

British Sign Language (BSL) Video Relay Service

Provided by Sign Video on behalf of Hertfordshire County Council (HCC)

Video Relay Service allows deaf people to communicate with hearing people using a video device via a BSL interpreter in real time.

We are pleased to announce that [Sign Video](#) has been appointed to continue providing British Sign Language (BSL) Video Relay Service on behalf of HCC.

Sign Video is a user led organisation striving to deliver best possible service to deaf people promoting communication equality. Their service is safe, secure and uses qualified BSL interpreters.

At HCC we recognise that everyone is different and continually explore ways to improve our information resources to reach all Hertfordshire residents. One of our initiatives to meet the diverse needs of people using our services is BSL Video Interpreting Service. We are committed to ensure that deaf people get the help they need, when they need it and in the way they want it.

Sign Video Relay Service gives BSL users independence, by allowing them to make telephone calls confidently to hearing people through fully qualified interpreters. With Sign Video, calls can be made via a laptop, PC, smartphone or tablet, enabling BSL users to have equal access to information and advice through our customer services. BSL remote video interpreting service is available via a free link on our [website](#).

We are looking forward to working together with Sign Video to serve deaf community in Hertfordshire.