

Text Relay for deaf and speech-impaired people

Old Text Relay

- Needed a textphone
- Hard to use on the move
- Couldn't interrupt



Next Generation Text Relay

- Uses an app on a PC, smartphone or tablet
- Calls are faster and easier
- Users with some hearing can listen to the call and read the captions to support what they are hearing
- Users can use their own voices if they wish
- Incoming calls no longer require a prefix

Feedback from users



Simon Stevens 
@simonstevens74

Next Gen Text Relay - Utterly amazing - I can reclaim the phone once more!

1:50 PM · 8 Oct 14




Ian Barltrop 
@Laidbackian

Fantastic to see NGT app make such a huge difference to hearing impaired staff. Fantastic use of technology.

3:27 AM · 8 Oct 14



Frankie McLean 
@frankie_mclean

Called @ThreeUKSupport via Next Generation #textrelay directly from mob. Couldn't have done this last year, brill tech. Oh, & 3 were great.

2:48 AM · 20 Nov 14



Pierre Fachon 
@pfach

Just made my 1st smartphone call using the NGT app. Works like a charm!

4:48 AM · 1 Oct 14

Quality of Live Subtitling



- Subtitling in the UK is largely done through respeaking (both live and pre-recorded)
- Following concerns about the quality of live subtitling, in 2013 Ofcom started a two-year project to identify areas for improvement
- Dimensions of subtitling quality:
 - Accuracy
 - Latency
 - Speed

Progress to date

- First two reports show signs of improvements resulting from respeakers gaining access to material in advance (VTs, running orders, scripts)
- Greater use of block subtitling
- Fewer late-delivered programmes

Issues

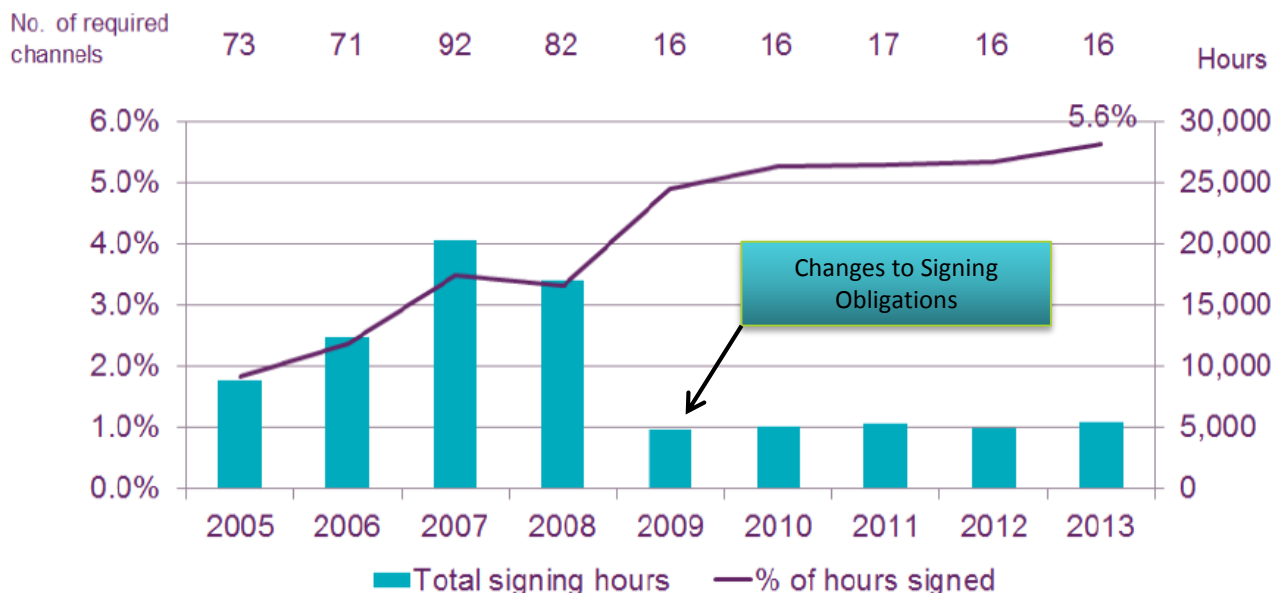
- Software advancement can help too
- Broadcasters are opposed to the insertion of short delays in live programmes to improve subtitling quality



Access Services Obligations

- UK law sets 10-year targets for subtitling, audio description and sign language
- Targets are expressed as a proportion of total qualifying programming, and Ofcom sets interim targets. As a result, the provision of access services has increased over the years.

Figure 5: Signing provision 2005 – 2013



Source: Ofcom/broadcasters. Note: % of hours is calculated as a proportion of total, non-exempt hours broadcast by channels that have a requirement to provide that service.

- In 2015, 78 channels are required to provide access services in the UK, plus 34 more channels licensed by Ofcom and broadcasting in other EU countries.

Katie Hanson

Senior Consumer Affairs Manager,
Ofcom

katie.hanson@ofcom.org.uk

Jack Genovese

Content Policy Associate,
Ofcom

jacopo.genovese@ofcom.org.uk