



Council & Local Authority Services

How does Video Interpreting Work for Councils?

There are many ways in which video services can be used to support communication with deaf service users using council services. This includes social care, children and family services, housing, benefits, schools and adult learning.

Services can be used for deaf service users and their parents, carers, or guardians who require communication support to carry out their responsibilities. This enables you to provide full and complete access to all aspects of your public services and meet the varying needs of your deaf constituents.

Video Relay Service (VRS/VRI)

Users can connect to our service and communicate easily with support from our language professionals, using a web link from any internet enabled device. This includes mobile devices, PC's and tablets enabling maximum flexibility for a wide range of council services.

Social Services

- Social Workers can work with Deaf families or families with deaf members
- Provide support with deaf people engaging with child or adult disability services.
- Conduct remote or onsite assessments for housing, care services, financial support, mental health and welfare services.



Housing

- On demand communication for home visits, front of house and maintenance calls
- Conduct remote or onsite consultations for housing applications, problem resolution and complaints
- Share information such as contracts or agreements using the screen share function, for clients needing BSL translation

Benefits and money

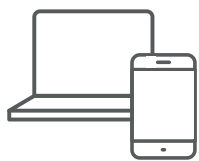
- Conduct remote or onsite consultations and applications with deaf service users.
- On demand communication for drop in services
- Provide deaf service users with access to debt management services



Schools and Adult Learning

- Facilitating education tribunals for families with deaf members
- Communication support for families seeking specialist support for deaf children
- Access to education and training courses for deaf children and adults
- Facilitate discussion to complete EHCP plans with deaf parents

Additional Benefits of Involve Interpreter



Use any internet enabled device



Invite guests using their mobile number



Share documents via the screen share function



Pre-book or on-demand (for some services only)



Remote BSL translation for documents



BSL video telephone service available



No-contract PAYG service



Extremely competitive pricing

For more information or to discuss your requirements, please contact:

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