



Communication Support Service



Centre of Sign-Sight-Sound
Y Ganolfan Arwyddo-Golwg-Sain





Communication Support Services (CSS)


“Improving Quality of Services through Equality of Access.”


Our professional and experienced communication support team are committed to delivering the highest quality of customer services to both D/deaf and sensory loss service users and the professionals and organisations who work and engage with them on a daily basis.

As the only direct employer of Registered Sign Language Interpreters (RSLI) and Trainee Sign Language Interpreters (TSLI) in Wales, our COS communication support team have a wealth of experience of providing translation and interpreting services in a wide variety of health, social care and private sector settings.

All our staff team are registered with NRCPD and work in line with this communication support professionals registering body's Code of Conduct.

What can we offer:

- British Sign Language/English Interpreters
 - Sign Supported English Communication
 - Note-takers
 - Lip-speakers
 - Palantypists'
 - Deafblind Communicators
- 




We value feedback on all aspects of our communication support services and use this feedback to continually monitor and ensure the quality of the services we provide.



DAISY – Digital Access Interpreting SYstem


Due to the rural nature of some areas of Wales covered by our team, face to face communication support is not always feasible or the best cost and time efficient option. Recognising this COS has developed an innovative new bespoke Digital Access Interpreting SYstem (DAISY). Using the secure encrypted digital platform of Skype for Business, through DAISY we can provide all our communication support services quickly and importantly with no travel time or expenses incurred cost and time efficiently.



Access to Work (ATW)

We can provide communication support for service users who have funding for such through the Government's Access to Work (ATW) scheme. This could for example be an interpreter or a note-taker at team meetings and supervision, or on a weekly basis to enable them to undertake essential elements of their job role.

DAISY ATW is also a really good way of getting the appropriate communication support in your workplace at a time and location to suit you and your employer through Skype for Business, via a tablet, smart-phone or laptop device (a good internet connection is essential).



The COS Team



Centre of Sign-Sight-Sound
Y Ganolfan Arwyddo-Golwg-Sain
Improving Quality of Life Through Equality
Gwella Ansawdd Bywyd Trwy Gydraddoldeb



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