



Calling with SignVideo

On-demand BSL video interpreting 24/7



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UK's leading Ofcom-approved BSL video relay interpreting service provider. We partner with high-level organisations such as :

- Police 101
- High street banks
- 999 BSL
- NHS 111

Accessibility matters. Our goal is to ensure that every service provider can provide the same standard of service to ALL customers.



- NHS 111
- 999 BSL
- Contact Scotland BSL
- HSC Northern Ireland
- Police 101



VRS allows hearing and deaf people to communicate from separate locations via the telephone.

SignVideo provides a hyperlink which acts as a call button. By clicking on this, deaf BSL users will be connected to a fully qualified BSL interpreter who will relay their call between the deaf person and the service/organisation.



SignVideo - Video Remote Interpreting (VRI) by Sorenson

Our VRI service offers on-demand BSL video interpreting on site, when two people are co-located.

This is especially useful when an interpreter is needed immediately, ideal for emergencies, deaf patients visiting A&E and back up for when a face-to-face interpreter is unavailable.





Your entitlement

Access to Work

This is a government scheme that provides funding for resources to help people with disabilities or health conditions in the workplace.

Examples include:

- Communication support (SignVideo call plans)
- Assistive technology
- Deaf awareness training for departments





How SignVideo can support you

by  Sorenson

At work

Access to Work plan



- Teams/Zoom meetings
- Phone calls – make and receive calls
- BSL/English translation service for professional emails
- BSL interpreters for training
- Customer Service and Technical Support teams are deaf-led



Need help with ATW applications?

Our team can support you from start to end!

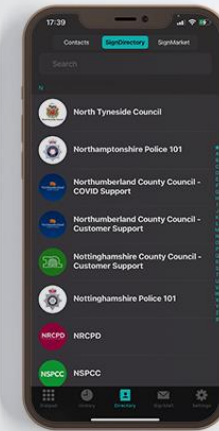


Free SignDirectory™ calls

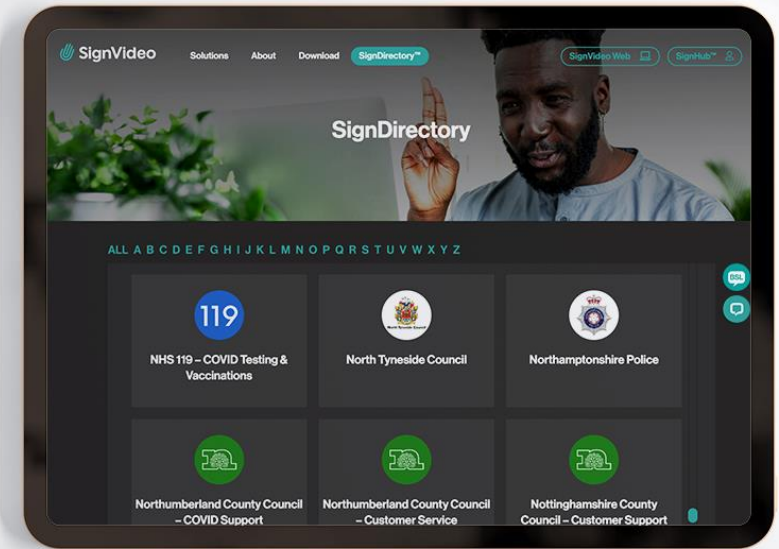
Don't have Access to Work or Direct Payment?

You can register for **free calls** to services or businesses through our SignDirectory.

Over **150 services** are listed in our business directory available through app and web platforms.



App

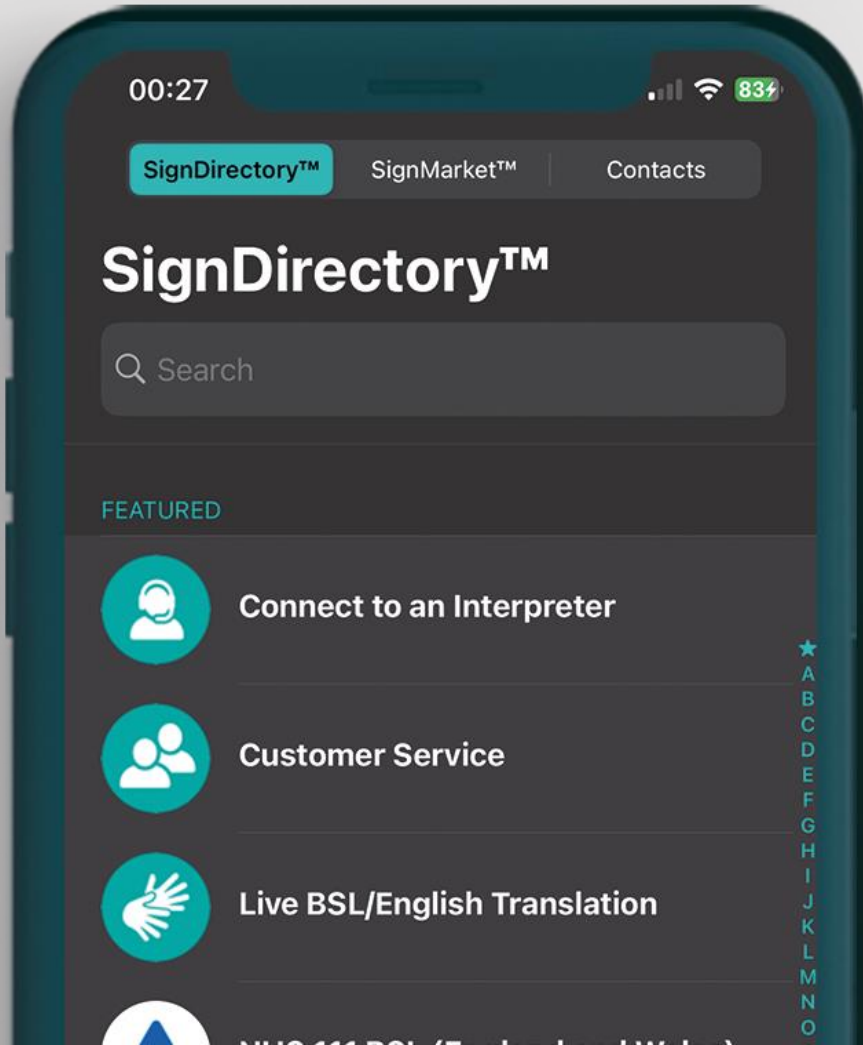


Website



Other SignVideo features

by  Sorenson



- SignDirectory
- SignMarket
- SignMail
- Featured services

- Connect to an interpreter
- Customer Service
- BSL/English translation
- Prebooked video interpreting

i Support for different needs

Video relay service

- Hospitals
- GP practices
- Opticians
- Dentists
- Pharmacies
- Appointment Line
- Self referrals
- Helplines

Video remote interpreting

- A&E
- Hospitals
- GP practices
- Opticians
- Dentists
- Pharmacies
- Remote appointments

In person interpreting

- Hospitals
- GP practices
- Opticians
- Dentists



999 BSL

UK Emergency Video Relay Service

Call 999 Emergency now

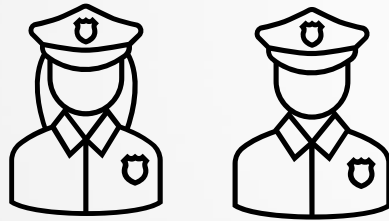
[Learn More](#)



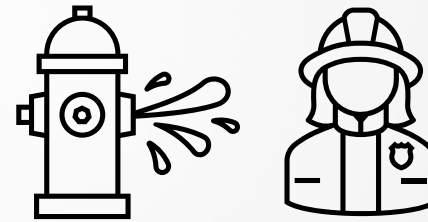
About 999 BSL service

- Made available by **Ofcom, BT** and **Sign Language Interactions**.
- **Free** UK video relay service for Deaf community to connect with the emergency services through a BSL interpreter 24/7 accessible via a dedicated **app** and **website**.
- The life-saving service was finally launched on **17 June 2022**.

999 BSL connects you to emergency services



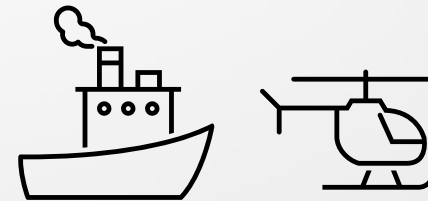
Police



Fire



Ambulance

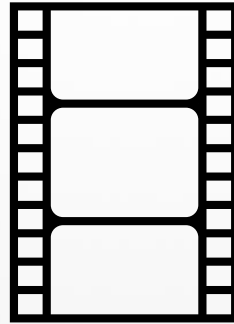


Coastguard

What happens during a 999 BSL call?



999 BSL video

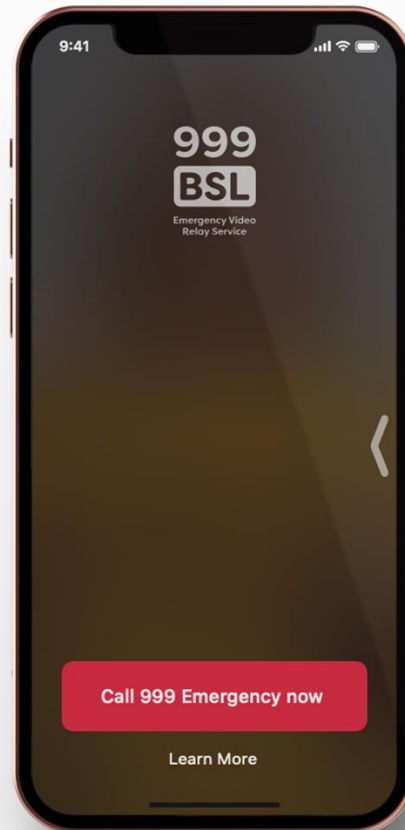


<https://999bsl.co.uk/adverts/calling-ambulance-emergency-service/>

How to make 999 BSL emergency call



How to download 999 BSL app



GET NEW QR FROM IXONE



999 **BSL**

IMPORTANT REMINDER

Please remember
to use 999 BSL for
emergency calls only

Police



Ambulance



Fire



Coastguard



Visit our website for further information



FAQs

Visit our page available
in English and BSL

www.999bsl.co.uk/faqs



Feedback

Email our team directly
about app or web issues

info@999bsl.co.uk



NHS



when it's less
urgent than 999

NHS 111 – British Sign Language (BSL) Service

This service is open 24 hours a day, 7 days a week

Delivered and Powered by SignVideo

Connect to BSL interpreter



General Health

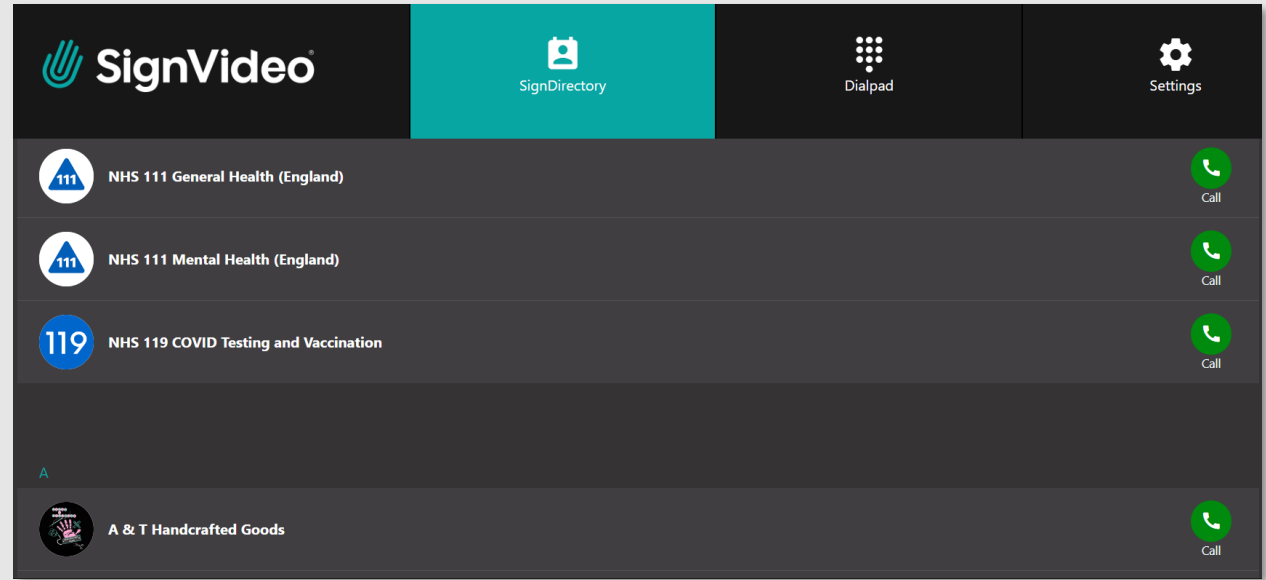
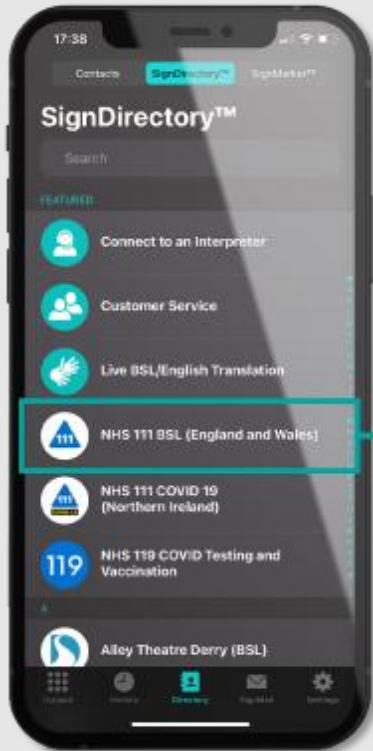


Mental Health

- Partnership since 2015
- Two call links:
 - General Health
 - Mental Health



Where to call NHS



! State of play

- 1 in 2 deaf people experience a mental health issue (compared to 1 in 4 of the population) – largely due to inaccessible services/information
- Only one ambulance service is accessible in the whole of the UK
- Under 5% of hospitals are equipped for last-minute admissions of deaf people
- Most interpreting contracts are for in person interpreting and are outdated

1 in 2 deaf people will experience a mental health issue (compared to 1 in 4 of the population) – largely due to inaccessible service/information and exclusion from day-to-day activities



Findings

Deaf people had:

- Poor access to services
- Poorer health
- Poorer diagnosis
- Poorer treatment/management
- Under-diagnosis of potentially serious conditions

Solutions

Deaf people need:

- Better access to services
- Better communication
- Better access to information

Download our app today



iOS and iPadOS



macOS



Download



Android



Windows



Thank you!

