

Virtual drop-in service for Deaf residents



Providing Deaf residents with equality of access is becoming increasingly difficult. Telephone and online services can block Deaf individuals from vital services, can be confusing and lacking privacy as many need to involve family or friends in order to communicate.

Pressures on sensory services teams often mean that dedicated face-to-face opportunities can only be offered in limited time frames and locations. We can help alleviate this strain and offer accessible support for Deaf residents across a broad time frame with our new virtual drop-in service:

- Dedicated text line and email service
- Available 8am-6pm Monday to Friday
- Friendly, helpful case handlers with access to BSL support
- Providing a wide range of support for Deaf residents, including understanding correspondence and bills, clarifying council service needs and assisting in making appointments

HOW DOES IT WORK?

- We work collaboratively with your team to identify boundaries, establish methods of communication and agree regularity of reporting
- We invite Deaf individuals to make contact and register their details with us
- A fully branded BSL video to promote the service is provided to promote the service on your website and social media feeds
- Each case has a full report recording the nature of the enquiry, with methods and approaches taken to resolve the matter
- Invoicing takes place monthly on a resolved case basis with no retention fee
- All our team members are trained in GDPR, safeguarding, modern slavery and trafficking

In the last year we have successfully supported Deaf council tax payers make hospital and GP appointments, access veterinary advice, make insurance claims, get leaky boilers and roofs repaired, access legal advice, facilitate benefits reviews, resolve boundary disputes, clarify tax positions and expose scams. All while liaising with appropriate council departments and services.

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Here's what some of our existing users have said about the service:

That's brilliant step forward & would be lovely to see more visually communication rolling across UK really & that's the example!

That good idea and help for deaf people needed most

Thank you I will tell my friends you brilliant great helpful... they deaf too...

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For more details or to have a chat about how the service could work for you, give us a call or drop us a line:

☎ 0113 512 0350

✉ hello@topplanguagesolutions.co.uk

🌐 topplanguagesolutions.co.uk