

999 BSL — UK Emergency Video Relay Service for Deaf Sign Language Users, With Ofcom's Ex-Post Evaluation

Digital Inclusion · Good practice · United Kingdom

Quality score: 92/100

Evidence strength: Strong

Summary

Since June 2022 UK deaf BSL users can call 999 free via a video app with a live interpreter. Ofcom's evaluation: 26,632 downloads, ~20,000 calls in 2024, median wait 3s, but the 95%-in-5s target is still unmet.

Key dimensions

Dimension	Score
Innovation level	3/5
Sustainability (ongoing)	1/1
Evaluation evidence	1/1
Demonstrated reach	1/1
Documented learning	1/1

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-10-09

[Sign Language Interactions \(SLI\) for Ofcom-regulated UK telecoms providers](#) — accessed 2026-10-09

[999 BSL - About](#) — accessed 2026-10-09

[Vodafone UK - launch announcement \(17 Jun 2022\)](#) — accessed 2026-10-09

[Ofcom evaluation summary \(The Limping Chicken, 30 May 2025\)](#) — accessed 2026-10-09

[Ofcom - Ex post evaluation of emergency video relay regulation](#) — accessed 2026-10-09

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