



# Hertfordshire and West Essex Integrated Care Board

Sign Solutions are the new BSL interpreting provider for Hertfordshire & West Essex ICB and support you with your BSL requests as of 1st November 2025.

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# How to make a BSL request

[Follow this step-by-step guide and it will show you how to raise a job on sign solutions portal by clicking here!](#)

Hertfordshire & West Essex ICB have been given the ability to view and access all jobs on Sign Solutions portal. This will help with transparency in the contract so you can see the status of each individual job, whether that be assigned to an interpreter, awaiting assignment, and/or closed ready for billing.

If you require an interpreter via video, please confirm the video platform you wish to use(\*) When Sign Solutions confirm they have an interpreter available for a video request they will provide you with the interpreter's email address for you to send the video invite via your preferred video platform.

Please also send the video link to Sign Solutions for their records.

[Click here to access Sign Solutions portal.](#)

Please save this in your favourites.

Contact [adminteam@signsolutions.uk.com](mailto:adminteam@signsolutions.uk.com) to request your login details.

## Not sure what type of Interpreter is needed?

If you are not clear on the support required by the d/Deaf person, please use the communication card, so they can indicate.

**For advice and/or to cancel amend a booking request, please contact Sign Solutions at [bookings@signsolutions.uk.com](mailto:bookings@signsolutions.uk.com) or 0121 447 9620**

# Need to communicate with patients using BSL?

From 1<sup>st</sup> November 2025, Hertfordshire & West Essex ICB will offer



## InterpretersLive!

to support d/Deaf patients with on-demand British Sign Language (BSL) provision via a secure video link.

VRI (Video Remote Interpreting) allows NHS staff to connect with a BSL interpreter remotely during face-to-face appointments, helping facilitate real-time communication with d/Deaf patients that use BSL.

VRS (Video Relay Service) enables d/Deaf patients to make telephone calls to NHS services through a BSL interpreter, ensuring equal access to healthcare communication. InterpretersLive! has been launched to make it easier for d/Deaf BSL users to contact our services.

### This service allows patients to:

- Call into the primary care units using BSL
- Ask questions, reschedule or cancel appointments
- Have a telephone consultation via a BSL interpreter

### What You Need to Know

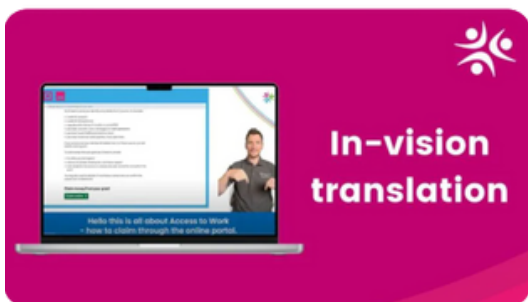
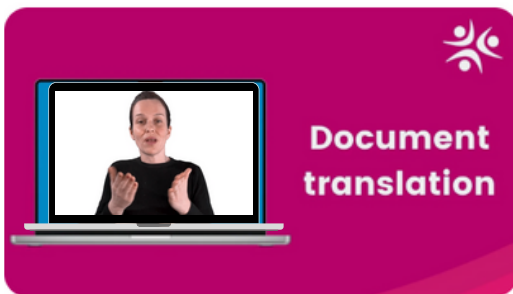
- This service is free for the deaf community and available via the Sign Solutions Directory.
- Patients will be able to select the primary care unit they need and connect via InterpretersLive!.
- Staff are encouraged to support and promote the service to patients.

# BSL Translations

**Only 2% of content is accessible in BSL, despite the BSL Act 2022.**

British Sign Language translation ensures that written or spoken English content is accessible for a Deaf audience. At Sign Solutions we work with an experienced team of NRCPD qualified Deaf BSL translators, guaranteeing you professional quality when creating branded, bespoke BSL content for any digital platform.

**Discover more about our expert BSL translation services here:**



QR codes can be used to access the above, providing fast and accessible BSL translations. When recipients scan the QR code with their smartphone or tablet, they will be directed to the BSL translation video, making it convenient, and user-friendly, ensuring that the translated information is always accessible!



## Did you know?

On average, it takes 7 years to become a qualified BSL interpreter.

BSL has regional variations, similar to spoken language having different accents.

BSL is not a signed version of written or spoken English. BSL involves a combination of hand shapes and movements, lip patterns, facial expressions and shoulder movements. It has its own grammar and is structured in a completely different way from English.

BSL is the fourth most used language in the UK.

The BSL act 2022 recognises BSL as a language of Great Britain. Around 151000 people in the UK use British Sign Language (BSL) over half of whom are Deaf.

Interpreters are hearing individuals who facilitate real-time communication between Deaf and Hearing people, while translators are often Deaf individuals who translate written text into sign language and vice - versa.

Deafness is strongly associated with poor literacy skills. Reading skills of those who are born Deaf are significantly below hearing peers.

Subtitles or written English are not an adequate alternative for many Deaf BSL users.

## Feedback

Sign Solutions are proud to work with the Deaf Community and are continuously looking for ways to further enhance their services. Whether you choose to keep it anonymous or not, they would love to hear your feedback and learn what you think about the experience you have had with them. You can share your feedback with Sign Solutions via your preferred method including leaving a BSL video via Sign Solutions' feedback page.



## Making a complaint or comment

Whilst Sign Solutions always endeavour to provide the highest quality service, they welcome and encourage comments on how they can improve the work they do. You can contact Sign Solutions via your preferred method of communication. They have provided a BSL and English text version of their Complaints & Comments Policy.

**Need to make a  
complaint?**

**[View here](#)**

**View BSL version  
[here](#)**

**Complaints and  
Comments Policy**

**[View here](#)**

**View BSL version  
[here](#)**

**Send a video  
message**

**To send a video  
message, click  
[here](#)**

# Benefits

- Sending Interpretation requests to freelance Interpreters or other language service providers directly, who are usually provided via Sign Solutions, leads to confusion for all parties involved. Increases risk of double booking resulting in additional costs and contravenes the contracted terms and conditions.
- Benefiting from economies of scale during next procurement.
- Contract protections apply.
- Utilising freelance Interpreters, outside of the contract, creates risks for you as our contracted client, as through the contracted route, they ensure all language service professionals hold the appropriate DBS/security checks, BPSS and NRCPP registration requirements to meet the needs of the service users and they monitor expiry/renewal etc so only compliant Interpreters are provided. Some language service providers may also not meet the requirements of a framework/agreement and lack of governance.
- No risk to service user and recourse process in place with the LSP and robust system in place for complaints.
- Through the contracted route Sign Solutions provides consolidated monthly management information to save on admin time and enable centralised cost control giving in depth knowledge and booking trends, providing value for money, social value and innovation.
- Sign Solutions can offer block booking of Interpretation to save admin for staff, as once they have the request, they source all dates using vetted and compliant freelance or employed Interpreters.
- Sign Solutions can ensure the preferred requirements of the Deaf service users are met. As soon as an Interpretation request is received, they have an internal flagging system which alerts us to Deaf clients preferred interpreters minimising any conflict of interest and providing a positive experience.
- Correct data and information such as who booked, when a booking was made, what language was requested, cancellation statistics, specialist language stats, DNA's etc.
- Via the contract, Sign Solutions save time in your Accounts Team by adhering to correct invoice procedure instead of numerous invoices from other providers and freelancers.
- Sign Solutions provide Interpreters at the agreed and procured contracted rates and handle all fee negotiations and diary availability, to ensure fulfilment, cost control and savings in internal administration costs.
- Sign Solutions has over 25 years of experience in provision of non-spoken Interpretation, translation, and training, to ensure they provide advice and guidance on the right type of support needed.
- Sign Solutions are proud to hold an average 98% fulfilment rate across all contracts



# Sign Solutions are here for you

Choose your preferred method to contact Sign Solutions and they will respond promptly and professionally.

[www.signsolutions.uk.com/contact-us/](http://www.signsolutions.uk.com/contact-us/)

0121 447 9620

[bookings@signsolutions.uk.com](mailto:bookings@signsolutions.uk.com)

SMS: 07816 217 228

[Contact us via BSL Video Interpreter](#)

| Portal Access                   |  |
|---------------------------------|--|
| Portal                          | <a href="mailto:adminteam@signsolutions.uk.com">adminteam@signsolutions.uk.com</a>               |
| Bookings                        |  |
| Pre-booked (Face-to-Face/Video) | <a href="mailto:bookings@signsolutions.uk.com">bookings@signsolutions.uk.com</a>                 |
| Translation                     | <a href="mailto:bsltranslations@signsolutions.uk.com">bsltranslations@signsolutions.uk.com</a>   |
| InterpretersLive!               |  |
| InterpretersLive!               | <a href="mailto:Interpreterslive@signsolutions.uk.com">Interpreterslive@signsolutions.uk.com</a> |