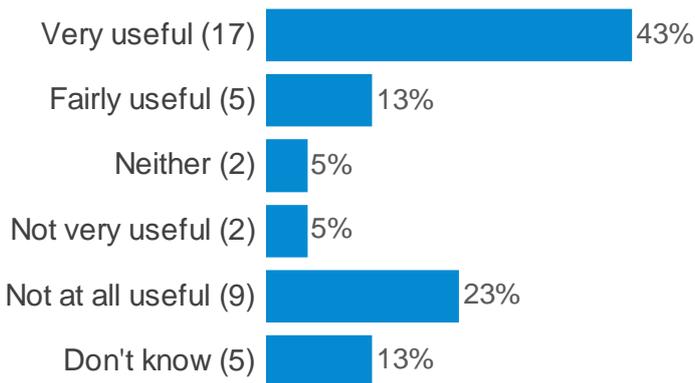


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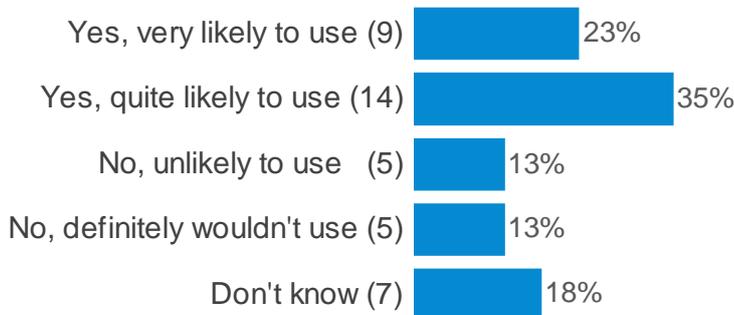
This report was generated on 20/02/20, giving the results for 40 respondents. A filter of 'All Respondents' has been applied to the data.

The following charts are restricted to the top 12 codes. Lists are restricted to the most recent 100 rows.

From the description above, how useful would this service be to you? (Please choose one answer only)



Would you use the service if it were available? (Please choose one answer only)



If no, please tell us why you would not use the service.

- Would use VRS if there is a course on how to use VRS.
- Not confident so need to have training. Interactive course.
- Need a course in VRS. Interactive workshop.
- Training needed
- Prefer a real person. Need to know more detail about VRS Need to practice Need to improve quality of VRS.
- Not familiar with VRS yet.

If no, please tell us why you would not use the service.

- Because I have no mobile phone and no computer
- Rarely use VRS depending on (?)
- Answer between quite likely and unlikely to use. Prefer to communicate by email as can track email.
- Answer in between quite likely and unlikely. If it is used well - need training on how to use it.
- If needed but don't know how to use it.
- Concerned about the quality of interpreter and picture screen.
- Never though and no need to contact. Not confident to use VRS or Facetime. Not used to VRS.
- Concerned about phone bill high if used VRS for data use cos of limited use of data. Prefer to use email or text if it can get through.
- Not confident because I am private person. Not confident to use technology.
- Very useful for young people in the future. Depends who will interpret at VRS. Concerned about quality of sign skills, regards signs and skills.
- If it is at home, I would use it.
- Minimum use of VRS - just hospital/bank. More workshops/presentation/Q&A needed.
- Important to have access to VRS to access services Not confident to use VRS but like to have confidence to use VRS.
- Use husband to help. Not sure what to do if husband not there.
- Yes because I'm fed up asking my mum to call - I want to be independant.
- Not confident with technology. Worry about hacker.
- Need to teach us how to use it. Trust issues - privacy/confidentiality.
- Unless we teach how to use it. Trust worries - privacy/confidentiality
- I don't use VRS/facetime technology. Rarely use BSL interpreter informally.
- Very useful for deaf people who can't write or email. I can use email myself. Website is too complicated to use, confusing to navigate - prefer to have it on front page in website
- Have to use it if there is no choice.
- Wondering about the out of hours service. Will there be 24/7 VRS service?
- Will think about it.
- Not confident to use VRS. Prefer to use the old way

Have you used a similar service before?

(Please choose one answer only)



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If so, what were your experiences?

My daughter has severe hearing loss in one ear and moderate to severe in the other from birth so we have been doing little fingers from BSL

Never used it because there was no promotion of VRS (Video Relay Service/interpreting). Want to see how it works in demonstratory interactive workshops.

Never used it as his wife does it for him

Been with interpreter showing me how to use it. Interpreter told me what to do so I learnt nothing. Not confident if I do it myself.

Gave up calling Virgin Media because there was a queue for VRS.

Computer crashed, don't understand. Not sure if it is related to my computer - need someone to check. Need to set up VRS technician to support deaf people.

Used Typetalk/Rely UK My friend uses Facetime to sign (?) BSL calling online but she quit cos she was frustrated with the poor quality of picture screen

Called Virgin Media via VRS. Normally use Facetime/Whatsapp. VRS was poor not picture quality from Virgin Media.

Used mostly for bank. (?) to sort out on day. Sort it out from home. Problem - picture screen quality.

Felt equal as hearing people even in queue. Most of the time - good but difficult by picture quality for interpreters to understand me due due with required signs.

Used twice. It was good but took longer. Affect when call on hold for Customer Services interpreter clear.

Strange experience - first time seeing myself on screen. Brilliant quality of VRS, space well.

Demonstration of VRS. Not clear instructions - don't know how to use.

Never used it

Used once. Called Barclays via VRS and waited for 20 mins in queue for VRS. Not comfortable to call VRS from here cos of privacy. Tried to call SignLine but interpreter misunderstood the sign for Portsmouth for Bournemouth. Signline advised me to pay for call because Portsmouth don't provide VRS.

Used it at A&E hospital - it was useful but the attitude of interpreter was awful - no patience with me and the staff because we were learning how to use it. Interpreter grumpy.

Never used it - not confident.

My phone is old - not used to modern technology.

Used Typetalk/Rely UK for 35 years. Happy to continue with Typetalk/Rely UK.

Not enough promotion about VRS in North Derbyshire. Took it off - not used it well (app)

Social worker taught me to use VRS once. Never seen VRS in action. Not used it well and gave up. Need presentation about VRS at Deaf club or Forum Concerned about poor quality from friends experiences using VRS

Called Sky via VRS but tried to call but couldn't get through because there was no interpreter availability.

Had app on phone but I never used it. Just back up for future. Need to practise how to use it.

None

Clear screen. Easy to use - just OK.

Not used it.

Been using VRS at Sheffield Hospital. Easy to use for emergency. Been using VRS at NatWest Bank branch - poor access because of reflecting lights and poor wifi internet.

Never used it. Not used facetime technology

If so, what were your experiences?

Need help how to use VRS. Teach us how to use VRS.

Need explanation how to use VRS. Teaching us how to use VRS

I called tax credit/Pip but was not impressed by poor picture quality and delays to contact them. Tend to use VRS to make appointments.

Use Synline to call Green Thumb was given 30 mins free from Syn Line. Realised have to pay then asked for prices. Price list confusing, put me off. Not confident and not clear about instructions how to use it. Need 1-1 support how to use it.

Never used it before. Don't know how to use it.

Found it too hard to understand VRS

Called Barclays Bank via VRS on laptop. Interesting to use and very useful. Never used VRS on phone yet

Do you have any other suggestions or alternatives to this service?

Use VRS Use text

Text/SMS

Staff need to learn BSL

Need VRS in Council offices

Text number Facetime - need training

Book interpreters for face to face interview. Appoint a deaf Customer Advisor. Staff need Deaf Aware. Email but took longer to reply. Text short message. Important to pilot and testing it first.

I always go to Council building office. I am confident to travel. Staff need to learn BSL

Email

Text messages. Through interpreting agency.

Text/SMS. Problem with text phone - misleading re text/SMS it is for minicom.

More choice - VRS, Email, Text, BSL interpreters

Text. BSL interpreter - need to book.

BSL interpreters. Bolsover Council set up SignLine but they never asked us - tut, tut!

BSL interpreters. Staff awareness of VRS - important. Barclay staff didn't know there was VRS available until I called them. Staff training needed.

VRS Text Email

Give a range of choice. Introduce and promote text. Reinstall fax for older deaf people More these choices inclusive with VRS.

Use cu to interpret for my phone calls.

Once a month - drop in sessions Email for deaf people Text

Typetalk/Rely UK

CU interpreters Social worker Because of English limited skills.

Email Vist Council offices Write down notes.

List of available interpreters. Instructions how to contact VRS - visual. Want to know what it is used for.

Encouragement of deaf people to use it. Deaf people have limited English skills. Workshops needed.

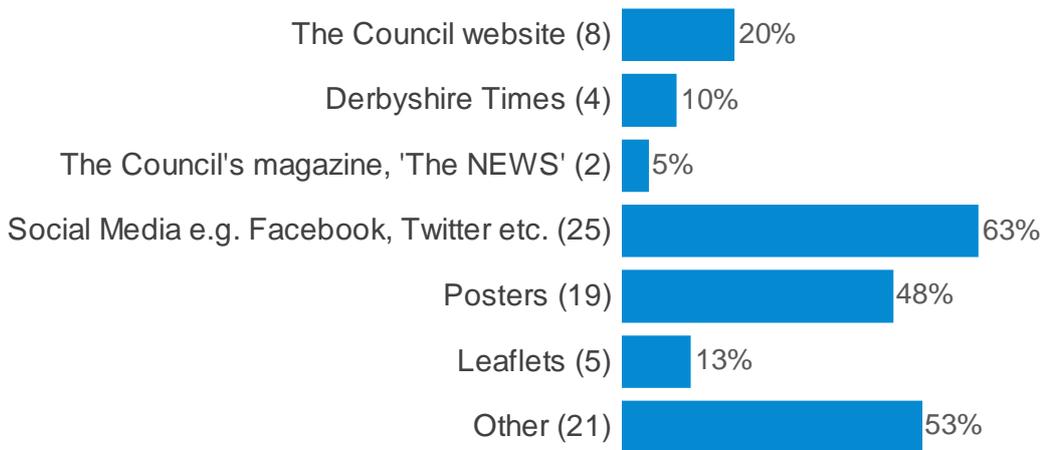
Visiting Council offices

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Do you have any other suggestions or alternatives to this service?

- Visiting office to book interpreters.
- Using my brother to call Council. Prefer face to face discussion.
- Visit office for help. Social worker.
- Use VRS for emergencies.
- Ask for someone to ask for help.
- Using my mum to call Council Text Home visit Face to face appointment with interpreter.
- Using mum to call Council Face to face with interpreter
- Email Text
- Use VRS
- I ask my friend to call for me.
- Want to talk to staff directly. Staff should learn to sign. It should be an automised direct service. Call Council via Facetime - better quality and sign to staff.
- Don't know
- Ask my sister to call for me.

How best could we promote the service to the deaf community?
(Please choose as many as apply)



Q7a

- Give talks at Deaf Club and Deaf Forum
- Ask cllrs to explain
- Face to face. Film on facebook showing 2 people interview to show how it works.
- Deaf forum presentation with VRS in Council
- Deaf forum presentation with technical demonstration
- Need clear/visual poster
- Include hours of availability
- Visual poster with pictures. I have limited English.
- Council website - BSL version - video

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Q7a

Council website - BSL version. Open meeting to show how it is used.

Ist page of Council website. Posters at Deaf club Hospital/GPs

Posters at deaf club. Email.

Deaf club talk - ask Deaf Forum.

Deaf Forum presentation. Interactive workshops.

Posters at Deaf Club

Council website, Derbyshire Times and 'The NEWS' need to be accessible. Posters at Deaf Club. Magazine about VRS can be shared with ddeaf clubs. Concerned how to make phone call via VRS. Concerned about his wife not familiar with technology and if he goes what will happen to her.

North Derbyshire Deaf Forum

Word of mouth Presentations

Visit deaf clubs Some people don't have Facebook

Facebook recommend by friend if helpful. Posters at Deaf Club.

Posters at Deaf Club. Deaf forum presentation.

Word of mouth.

Facebook be aware of newsfeed going fast in Facebook - need to provide it regularly.

Facebook

Videos. Posters depending where it will be put on.

Presentation at meeting.

Friends - word of mouth.

Use of well kown people like Robin to promote it and talk at deaf forum.

Giving talks at deaf club or deaf forum

Facetime explanation of VRS. Face to face explanation of VRS

Give a talk at deaf club or deaf forum.

Give talk at Deaf Club or Deaf forum.

Word of mouth, hearing from friends.