

Sign Language Interpreter Service



Glasgow City Council's Sign Language Interpreter Service aims to promote inclusion, independence and participation in the wider community for Deaf people. For the first time, interpreting services can be requested on-line by Deaf people through an on-line request service and website www.slis.org.uk

The Sign Language Interpreter Service:

- is based at the Centre for Sensory Impaired People during office hours and provides an on-line request system and access to information about the service
- provides an emergency 24 hour Sign Language Interpreter Service via West of Scotland Standby
- can be accessed by using the internet as well as offering contact by fax, text phone, voice and small messaging service (mobile text messaging)
- provides a duty interpreter, available at the Centre for Sensory Impaired People
- creates opportunities for local authorities, agencies and voluntary organisations to network and develop partnerships with Glasgow City Council

and, through the website:

- empowers Deaf people by improving access to services
- enables service providers to make their services more accessible by providing interpreters
- gives users the chance to have their say to develop and improve the service
- on-line request system allows for the development of user profiles and an accurate database, detailing individual needs and preferences, resulting in a more responsive and tailored service
- makes best use of resources, allowing a more efficient and effective use of Sign Language Interpreters increasing service capacity and availability
- provides access to policy documents including Sign Language Interpreter Guidelines
- provides information to ensure that forthcoming signed and subtitled activities in the Arts encourages user participation
- provides web links to other service providers and organisations in the field of deafness



Would you like to comment on or complain about the service you get?

If you would like to make a suggestion, comment or complaint about the service you have received from us please speak to a member of staff at your local social work office or the Centre for Sensory Impaired People. Any comments we receive help us plan our future services. You could also pick up a leaflet called 'Improving Services: Your Right to Complain' at your local office or the Centre for Sensory Impaired People.

If we are unable to resolve your complaint to your satisfaction, you will then have the right to refer the matter to the Scottish Public Services Ombudsman by writing to 4 Melville Street, Edinburgh, EH3 7NS, or telephoning 0870 011 5378. You must do this within 12 months of first being notified of the matters you are complaining about.

Sign Language Interpreter Service, Centre for Sensory Impaired People, 17 Gullane Street, Glasgow G11 6AH.

Website: www.slis.org.uk

E-mail: slis@sw.glasgow.gov.uk

Voice: 0141 276 5252

Fax: 0141 276 5297

Text: 0141 341 0825

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