

Your response

| Question | Your response |
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| <p>Do you agree with our proposal to approve Sign Language Interactions' proposed emergency video relay service? If not, please set out your reasoning with particular reference to the Approval Criteria.</p> | <p>Confidential? – ¥ / N</p> <p>[1] RNID (formerly Action on Hearing Loss) is the largest charity in the UK representing people with hearing loss, tinnitus and people who are deaf. We advocate to make life more inclusive for deaf people, and this includes making services accessible for British Sign Language (BSL) users.</p> <p>[2] Since 2019 we have campaigned together for an emergency Video Relay Service (VRS) to be available for BSL users have equal access to emergency services and are confident that this will have a positive impact on the BSL community and most importantly, save lives.</p> <p>[3] We appreciate Sign Language Interaction's detailed application and agree that they would be an appropriate choice to deliver the service if Ofcom judge them to fulfil all the requirements they have set.</p> <p>[4] Their previous work in delivering similar BSL and ISL interpreting services gives us confidence in their ability to run an effective BSL 999. For example, their Health Access Service in partnership with SignHealth, or their contactSCOTLAND-BSL service.</p> <p>[5] The date of the 17th of June for the implementation of the service is as per our expectations and we would not like Ofcom to allow this to be pushed back any further.</p> <p>[6] We are also happy to see the dedicated marketing and creative design team proposed by Sign Language Interactions, as the promotion of this service is integral to making it readily available to the deaf community. Previously, video relay options for contacting some government services and helplines have been hard to find. Promotion of VRS availability in partnership with other deaf organisations will be a great help to the success of the service. When Ofcom is ready to start promoting this service, we are happy to</p> |

disseminate on our own channels to aid this effort.

[7] We also wanted to raise that the issue of whether interpreters should be able to hand over calls to their colleagues when calls are longer than 30 minutes. We hope as this service is launched, the handover of interpreters is monitored for the benefit of both the interpreters and the callers to ensure that an adequate balance is reached to ensure information is not lost and that the standard of service remains high.

Please complete this form in full and return to emergencybsl@ofcom.org.uk.