

Jersey Government's 24/7 On-Demand British Sign Language Video Relay Service

Digital Inclusion · Good practice · Jersey

Quality score: 72/100

Evidence strength: Strong

Summary

Jersey's government-wide SignVideo relay service lets BSL users reach a live interpreter from any gov.je page or a tax-office kiosk; a 2024 upgrade extended it to 24/7 on-demand cover for healthcare, education and public services.

Key dimensions

Dimension	Score
Innovation level	3/5
Sustainability (ongoing)	1/1
Evaluation evidence	0/1
Demonstrated reach	1/1
Documented learning	1/1

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-09-06

[Government of Jersey \(Customer and Local Services\)](#) — accessed 2026-09-06

[Jersey Disability and Inclusion Strategy Report 2023/2024](#) — accessed 2026-09-06

[ITV News: BSL interpretation service launched by Jersey government](#) — accessed 2026-09-06

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