

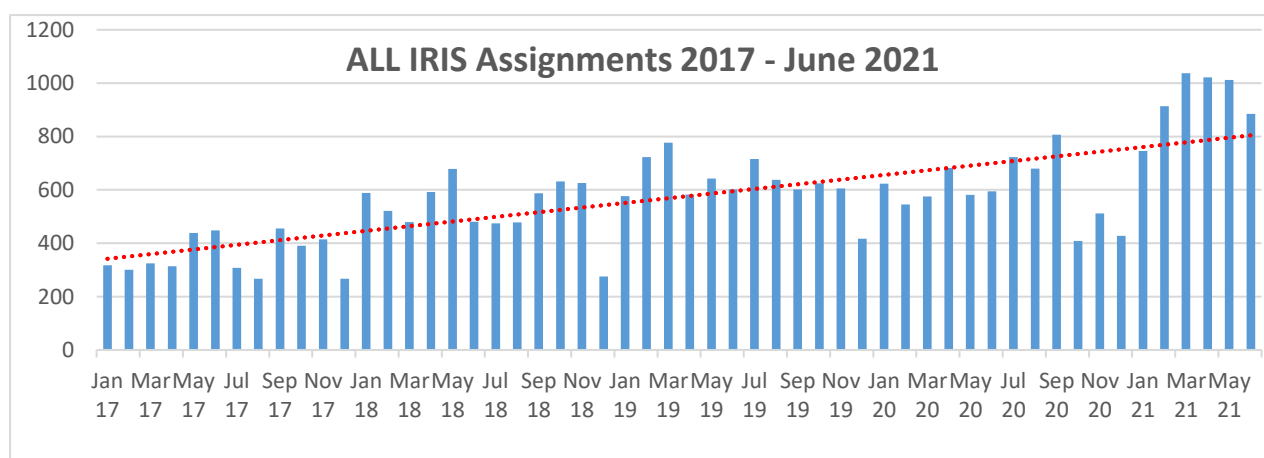
Indicators for the National Disability Inclusion Strategy 2017 -2021: Indicator 1.4b

- The number of requests for the Irish Remote Interpreting Service (IRIS) and
- Number of requests for Sign Language Interpreting Service (SLIS) facilitated.

1. Irish Remote Interpreting Service (IRIS) assignments Q1 & 2 2021 = 5,614

There were 5,614 IRIS assignments in the first half of 2021 (Jan-June), - 2,711 remote interpreted appointments on the Skype platform and 2,903 calls answered on the IRIS APP. This is an increase of 56% on the 3,601 IRIS assignments on the same period 2020. 4% were VRI (video to video) calls, with 0 Telephone Relay Calls due to COVID.

2021 IRIS Bookings	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	SUB TOTALS
Education & Training	8	3	7	4	4	4	30
Legal	2	13	7	14	8	4	48
Medical	88	68	105	84	75	81	498
Other Private Sector	195	181	186	136	107	121	925
Other Public Sector	96	108	96	83	89	58	532
Personal/community Relay Calls	34	29	44	59	48	59	273
Work related	19	29	41	56	32	30	207
Cancelled/not filled	26	32	40	39	31	28	194
IRIS Skype all calls SubTotal	468	463	526	475	394	385	2711
IRIS APP calls answered SubTotal	277	450	512	546	618	500	2903
TOTAL	745	913	1038	1021	1012	885	5614



Trend: IRIS assignments doubled over NDIS period 2017 to date, with increased capacity (interpreters) and APP (on demand service) contributing to 2021 increases.

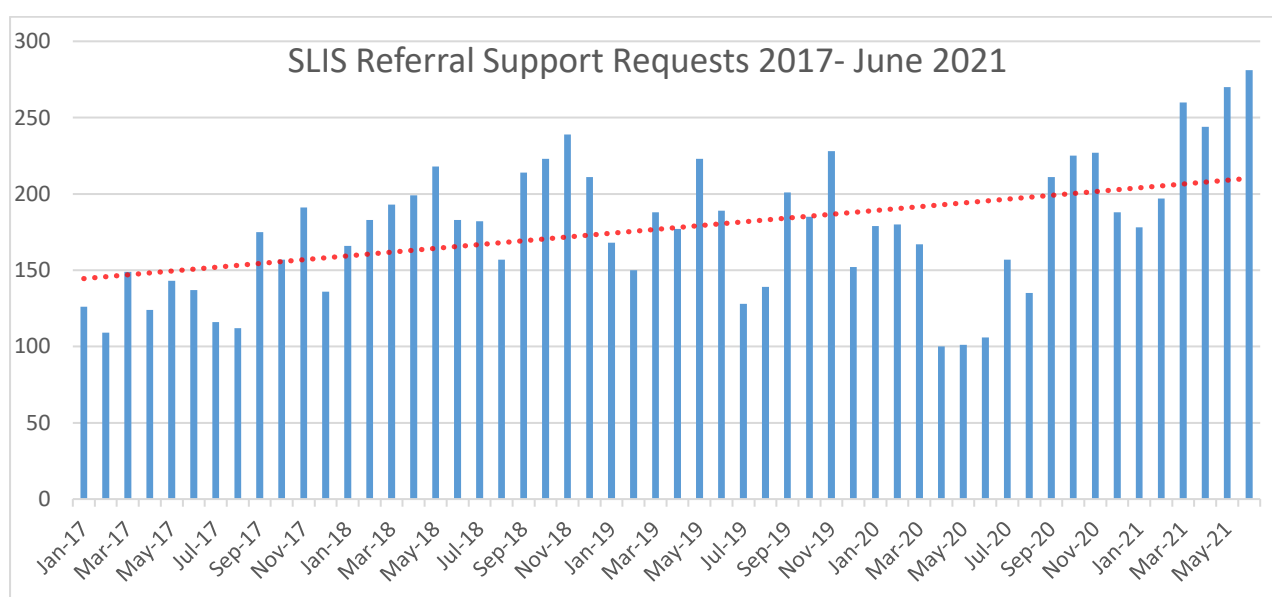
¹ National Disability Authority, Indicator Set To Monitor The National Disability Inclusion Strategy 2017-2021

*Viable Calls Note: The number of viable calls answered on the APP (i.e. calls over 1 minute long) was a metric used in reporting to the board of Directors of CIB (Feb 2021). This metric should be reported again for consistency and will be included when available.

2. Requests for SLIS support services facilitated Jan-June 2021 = 1,430

This compares to 833 in the same period 2020 (COVID Affected), an increase of 72%.

- 380 referrals requests for an interpreter in Jan – June 2021 (includes 11 out of hours / emergency calls). This is an increase of 13% on the 336 requests in same period 2020.
- 229 Access support requests for interpreter in Jan – June 2021 (includes 17 out of hours / emergency calls). An increase of 72% on 133 access requests in Jan – June 2020.
- 821 GP Access Scheme Requests in Jan–June 2021 (includes 19 out of hours / emergency calls). Up 126% on 364 GP access scheme requests in same period in 2020.

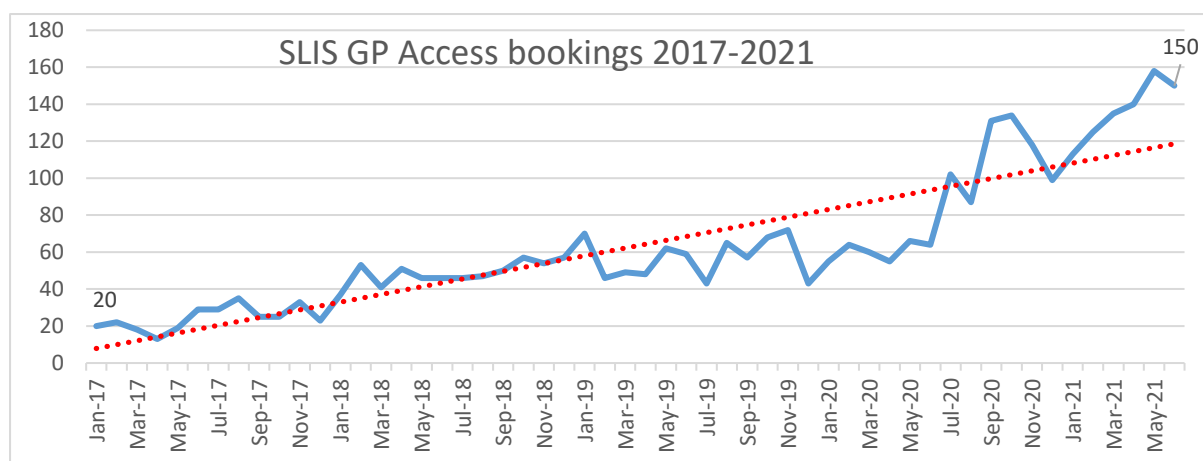


Trend: Requests for SLIS support services during the NDIS period 2017 to date shows an increase of 25%. There was a significant drop off in quarter 2 2020 (beginning of COVID pandemic), with the trend re-establishing in 2021.

SLIS ANNUAL NDIS INDICATORS - Summary

NDIS INDICATORS	2017	2018	2019	2020	Jan to June 2021
IRIS assignments	4,036	6,412	7,503	7,159	5,614 (78% of 2020 total)
All Requests for referral supports	1,675	2,368	2,128	1,975	1,430 (72% of 2020 total)

Supporting Information



GP Access: annual appointments 2017-2021

2017	291	
2018	585	101% Increase on previous year
2019	682	17% Increase on previous year
2020	1035	52% Increase on previous year
2021 (Jan-June)	819	Projected 66% Increase

2021 All Requests (Referrals + Access + GP)	YTD %	YTD total	2021					
			Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21
Education & Training	2%	32	1	1	4	1	10	15
Legal	2%	27	4	2	5	9	3	4
Medical	82%	1173	156	167	190	203	226	231
Private Sector	2%	34	1	10	5	4	5	9
Public Sector	8%	113	10	15	49	16	10	13
Social Interpreting/ Public Events	1%	13	3	1	2	3	2	2
Deaf Organisation	1%	11	1	1	3	4	1	1
Voluntary Organisation	2%	27	2	0	2	4	13	6
Total	100%	1430	178	197	260	244	270	281