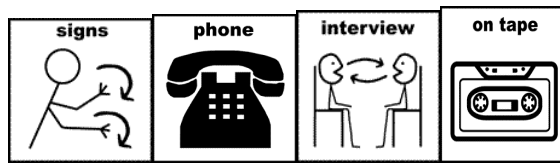


If you have difficulty in speaking English you can communicate with us using following interpreting and translation service:



- British Sign Language (BSL)
- BT Talk Text, where applicable
- Face – to – face translations
- Minicom
- Telephone interpreting and translating
- Translation of our documents
- Translation into different languages.

If you need a translator to access our service or to communicate with us we can provide this for you, free of charge.

You will need to contact us, either by phone or in person, and let us know what your first language is.

A member of staff will then organise the translation or interpreting services that you require.

You can also request information on our service including leaflets in different in different languages and formats including Large Print, Braille and Audio.

We may not be able to send you a leaflet in your chosen language or format on every occasion, however we will contact you to discuss alternative methods of providing the information

British Sign Language

If you need a British Sign Language (BSL) interpreter to access our services or to communicate with us we can provide this for you, free of charge.

We acknowledge that the experience of discrimination is a reality.

Because of race, gender, age, disability, sexual orientation and other issues people are denied life opportunities, find access to service more difficult, and suffer inequalities. This results in injustice that needs to be addressed.