

UCL Deafness Cognition and Language (DCAL) Research Centre

Recommended Interpreters

These are DCAL's regular interpreters; they have experience of working in academe, and are NRCPD (National Register of Communication Professionals working with Deaf and Deafblind People) registered.

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David Wolfenden *

Katherine Yeoman katherineyeoman@yahoo.co.uk

* interpreters used by DCAL but contact details not publicly available.

Notes

Details for other interpreters can be found here -NRCPD www.nrcpd.org.uk If you opt to book interpreters, that are not on this list – they **MUST** be fully RSLI qualified (Registered Sign Language Interpreters, who hold a Level 6 BSL and interpreting qualification) and are NRCPD registered.

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- Not all of these interpreters are London-based so fee for travel will be added to their standard fees.
- Fees vary depending on the nature of the assignment, time and/or day of assignment and length of assignment. Interpreters charge by half a day or full day, not by the hour.
- BSL interpreters are in high demand so early booking is recommended– a general guide is three weeks.
- Depending on the nature and duration of the assignment, 2+ interpreters are required per booking.
- Preparation materials (draft presentations, detailed notes, agenda and/or meeting minutes) **must** be sent to interpreters at least one week in advance to ensure the best quality translation.

Other communication services:

Speech-to-text reporting recommendation - MyClearText www.myclartext.com/about.html

Disclaimer: DCAL are not responsible for responding to queries, negotiating fees, arranging preparation materials for bookings made by individuals outside of DCAL.

DCAL's FAQ's for securing and working with interpreters.

Q1. Why do Deaf people use interpreters instead of hearing aids or speech-to-text reporting?

Deaf people using this service will be sign language users so their preferred language will be a sign language. In the UK, BSL will be their preferred language, rather than English. Note: Sign languages are distinct languages, not versions of spoken languages. So a British Deaf person may be fluent in BSL but not necessarily in English.

Deaf people may not use hearing aids because of their type of hearing loss or choose not to use them. They may use speech-to-text reporting in some settings and interpreters in others.

Q2. Can anyone who uses sign language interpret for a Deaf person?

This is not recommended. Qualified interpreters not only have high levels of fluency in the signed and spoken languages but have professional translation skills too. This enables them to provide accurate translations in real time.

...remember the [scandal of the "fake" interpreter \(opens in a new window\)](#) at Nelson Mandela's memorial event? This is the reputational risk when qualified interpreters are not used...and clearly, in this instance Deaf people had no access.

Depending on the setting, there may be confidentiality issues to be considered so there is a risk using someone who is not bound by a professional code of conduct.

In the UK, a register of qualified interpreters can be found on the National Registers of Communication Professional working with [Deaf and Deafblind people \(NRCPD\)](#)

Q3. Is an interpreter able to provide an interpreting service in varied situations (for example, health, legal as well as financial appointments)?

Technically yes, but some interpreters may specialise in particular types of work, so it is best to inquire.

Q4. How do I book and work with interpreters?

i) Booking Interpreters

Look on the [NRCPD website](#) to find registered interpreters in your area. Deaf people may be able to recommend preferreds interpreter but it is still wise to check they are NRCPD registered.

- Interpreters are in short supply so book as early as possible (3 weeks or more in advance).
- Contact the interpreter about availability, brief them about the job (date, time, venue, duration, and brief description of the appointment) and agree a fee.
- If you are likely to use jargon/technical/medical terminology, send them a glossary in advance so they can prepare.

ii) Working with interpreters

- The golden rule is to always address the deaf person directly... do not ask the interpreter to ask the patient this or tell them that. Speak and look directly at the deaf person. Pretend the interpreter is not present. It is important to establish a rapport with the deaf person, not the interpreter.
- Despite the presence of an interpreter, it is your responsibility to check the person has understood.
- Interpreters may ask you to repeat something they have not understood in order for them to provide an accurate translation.
- There is no need to slow your speech. Interpreters will usually tell you if you are speaking too fast. However, it is courteous to let an interpreter know that you are happy to be interrupted.
- Be mindful that communication via an interpreter is likely to be slower so exercise patience and allow appropriate time.