

Kent Deaf Interpreting Service



Need a British Sign Language Interpreter or other communication support for someone who is d/Deaf or deafblind?



The Kent Deaf Interpreting Service (KDIS) is part of Kent County Council Sensory Services, and can provide fully qualified professionals.



The way we provide interpreters and other communication support for d/Deaf and deafblind people in Kent has changed.

Kent Deaf Interpreting Services (KDIS) is run by Kent County Council, to ensure the right support is available for professionals who need to communicate with d/Deaf and deafblind people.

The Equality Act 2010

Deaf people are protected against unlawful discrimination by the Equality Act 2010. The Act places a legal duty on service providers to make 'reasonable adjustments' when disabled people would be at a substantial disadvantage in accessing a service otherwise. For Deaf, deafened or hard of hearing people, this means that service providers must take reasonable steps to provide auxiliary aids or services to remove the disadvantage; such as providing a sign language interpreter, lip-speaker or other communication support.

Type of support available

We have a small team of in-house BSL interpreters, backed up by a network of local interpreters and agencies to provide different types of communication support, including:

- British Sign Language (BSL)
- Deafblind Manual (visual frame and hands on)
- Social haptic communication
- Manual and electronic note taking
- Lip speaking (English and other languages)
- Palantypists and speech-to-text reporting (STTR)
- Documentation translation and audio-visual transcription
- In-vision translation



Who can access the service?

You can access the service if you are a professional working for any of the following organisations:

- Kent County Council
- Kent Police
- Kent Fire & Rescue
- Kent & Medway NHS and Social Care Partnership
- Dover District Council

We would be pleased to accept other public bodies and agencies onto our contract as partners. Please contact us on the details below to find out more.

How to book communication support

To book a BSL interpreter or other communication support professional, please contact us on:

Telephone: 03000 421344

Email: Bslintepreting@kent.gov.uk

You will need to tell us the following details:

- Your name and contact details
- Which company you are calling from
- Budget code (if relevant)
- Date and time of booking and expected duration
- Location
- Client details
- Type of communication support required

Please also supply us with any helpful background information regarding the appointment/meeting and also agenda and any minutes from previous meetings.



Code of Conduct

Our policy is that we only use professionally trained and registered interpreters and communication professionals. This means an adult, friend, child or non-qualified member of staff may not act as an interpreter.

Please make sure you read the document 'Good practice when using a sign language interpreter with Deaf and Deafblind people'.

Sign Language Interpreters and other communication professionals abide by the professional Code of Conduct, covering such issues as confidentiality, impartiality and professional competence.

To make a booking, or enquire about charges:

Telephone: 03000 421344

Email: BSLinterpreting@kent.gov.uk

Out of hours

1. Call the 24-hour emergency service (voice/SMS) on 07974 325563 if you need an interpreter out of hours,
2. Email BSLinterpreting@kent.gov.uk as soon as you can with the details of the out-of-hours booking you made.

General advice, or interested in using the service?

For information about how KDIS can help, please contact Lisa Blumson
Lisa.Blumson@kent.gov.uk
Tel: 03000 418100