



contactSCOTLAND-BSL

Video Relay Service – VRS For All & 24/7

contactSCOTLAND-BSL is the online British Sign Language interpreting video relay service (VRS), which is full funded by Scottish Government. Since 2016, contactSCOTLAND-BSL has provided video interpreting access for Scotland's Deaf and Deafblind BSL using communities to make direct and independent contact with Scotland's 140+ public bodies and the 1,000s of third sector/voluntary organisations. contactSCOTLAND-BSL's operational hours have been from 8.00am to 12.00 midnight, 7 days a week, 365 days a year.

This has been ground-breaking in itself, not only from within the UK (there is no equivalent service in England, Wales or Northern Ireland), but also further afield, with many countries looking at Scotland's positive steps to creating access for its citizens with envy.

From 1st June 2019 contactSCOTLAND-BSL has been further enhanced. Deaf and Deafblind BSL users can now make calls to anywhere, to anyone and at any time they wish. The above call and time restrictions are being completely lifted.

Quote from Clare Haughey MSP

"...Now the service is being enhanced so that, for the first time, users will be able to contact anyone they wish and at any time, 24 hours a day, 365 days a year.

I'm delighted to be able to support this innovation to help the users of the service to live as independently as possible."

After all, it is all about equity, equality and opportunity. Direct and independent communication to book a party for your child can be as important as calling the local council or health centre. We are extremely proud to be delivering and

developing contactSCOTLAND-BSL and look forward to taking this service to the next level.

Our slogan is 'Go on, who do you want to call' Now this is so fitting and so true.

Calling Government to Garages, from Health Centres to Hairdressers or from Charities to Chinese takeaways the opportunities are endless.



More information

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