

Making a booking

Please book as early as possible and give us as much information as you can, including:

- date, time and duration
- venue and number of people attending
- what it's for
- background information and any handouts that will be used.



Ask for advice on whether you'll need one or two communication professionals. For meetings of up to two hours, one person is usually enough, as long as there are breaks.

Book with us today

Monday to Friday, 8.30am to 5pm

☎ 0845 685 8000 📞 18001 0845 685 8000

📠 07537 410 086

✉ communication.services@hearingloss.org.uk

🌐 actiononhearingloss.org.uk/communicationsupport

Out of hours 24/7 service

☎ 0700 341 8352 📞 18001 0700 341 8352

Action on Hearing Loss is the trading name of The Royal National Institute for Deaf People.
A registered charity in England and Wales (207720) and Scotland (SC038926). 272/0619



A national charity since 1911



Your guide to booking

Communication Support
for people who are deaf
or have hearing loss

Hearing loss can't be ignored

Hearing loss affects over 11 million people in the UK. It's vital that people who are deaf or have hearing loss are able to communicate clearly and confidently in a wide range of situations:

- job interviews
- work meetings
- training courses
- medical appointments
- counselling sessions
- court appearances
- meetings with banks managers, solicitors or social services
- university or college lectures.



Communication support you can trust

Action on Hearing Loss is the UK's largest provider of communication support for people who are deaf or have hearing loss. We only work with interpreters registered with the National Registers of Communication Professionals working with Deaf and Deafblind People (NRCPD), Regulatory Body for Sign Language Interpreters and Translators (RBSLI) or the Scottish Association of Sign Language Interpreters (SASLI) in Scotland.

“ Our experience is that the standard of service has been exemplary, using skilled and experienced interpreters, who are aware of the issues facing the people using it.

Chris, Stockport Council

Whether you need to make a one-off booking or arrange a longer term contract, we'll provide qualified communication professionals who best meets your needs:



Sign language interpreters



Lipspeakers



Electronic notetakers



Manual notetakers



Speech-to-text reporters



Interpreters for deafblind people

Tips for using a communication professional

- ✓ Check which type of communication support the person you're booking for would prefer
- ✓ Are the room lighting and layout suitable?
- ✓ In a group meeting, make sure only one person speaks at a time
- ✓ Is technical, legal or other jargon involved? If so, let us know
- ✓ Send us any handouts in advance so the communication professional can arrive prepared