



Subject:	Equality and Diversity: Extending the Sign Language Video Interpreting Service provision
Date:	24 January 2020
Reporting Officer:	John Walsh, City Solicitor / Director of Legal and Civic Services
Contact Officer:	Stella Gilmartin, Equality & Diversity Officer; Michael Johnston, Language Officer

Restricted Reports	
Is this report restricted?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If Yes, when will the report become unrestricted?	
After Committee Decision	<input type="checkbox"/>
After Council Decision	<input type="checkbox"/>
Some time in the future	<input type="checkbox"/>
Never	<input type="checkbox"/>

Call-in	
Is the decision eligible for Call-in?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>

1.0	Purpose of Report or Summary of main Issues
1.1	To provide Members with an update on a pilot for a remote Video Interpreting Service for Sign Language.
2.0	Recommendations
2.1	The Committee is asked to: <ul style="list-style-type: none">Note the update on the SignVideo pilot and agree to continue to provide the SignVideo service through the Customer Focus Programme
3.0	Main report
3.1	A 12-month pilot using SignVideo, a remote video sign language interpreting service, was launched in May 2019. This service has been available on the Council's website, Cecil Ward Building, Belfast Zoo and Olympia Leisure Centre.

3.2	A request for funding from the Department for Communities was approved in December 2019 for providing the SignVideo service at a further fourteen council sites including Tropical Ravine, the City Hall and twelve leisure centres/community hubs. This funding will be used to purchase 14 iPads valued at £5,600 to support Sign Language users and front-line staff in accessing the SignVideo service.
3.3	Following an evaluation of the usage of the service during this period and the successful application for funding it is recommended that the service is continued and should become part of the Customer Focus Programme from May 2020.
3.4	<p><u>Financial & Resource Implications</u></p> <p>The service is provided on a pay as you go basis whereby a number of minutes is purchased up front per annum. On the basis of the pilot it is proposed that minutes to the value of £1,500 per annum are purchased and this will be funded from existing revenue budgets.</p> <p>There will be staff training required as the implementation expands to include additional sites. Training will be provided by Council staff at no additional cost.</p>
3.5	<p><u>Equality or Good Relations Implications</u></p> <p>The implementation of a Video Relay Service and Video Remote Interpreting Service is an action within the Council's Disability action plan. The service will enhance access to services for sign language users.</p>
4.0	Appendices – Documents Attached
	None