

LANGUAGELINE® FOR GOVERNMENT

Better Serve the Public, in 240+ Languages



LanguageLine
Solutions®

Ensure Equal Access to Programmes and Services, 24/7

As of 2021, there were over 4 million residents in the UK who had a main language other than English, and over 10 million who were D/deaf or hard of hearing.

Any lack of effective language access leads to disparities impacting public health, safety, justice, education, and civil rights. But there is an innovative, cost-effective way to serve the public better: partner with LanguageLine Solutions.

We're the world's most dependable language service provider, handling 64+ million interactions annually. Our On-Demand Interpretation services connect you to 20,000+ professionally trained interpreters fluent in 240+ languages, including British Sign Language. Our decades of expertise can help your organisation strengthen its language access and support compliance at all public touchpoints.

LanguageLine offers:



**On-Demand
Interpretation**



**In-Person
Interpretation**



**Translation
& Localisation**



A police officer founded LanguageLine over 40 years ago to eliminate language barriers for public safety. The service quickly found applications across social services, public health, schools, and countless non-profits and local service providers.

On-Demand Interpretation

Provide meaningful access to services while maximising efficiency

Communication barriers can quickly create bottlenecks and consume the limited resources of any government agency. LanguageLine delivers the expertise, interpreters, and advanced technology you need to overcome language challenges in seconds. You'll also help reduce disparities across the diverse communities you serve.

We handle 64+ million interactions annually. We have the capacity and experience to support your organisation's needs. In fact, every day we help support local and central government agencies across the UK, and a wide range of NGOs and local service providers. Plus, our flexible connectivity options, advanced data collection capabilities, and robust reporting will save you time and provide the information you need to effectively manage your language access programmes.



Over-the-Phone (OPI) Interpreting

If you need help enrolling a child in school, discussing a council tax issue, dealing with benefit enquiries, or any form of contact centre support, call us. We founded the OPI industry in 1982 and today we're the global leader. With LanguageLine Phone InterpretingSM you can count on the industry's most reliable connections across the highest call volumes, exceptional SLA performance, and 99.99% platform uptime. All calls are confidential, secure and compliant.

- Connect to expert audio interpreters in 240+ languages, 24/7
- Customise call flows and overflow solutions
- Use traditional telephonic and digital access methods



Video Interpreting

Get the benefit of visual cues and facial expressions to build trust, reduce misunderstandings, and improve customer or patient experience in the moment of need. Connect your team to our professionals to ensure accurate, meaning-for-meaning interpreting in 40+ top languages, including British Sign Language.

With LanguageLine® Video InterpretingSM you can:

- Reach interpreters qualified for medical , government and legal conversations
- Count on crystal-clear video and audio
- Stay secure with full encryption
- Support adherence to Data Privacy legislation

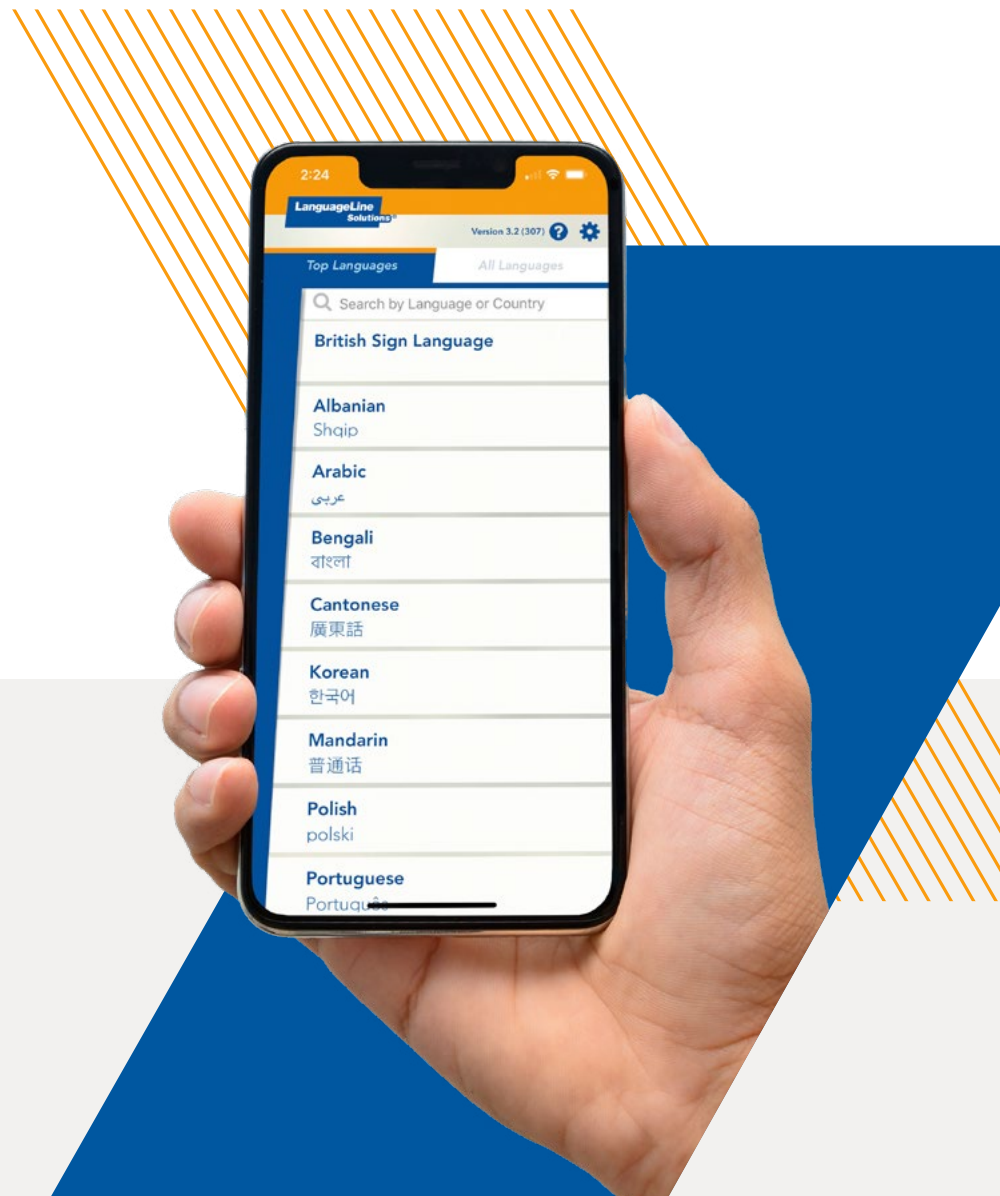


LanguageLine® App

The LanguageLine App empowers your frontline staff to bridge language barriers whenever they arise. The LanguageLine App is the easiest and fastest way to access an interpreter, without dialling or entering access codes. It increases productivity, saves time and eliminates frustration. They can connect in seconds to our team of 20,000+ interpreters from most digital devices 24/7 with:

- 240+ audio languages
- 40+ video languages including British Sign Language

* Full language list available at [LanguageLine.com](https://www.LanguageLine.com)





Custom Inbound Call Solutions

Streamline inbound calls to provide a total in-language experience when community members call you. LanguageLine® DirectResponseSM improves engagement in programmes and hotlines serving diverse communities.

In-language phone tree options help connect your callers to the right department with an interpreter on the line, saving time and maximising the productivity of your English-speaking agents. You can customise the call flow from start to finish to reduce caller frustration and increase efficiency.



Virtual Meetings

It is essential to reduce the digital divide for those who speak languages other than English or are D/deaf or Hard of Hearing. That's why we provide easy access to audio and video interpreters within the virtual meeting platforms that are common to government agencies, schools, and courts, including:

zoom

Teladoc
HEALTH

caregility
Connecting Care Everywhere

amwell

Vidyo



In-Person Interpretation



Earn the trust of your community through effective communication

Face-to-face interpretation is ideal when professionalism and accuracy matter most—such as for public meetings, hearings, and press conferences. Our services can improve the workflow and overall effectiveness of any agency dealing with the public in sensitive situations or when making important decisions. Having an expert interpreter present can help ensure you're serving the interests of constituents while making the best use of your resources.

LanguageLine can provide qualified, security-cleared interpreters in over 150 languages, including British Sign Language. You can request an interpreter to attend your location in-person, or appear on your own video platform to support your requirement. LanguageLine's Remote Face-to-Face service ensures equal access to vital services and is particularly beneficial in supporting rural areas where access to qualified interpreters may be limited.



Face-to-Face Interpreting

Book an appointment in advance for a LanguageLine qualified Interpreter to visit your location. You can choose the interpreter's gender and language and count on them being dressed professionally.

LanguageLine Remote Face-to-Face Interpreting

Our scheduling system enables online access 24/7 to book an interpreter for virtual meetings. Choose the interpreter and schedule your video conference time, using the video platform of your choice.

Translation & Localisation

5 ways to improve your agency's communications and ensure accessibility

As communities become more diverse, the need for organisations to engage in multiple languages is essential for programmes and services to reach linguistically diverse populations. Creating an inclusive environment that extends equal access to all can pose a challenge.

Get the expertise you need to communicate clearly at any scale. Our professional linguists will help you execute your mission more cost-effectively by relieving your staff of the burden of addressing language challenges.

We can also develop documented policies and procedures for working with limited English speakers and blind or visually impaired populations. Plus, we can prepare you for effective outreach to underserved communities.

1. Translation Services

Our expert linguists provide high-quality translations and get to the true meaning of every phrase through a human touch and the ability to relate to the reader. We readily adapt translations to any project by thoroughly considering the intended target population. We also implement different workflows depending on your needs, which can include up to three different linguists to translate, edit, and proofread your content.

Our experts translate all types of written content, including:

- Brochures
- Reports
- Website content
- Public notices
- Signage
- Forms
- Legal documents
- Constituent communications

2. Localisation Services

We can localise your content for specific language and cultural sensitivities to provide a natural experience for the populations you serve. We'll also devise a customised solution that delivers higher-quality work with shorter turnarounds.

Our dedicated team of translation experts oversees all project management, publishing, and quality assurance in-house. To ensure successful on-time delivery, we embrace comprehensive, end-to-end quality-control procedures for every project.

We're experts at localising:

- Websites
- Software
- Online applications
- Mobile apps
- Training materials
- Subtitles and graphics
- eLearning and training
- And more

3. Transcription Services

Count on LanguageLine to take the work out of transcribing video and audio recordings. We provide audio-to-text transcription, voiceover, and translation in 290+ languages. Rest assured, our linguists will complete your transcription projects with the same high-quality output you can expect from all our language services.

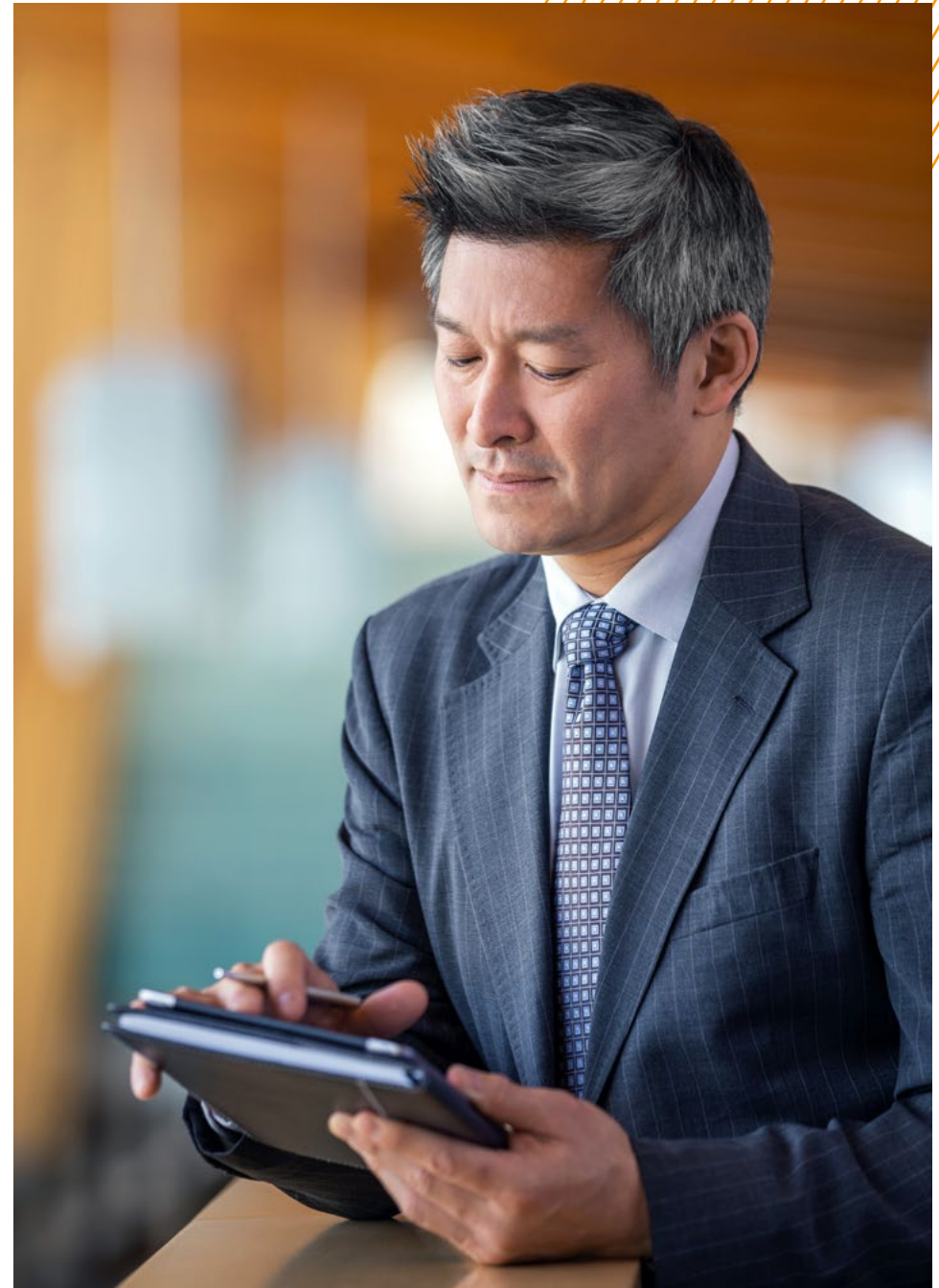
4. LanguageLine® ClaritySM Services

Any dense or jargon-filled written content you share with the public can be confusing and go unread. LanguageLine Clarity provides Plain English content your audience will find easy to understand and act upon. We offer two services for higher-quality translations and lower costs:

- **Clarity Microsimplification:** Simplify individual documents by performing content analysis, purging unnecessary information, and harnessing the power of Plain Language for core content
- **Clarity Macrosimplification[®]:** Reduce the number of documents across your organisation by eliminating redundant content and reassembling it into fewer, more effective documents

5. Accessibility Services

Make sure your content is available to all members of your potential audience. LanguageLine offers accessibility services that include Braille, large print, and audio recordings.



Get Faster Results Through Innovative Technology

LanguageLine provides solutions that make it easier for you to get expert translation and localisation services on your timeline and within your budget



LanguageLine® Website ProxySM

Expand your global reach by localising your website or eCommerce platform. Website Proxy is the perfect solution for organisations who want a hands-off approach for managing translated versions of their English website—or need the English version and the translated versions to always be in sync.



LanguageLine® Translation PortalSM

Use our secure Translation Portal to quickly submit projects from anywhere, at any time. You can also easily download your translations and access project status and reporting online.



LanguageLine® SmartMATE Machine TranslationSM

Whether through Instant MT for low-liability content, or fully customised NMT Post Edit programmes, our highly experienced in-house engineering team can build the solution for you to ensure scalable, cost efficient, high quality output.



LanguageLine® SmartMATE

Increase efficiency by integrating your content management system (CMS) with LanguageLine SmartMATE. We offer a range of connectors to the most popular and common content management systems to securely transfer files. This helps you manage and quickly publish your content once translation is complete. With LanguageLine SmartMATE, you can improve your productivity and reduce human error.



Let's Talk Solutions

Find out how LanguageLine can help you turn your biggest language challenges into opportunities to serve the public more effectively.

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