

Accessing 999 through a video relay service is better for Deaf people because it makes communication easier, quicker and smoother.

Texting 999 is not as good, because I need to rely on English. When there is an emergency and I am panicking, I might not remember the spelling of words. Some words might be difficult for me to spell, like 'ambulance', and if I am panicking it will be even more difficult for me to remember the correct spelling. Using video remote interpreting means I don't need to rely on English or know the spelling of words, I can just sign and communication will be smooth, quick and easy.

Communication will be smooth for both parties. It is also easier for me to understand the operator and follow any instructions I may need to help the injured person. For example, I might need to give CPR or be told how to administer first aid if someone is bleeding. The operator can give me any instructions I may need while I wait for the ambulance to arrive.

This gives me the same access a hearing person would have when they phone 999. Texting is not the same because I would have to wait for the operator to respond, which means there would be a delay in me providing emergency first aid to someone. Using video interpreting means I can follow instructions and administer help at the same time.

This service should be free for Deaf people, just like the 999 phone service is free for hearing people. I think Deaf people shouldn't have to register for this service, because if a person buys a new phone or changes their number, they might forget to re-register. If people haven't used the app for a long time then they might also forget their login details, which could cause further panic. That's why it is better that there are no registration requirements and people have direct access to an interpreter.

People should be able to use a variety of devices to access the service, such as phones and iPads, but it could also include PCs and Macs, as some old phones might not have access to apps. Thank you.