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Video-Mediated Interpreting (VMI) services are typically remote call centres that can dispatch specialist interpreting services on demand using high speed audio-video internet technology. In the UK VMI services are being used by deaf people to facilitate a range of interactions such as *over the phone interactions with public services (council tax help line; PIP applications, Access to Work inquiries, G.P receptions), banking calls, calls to businesses (TV subscriptions, mobile phone contracts, insurance, gas/electricity services) calls to clients for work purposes (an architect's clients, a marketing firm's clients, referrals for social services); and onsite interactions with public services (social service interviews, assessments for benefits, GP appointments) or workplace interactions.*

The potential to extend the use of VMI to facilitate ad-hoc and unexpected encounters between a police officer and someone is deaf is great, but has yet to be proof tested. In addition to testing its suitability the question around appropriateness has also yet to be considered – do deaf people consent to the use of technology and interpreting services in this way? Research into deaf people's experience already show a lack of trust and confidence to receive equal and fair treatment (Brennan, 1999; Brennan & Brown, 1997; British Deaf Association, 2015; Brunson, 2007; Napier et al., 2015; Salaets et al., 2016) Whilst VMI may seem vital in certain situations, e.g. when an on-site interpreter cannot be located, it is not yet know whether deaf people consent to using VMI in police settings and where boundaries of "no use" need to be drawn. These questions are important and in line with Police Scotland's approach to developing policing practices around prevention and co-operation. Without approval from those who need access to an interpreter the service remains obsolete.

This argument shows how technology may contribute one part of a solution, it is the complex nature of human communication and comfort that may remain unmet. Other systems may be preferred e.g. signing police officers, third-party reporting centres and on-site interpreters.

Research on VMI for spoken language interpreting services has already provided recommendations on where and when VMI can be used for police interviews in criminal proceedings (Braun & Taylore, 2012). The recommendations suggest limited VMI use to contexts that are short in duration and a complete rule-

out when interactions are with a vulnerable citizen (e.g. a child or someone with mental health issues).

Drawing on the methods used for the AVIDICUS project (Braun & Taylor, 2012) and the JUSTISIGNS project (Leeson et al., 2016) and INSIGN project (Napier, Skinner, & Turner, in press; Napier, Skinner, & Turner, Submitted) looking at the use of VMI in particular contexts, I plan to use a mixed method approach, involving a micro-analysis of actual VMI interactions combined with interviews and focus groups discussions. The data collection will involve creating simulated encounters where VMI may be of use, with real police officers members of the Scottish signing communities, i.e. checking in a detainee to a custody suite, interviews with a suspect/witness/victims, taking of statements, front desk and emergency call handling. Discussion and interviews with users groups is needed to critique the viability of the VMI service.

This PhD project come at a timely opportunity with the passing of the BSL (Scotland) Act. Since 2015 the Justice Sector partners, along with other Scottish Public Authorities, now have an obligation to consider the signing communities of Scotland in the development of their respective National Plans. Police Scotland have recently invited the Scottish signing communities to feedback on the 2026 consultation. It is expected access to quality interpreting provisions and potential use for VMI to feature in this consultation. The contribution I am interested in is, how we can introduce video interpreting services that improves trust and co-operation between the police and the signing communities of Scotland?

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