
Emergency video relay

Reporting requirements for approved service(s)

1. Overview

These reporting requirements apply to any emergency video relay service approved by Ofcom for the purposes of General Condition C5.11. Any supplier of such a service must maintain ongoing compliance with the relevant approval criteria and submit to Ofcom the information set out in these reporting requirements every quarter and annually, in a format specified by Ofcom.

The annual report must be published on the approved service supplier's website.

At the moment, there is one supplier of such a service: Sign Language Interactions (SLI).

The relevant approval criteria (the "Approval Criteria") to which these reporting requirements apply are published in the [June 2021 emergency video relay statement](#).

This document sets out:

- requirements for quarterly reports submitted to Ofcom; and
- requirements for the annual reports, which must be published by the approved service supplier on its website.

2. Reporting requirements

Quarterly reports: reports submitted to Ofcom

Each quarter, the supplier of the approved service must submit a report to Ofcom covering:

- a) the number of downloads of the app including the number of registrations, if possible, broken down by:
 - i) registrations via the app; and
 - ii) registrations via the website;
- b) the number of emergency communications, excluding communications abandoned by the caller within 5 seconds, and of these:
 - i) the number connected to a Stage 2 Public Safety Answering Point (PSAP);
 - ii) the number connected to a Stage 1 but not a Stage 2 PSAP; and
 - iii) the number not connected to a Stage 1 PSAP.¹

For (ii) and (iii), please state the reason for not connecting these communications, e.g. accidental communication or the situation was not an emergency;

¹ Stage 1 PSAP is the BT emergency Call Handling Agent; Stage 2 PSAP is the relevant emergency authority.

- c) copies of the latest version of protocols (unless already submitted in previous quarterly reports) for dealing with communications not connected to a Stage 1 PSAP or connected to a Stage 1 but not a Stage 2 PSAP;²
- d) the percentage of calls answered in 5 seconds in each 24-hour period (measured from midnight to midnight), excluding communications abandoned by the caller within 5 seconds. If applicable please also supply details of the answering times of calls not answered within 5 seconds, the reasons for these occurrences and any mitigation to prevent future occurrence. Data about calls answered within 5 seconds (both in absolute terms as well as the percentage of the total) must be recorded in 15-minute intervals, from which the daily (24-hour) average is derived, and retained by the supplier of the approved service for a minimum of 6 months. Data about the number of communications abandoned by the caller within five seconds shall also be recorded and retained by the supplier of the approved service for a minimum of 6 months. This data shall be disclosed to Ofcom on request.
- e) the number of complaints and information about the nature of the complaints (having removed details that could identify any complainant). Where applicable, provide a summary of changes to operations as a result of complaints or feedback.

Where appropriate, the information above should be split out into the three constituent months in each calendar quarter.

The approved service provider must submit the quarterly report no later than four weeks after the end of the relevant quarter. For example, the report covering the Q1 2023 period (1 January – 31 March 2023) must be submitted no later than 5pm on 28 April 2023.

These quarterly reports will not be made public by Ofcom as a matter of course, although the supplier of the approved service may wish to publish some or all of the information required for the quarterly report.

First quarterly report (17 – 30 June)

In order to follow a quarterly pattern, the period from the go-live date (17 June) to the end of June should be treated as a quarterly reporting period requiring a quarterly report. This should be sent to Ofcom no later than 5pm on 7 July 2022.

Monthly reporting in the first full quarter (1 July – 30 September)

Given this is a new service with significant end-user impact, i.e. meeting the needs of deaf BSL users in emergencies, we request that for the first *full* quarter (1 July – 30 September), the approved supplier submit *monthly* reports following the quarterly reporting requirements above.

We request that these monthly reports be sent to Ofcom no later than 5pm on 7 August, 7 September, and 7 October respectively.

² Ofcom may share these protocols with relevant stakeholders via the 999 Liaison Committee.

Published annual reports

Annual reports

In addition to the four quarterly reports each year, the approved service provider must also publish an annual report covering compliance with the Approval Criteria and any related issues as directed by Ofcom.

The annual report should cover the supplier's ongoing compliance with each of the Approval Criteria. It must be signed off by an appropriate company authority stating that the information submitted is accurate to the best of their knowledge.

We expect the approved service supplier to publish the annual report in a timely manner, no later than four weeks after the end of the relevant year, and in accessible formats including a BSL video summarising at least the key information from the annual report.

First annual report

Owing to the go-live date being 17 June 2022, we request that the first annual report cover the period 17 June 2022 – 30 June 2023. In order to maintain comparable reporting periods (i.e. complete years), we request that in this first annual report SLI segregates the period 17 June – 30 June 2022 from 1 July 2022 – 30 June 2023.

Reporting schedule

Figure 1 shows a timeline of the first set of reports. The approved service supplier will need to continue to produce quarterly and annual reports beyond what is shown below following the schedule detailed above.

Figure 1: Timeline of the first reporting schedule

