## 32. Communication services

### 32.1 Are staff aware of or given training in the diversity of communication needs?  

### 32.2 Are any staff trained and/or qualified to provide communication services?  

### 32.3 Is there a procedure for arranging communication services, when required, including:  
- British Sign Language (BSL)/English interpreters  
- communication support workers  
- deaf-blind interpreters and communicator guides  
- lipspeakers  
- note-takers  
- electronic note-takers  
- speech-to-text reporters?  

### 32.4 Are communication services offered as an integral part of a programme of events; for example, signed, audio described and captioned performances in a theatre?  

### General observations: