda is a Child of Deaf Adults (CODA) who grew up in a profoundly Deaf household. Amanda is a native user of British Sign Language who spent her formative years in and around Romford Deaf Club. Amanda is a NRCPD Registered Sign Language Interpreter and a Trained Mentor (Association of Sign Language Interpreters). Amanda is also a qualified Mental Health First Aider.

Email: amanda.casson-webb@royaldeaf.org.uk

Business Support Manager

Nikki Rogers



Nikki joined RAD in November 2007. Nikki completed her BSL level 3 and Communication Support Worker qualifications in 2008. Nikki manages the day-to-day operations of RAD's offices, facilities and business support services. Nikki's diverse role acts as a central point of contact and support for all of RAD's services and business functions and in addition supervises our Booking Co-ordinating team. Nikki is also a qualified Mental Health First Aider.

Email: nikki.rogers@royaldeaf.org.uk

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Senior Booking Co-ordinator

Melanie Blake



Melanie joined RAD Interpreting in 2007 and is our Senior Booking Co-ordinator. Mel achieved her BSL Level 3 in 2010 and is committed to ensuring that clients receive excellent levels of customer service. Mel is also a qualified Mental Health First Aider.

Email: interpreting@royaldeaf.org.uk

Booking Co-ordinator

Paula Broadley



Paula joined RAD Interpreting at the start of 2016. Paula completed her BSL Level 2 qualification in 2018 and is continuing to enjoy learning more about the Deaf community, its culture and language.

Email: interpreting@royaldeaf.org.uk

Should you have any questions or feedback about our service do please get in touch with us – thank you.

Royal Association for Deaf people

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