

**THE OFFICE OF POLICE AND CRIME COMMISSIONER  
FOR DERBYSHIRE  
DECISION RECORD**

**Request for PCC Decision**

**Received in OPCC  
Date: January 2024**

**OPCC Ref: DN9-24**

DP0843 BSL 101 App

In 2022 Derbyshire introduced the new 999 BSL service which is a service that connects a person to the Contact Management Centre, via a British Sign Language (BSL) Interpreter remotely through an app or a web-based platform. This was seen as a huge step forward in ensuring that all our Derbyshire's communities have access to Derbyshire Constabulary. Whilst this service has improved the ability for contact, there is no option outside to contact 101 with a non-emergency. Deaf BSL users are expected to utilise email or text messaging. By introducing SignVideo App, this creates a shortcut on our website and allows Deaf BSL users to click a link which creates a call through to the Control Room as a 101 call. The call can then be dealt with in the same way as any other 101 call. In addition, the SignVideo App can be deployed onto officers MDT's and Desktops/Laptops.

The App does not replace the Big Word service in custody or Cintra for interviews and formal statements. But it will facilitate day to day contact in the community, and at urgent times of need.

Funding has been granted through a recent business case.

The route to market is via Single Tender Approval. The STA was progressed and signed off by the OPCC on 10 January 2024.

The Contract covers the period of 3 years from 03 January 2024 with a total contract value of £30,250.

Supporting

**Decision**

Approved

**Declaration**

I confirm that I have considered whether or not I have any personal or prejudicial interest in this matter and take the proposed decision in compliance with the Code of Conduct for the Police and Crime Commissioner for Derbyshire. Any such interests are recorded below.

None

The above request has my approval.



Signature

Date 22 January 2024

**PUBLICATION SCHEME CONSIDERATIONS**

**Is the related Section B report to be published Yes/No**

The report contains commercially sensitive information.

**Is the publication of this approval to be deferred No**

If Yes, provide reasons below

**Date to be deferred to –**

NB Statutory Instrument 2011/3050 (as amended by SI 2012/2479) states that: *all decisions made by a PCC are in the types of information that must “be published as soon as practicable after it becomes available to the elected local policing body”.*

**OFFICER APPROVAL****Chief Executive or Nominee:**

I have been consulted about the proposal and confirm that financial, legal and equalities advice has been taken into account in the preparation of this report.

I am satisfied that this is an appropriate request to be submitted to the Police and Crime Commissioner

Name Andrew Dale

Date 22 January 2024