

Decision tree for video relay services

Is the service accessible to all?

Have all groups been considered including deaf BSL users?
Does the service have similar levels of awareness and usage by deaf BSL users?

Is the service equivalent to all?

Do deaf BSL users have an equivalence with other user groups
Does the service have similar levels of satisfaction by deaf BSL users?

Is the service effective for all?

Does the service offer similar understanding levels and outcomes for deaf BSL users?
Does the service mitigate the risks of misunderstandings by deaf BSL users?
Are the costs of mis-understandings acceptably low?

Have "reasonable adjustments" already been made to the service for deaf BSL users?
Are you in compliance with the Deaf Disability Act 1995 and the Equalities Act 2010?

IF THE ANSWER TO ANY OF THE ABOVE IS NO, THEN consider Video Relay Services

Each business case will vary by organisation but consider...

Some real case scenarios for Video Relay Services

Speed and reduced exposure: Confirming or otherwise suspicious transactions on a bank/CC account
Speed and reduced exposure: Notification of loss of Credit or Debit cards
Customer service: Fast resolution of customer complaint
Increased sales: Fast and effective response to product and service enquiries
Accuracy: Medical mis-diagnosis and mis-prescription - wasted resource and suffering at best, death at worst
Response: Solicitors conference meeting with interpreter present can take weeks to arrange, not minutes
Response: Domestic emergencies to Housing agencies such as burst pipes, blocked drains, power outage
Response: 999 equivalence for deaf BSL users
Accuracy: Avoidance of mis-selling or mis-representation through poor understanding
Speed and accuracy: Invoicing, billing and payments resolution
New and repeat business: Efficient and effective Insurance transactions
Response: Gas leak
Accuracy and cost minimisation: Home delivery bookings, avoidance of repeat calls and errors.
Speed, correct process and the law: Reading a deaf suspect their rights, timely questioning and investigation

Economic case for video relay services

Cost of a face to face sign language interpreter for a 20 mins meeting/call

Direct costs	Low	High	Average
Professional fee	£80	£120	£100
Agency fee	£12	£50	£31
Travel costs	<i>as incurred</i>		estimate £10

Indirect costs

Staff time utilised in the finding of and the sourcing of a sign language interpreter estimate £10
Cancellation fee (above in full except travel costs) if one of the parties fail to turn up say 1 in 10 £13
£154

Other factors

Environmental - Saving on six single journeys (deaf person's visit to request an interpreter, deaf person and interpreter journeys for the meeting)
Response time - From 3 days (in urban areas) up to six weeks in remote areas

Cost of a VRS used for the same meeting

Direct costs (per min)	Low (£3.10)	High (£3.40)	Average
Video Interpreting	£62	£68	£65
Agency fee	<i>Subject to VRS provider</i>		
Travel costs	<i>Not applicable (no travel)</i>		£0
			£65

Indirect costs

No Staff time involved in booking an interpreter (subject to VRS provider)
No Cancellation fees incurred (subject to VRS provider)
IT Set up costs - Internal IT network fees
Monthly/Annual retainer fees - Subject to VRS provider

Other factors

Environmental - No journeys needed
Response time - Subject to VRS provider (within seconds to a couple of hours)

Conservative potential saving per meeting £89